



**ESWATINI
COMMUNICATIONS
COMMISSION**

COMMSREG

Issue 4 | 2022

The Connector

ICT ACCESS and Usage Survey



ESWATINI CONNECTIVITY IN NUMBERS

What you need to know about data protection

Feature Interview with Technical Services Director Thulani Fakudze

UASF New Strategy Unpacked

MISSION

To derive maximum socio-economic benefits for all Eswatini from ICTs through the effective regulation of telecommunications, broadcasting and postal services in Eswatini

VISION

To be a dynamic regulator of communications services in Eswatini that facilitates the delivery of affordable, sustainable and quality services

VALUES

INTEGRITY

TRANSPARENCY

ACCOUNTABILITY

TEAMWORK

INNOVATION

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Editor's Note

Welcome to another edition of COMMSREG. The last two years have been challenging for all of us due to the COVID-19 pandemic. We have had to drastically adjust our lifestyle and change business as we knew it in order to accommodate the "new normal". The relaxation of restrictions lately has brought some relief and our lives are slowly going back to the way they were before the global health crisis. There are now more events being held, travel is open and we are back in the office fulltime. In this issue, some colleagues get to share their experience of adjusting back to physically being in the office after the end of the Work-from-Home arrangement.

With more people working and studying at home, reliance on the Internet increased exponentially. As much as online platforms deliver great benefits to individuals and organisations, there is also increased exposure to cybercrimes and attacks. In this issue, we share some cybersecurity safety tips to keep in mind while browsing, gaming or connecting in the digital space. We also identify the most common mobile wallet scams and share advice on how to spot these and what to do in response. Closely related to the subject of security is data protection, an area that has recently been introduced as part of the Commission's mandate. Our Legal Affairs Manager took time to unpack the new Data Protection Act and has also identified the main Data Protection rights that you need to know.

A big project for the Commission recently has been the ICT Access and Usage Survey conducted in households all over Eswatini. Its main aim is to determine the level of access and use of ICTs in the country in order to develop evidence based and relevant strategies that will ensure the development of the sector.

In line with supporting ICT development into the future, our Graduate in Training (GIT) programme exposes young EmaSwati to practical experience in the ICT workplace and a variety of careers. ESCCOM's two current GITs are featured, and candidly share how their journey has been so far.

You have a wholesome compilation in hand so turn the page and hear more about all the exciting initiatives that the Commission is engaged in.

Enjoy the read!
Editor.

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INDUSTRY NEWS

NEW POSTAL AND COURIER LICENSEES



A NEW DAWN! POSTAL AND COURIER SERVICES ARE NOW UNDER REGULATION

The formulation of the Guidelines was done in consultation and with input from the industry players, to ensure buy-in and full understanding of the responsibilities carried by the framework. These include the delivery of services based on speed and efficiency, real-time tracking and professional packaging, amongst others. The issuance of new licences also represents a growth and competition in the sector, which

ultimately result in improved quality of service provision and lower prices for the consumer.

To support the operations of these entities, ESCCOM is already working with the Government of Eswatini to develop a National Postcode and Addressing System. The main objective of this exercise is to place a formal address to every homestead, church, clinic and school in the country. Through this project, it is envisaged that e-commerce will thrive and goods bought online will be delivered to everyone's doorstep. A total of 7 applicants were presented with their milestone Postal and Courier licences and these are;

POSTAL LICENCES

1. Eswatini Posts and Telecommunications Corporation t/a Eswatini Post;

COURIER LICENCES

1. DHL Express Swaziland (PTY) Limited;
2. Eliang Courier Services (PTY) Limited;
3. Eswatini Posts and Telecommunications Corporation t/a Phutfumani Couriers;
4. FEDEX Express Swaziland (PTY) Limited;
5. Interfreight (PTY) Limited;
6. Triton Express (PTY) Limited

All the above service providers submitted applications to the Commission, along with the required documentation, and met the evaluation criteria as set in the licensing framework.

Consumers can now confidently use the services of these companies, as they conduct their business within the standards set. In the case of a customer not being satisfied, they are covered in the ESCCOM's Consumer Complaints Procedure.



Renewed Licenses: Internet Service Providers representatives posing after receiving their licenses.



New Licenses: Couriers posing after receiving their licenses.

The Commission remains open to receive and evaluate more applications from interested companies who would also like to be licensed to provide courier services.

At the same event, an additional six (6) Service Providers had their General Electronic Communications Services licences renewed, after passing the renewal evaluation process to continue operating. These organisations had initially been licensed in May 2017, and the renewal is for an additional 5 years. The evaluation of their applications to renew included an assessment of their compliance with licence conditions, financial and technical capacity as well as meeting eligibility requirements according to the Electronic Communications Act. The operators who had their licences renewed were;

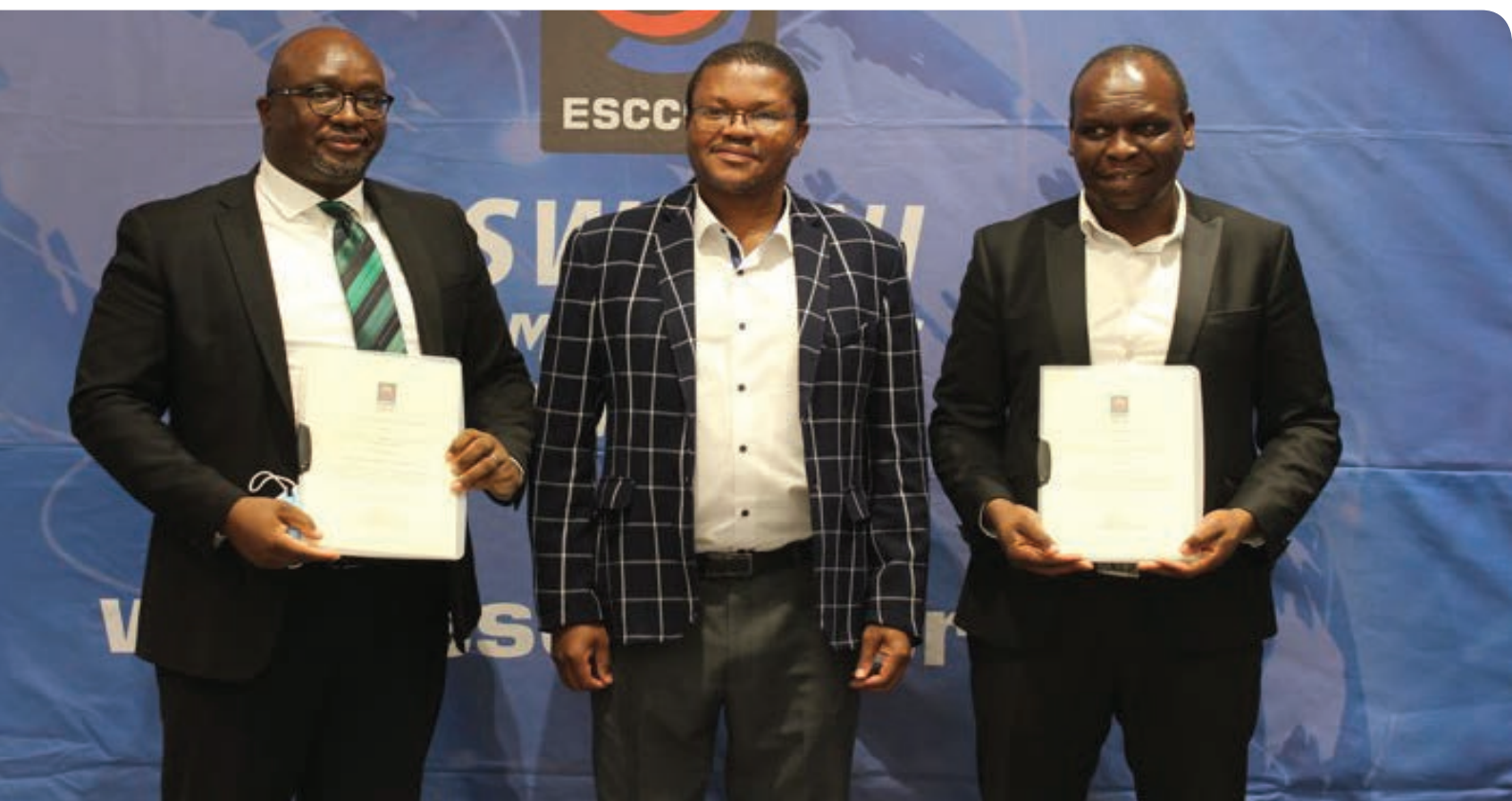
INTERNET SERVICE PROVIDERS

1. Computronics Systems (PTY) Limited;
2. Dimension DATA MEA (PTY) Limited;
3. Ironstamp Investments (PTY) Limited;
4. Jenny Internet Swaziland (PTY) Limited;
5. SwaziSat (PTY) Limited; and
6. Touch IT Investments (PTY) Limited

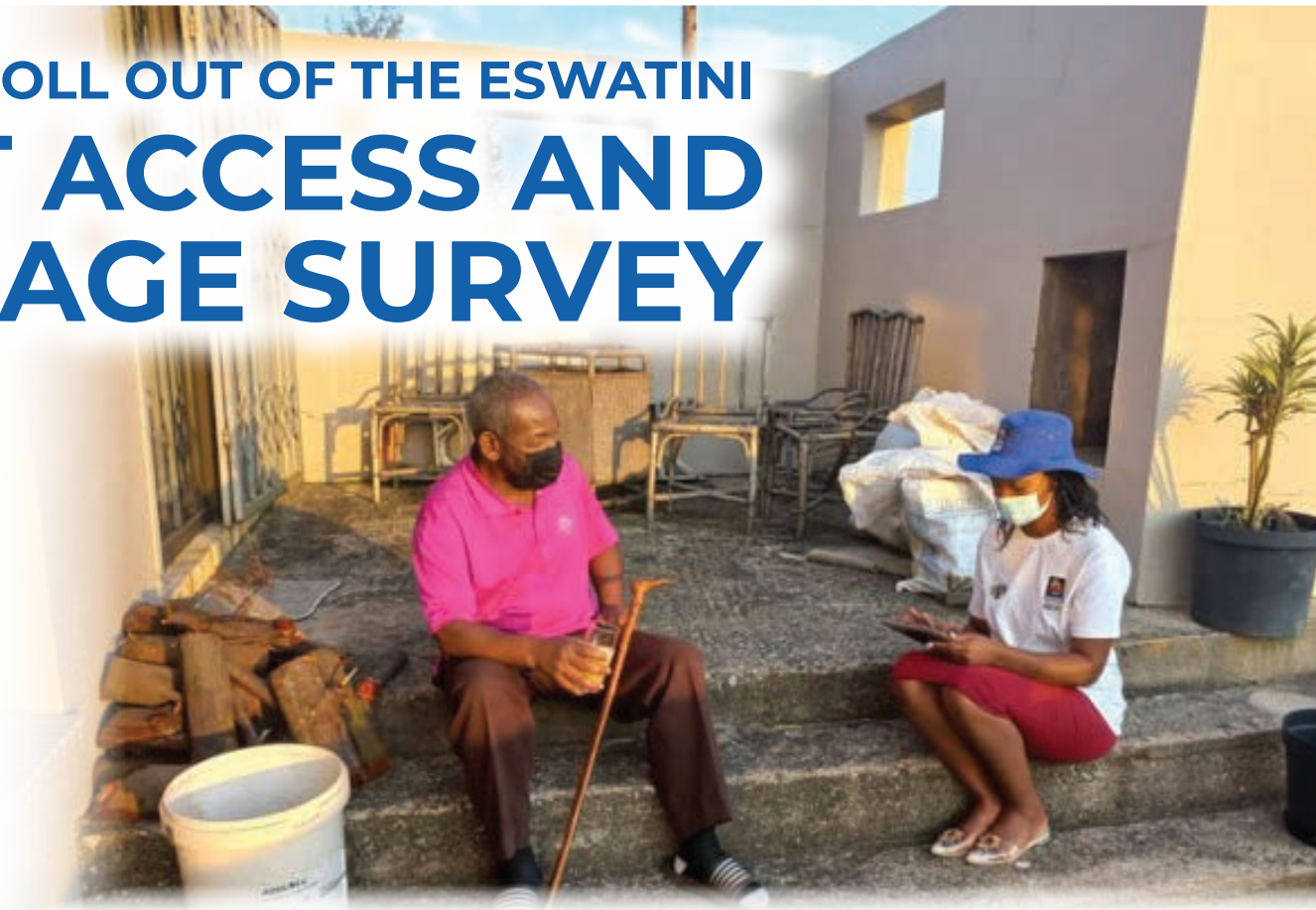
These Licensees provide the backbone of what we have come to know as the “new normal” following the Covid-19 outbreak. Their sector is highly competitive, and the challenge is for them to:

- Provide reliable services that meet or better the required quality of service.
- Ensure that the services they provide are always available at the quality required.
- Strive to make the services affordable to the ordinary Swazi.
- Expand the services to unserved and underserved communities to ensure that all Swazis have access to internet services and no one is left behind.
- Embrace new technologies/innovation appropriate for the 4th Industrial Revolution and beyond.
- Ensure consumer protection and protection of personal data.
- Ensure they keep abreast with the ever-changing consumer demands.
- Contribute towards the attainment of broadband targets for the country.

The ESCCOM Chief Executive, Mvilawemphi Dlamini, ended his remarks by reaffirming “the Commission’s commitment to ensure that electronic communications services and ICTs remain the enabler for economic growth for the Kingdom of Eswatini. The Commission will strive to ensure that the sector is advancing to meet the upsurge in demand for reliable communications services and to ensure that the cost to communicate is significantly reduced.”



THE ROLL OUT OF THE ESWATINI ICT ACCESS AND USAGE SURVEY



The Eswatini Communications Commission (ESCCOM) is the regulatory authority for the information and communication technology sector in Eswatini. In carrying out the mandate, the Commission is expected to compile a national database of ICT market Demand and Supply Statistics in order to understand usage patterns of ICT (Telecommunications, Broadcasting and Postal) products and services; and collect, collate and analyse ICT statistics and indicators.

The Commission collaborated with the Central Statistical Office (CSO) under the Ministry of Economic Planning and Development to conduct the Information and Communication Technology Access and Usage Survey (ICTAUS) in selected areas and households in Eswatini. The ICTAUS is the first-of-its-kind national survey on access and use of ICT by households

and individuals in the Kingdom of Eswatini. The survey aims to gather comprehensive demand-side ICT data which will provide key statistical data on the ICT market in Eswatini, namely, the level of access and usage of ICT by households and individuals (including people living with disabilities), affordability, ICT skills, user satisfaction and perception of quality of service of ICT services in Eswatini.

“The ICTAUS is the first-of-its-kind national survey on access and use of ICT by households and individuals in the Kingdom of Eswatini”

Furthermore, the survey will provide statistical information on emerging developments and issues in the ICT market, namely, the level of participation in e-commerce, online broadcasting services, awareness on cybersecurity and privacy rights and responsibilities.

Specifically, this demand-side survey seeks to:

- Establish the level of access and use of ICT services and products by households and individuals in Eswatini (including amongst people living with disabilities);
- Evaluate the demographic dimensions related to access and use of ICTs in Eswatini; Examine the extent of online risks, incidents and mitigation measures (Cybercrime and Security) among households;
- Establish perceptions on quality of service and affordability of ICT services and products; and
- Provide recommendations related to increasing access and use of ICTs in Eswatini. Furthermore, the survey will provide statistical information on emerging developments and issues in the ICT market in Eswatini. These include the level of participation in e-commerce, use of e-government services, awareness on cybersecurity and privacy rights and responsibilities.

WHY THIS SURVEY?

Eswatini currently does not have official statistics for ICT access and usage levels. These are critical for reports that are submitted to regional and international bodies such as Southern African Development Community (SADC), the World Bank, and the International Monetary Fund (IMF). Such statistics also help with national planning, developing evidence-based programs targeted at improving affordability, access, user satisfaction and quality of service and ultimately putting in place effective regulatory market interventions.



ROLES OF KEY PARTIES

The Central Statistics Office (CSO) is the official statistical agency responsible for the gathering of data collecting, processing and disseminating' and for 'coordinating, monitoring and supervising the National Statistical System' in Eswatini. Their involvement gives credibility and endorsement to the results of the survey. The role of CSO was focused on the core statistical activities of the survey. These include aspects such as: Methodology – how the study will be designed for statistical validity; Sampling - coming up with the necessary strata for national representation; Data Collection - the actual interviews with the

target population; Data Processing - data cleaning and editing to remove inconsistencies; Weighting - aggregating data for national representation; and Analysis and Report writing - coming up with the final report with the desired statistics.

ESCCOM is the regulatory body responsible for the telecommunications, broadcasting as well as postal and courier services in Eswatini. It is also the ICT National Observatory Focal Point in Eswatini. The Commission is the subject expert on ICT matters and their technical expertise will ensure that the results of the survey address the key issues within the sector.

ROLE OF CITIZENS

All Eswatini, one way or another, make use of communication services. Therefore, it is in everyone's interest that these services are widely accessible, of good quality and affordable, as stated in the Commission's mandate. The survey teams therefore collected information from households and individuals, since they are the users of these services. The public was requested to cooperate by allowing access to and supporting the data collectors as they administer the questionnaire. The selected respondents were also encouraged to provide accurate information, that will depict the true picture of the prevailing circumstances regarding



the state ICT in the country.

The project was undertaken in phases where the first stage was mainly stakeholder engagement and training of enumerators. The second phase was the data collection exercise which started 7 March 2022 and was completed 8 May 2022 with a high response rate of 95%. This gives the assurance that the results obtained from the Survey will be representative of households and individuals in all four (4) regions and rural/urban settlements in Eswatini. A total of 2 389 households across the country were interviewed out of 2 520 households sampled in the 168 clusters.

Subsequent to the completion of Data collection, the data processing and report writing phases will follow.



STAKEHOLDER BRIEFING

The project started with a stakeholder engagement workshop which was attended by ESCCOM EXCO, a team from the Central Statistics Office (CSO), representatives from the Ministry of ICT and other government departments, representatives of Mobile Network Operators, Internet Service Providers, Broadcasting Houses as well as Postal Services Providers. There were also participants from other Sector Regulators, and Members of Eswatini's Academia and the Research community.

The workshop discussions covered; the Objectives of the Survey and Indicators; Methodology; and a review of both the household and individual questionnaires that were used during the survey. ESCCOM's main responsibility was funding the project, while CSO mainly focused on the key statistical activities.

TRAINING OF ENUMERATORS

The stakeholder engagement workshop was followed by the training of enumerators for 3 weeks to ensure they were ready for the exercise after which they conducted a pilot study before the survey started.

DATA COLLECTION

The data collection exercise started on Monday, March 07, 2022 and ran till Saturday 08 May 2022. A total of 2 389 households across the country were interviewed out of 2 520 households sampled in the 168 clusters, achieving a response rate of 95%. The high response rate is attributed to field staff training, coordination activities, and extensive publicity and advocacy activities across all media platforms. The publicity and advocacy activities were effective in creating awareness and sensitisation of households on the objectives of the survey, which encouraged participation and cooperation by households.

On the other hand, field-staff training and coordination activities ensured that interviews are conducted more efficiently and household visits were completed within the schedule. The high response rate of 95% gives assurance that the results obtained from the survey will be representative of households and individuals in all four (4) regions and rural/urban settlements in Eswatini.

DATA PROCESSING

Subsequent to the completion of data collection, the data processing phase followed, which involves: Inconsistency checks within and across all the modules for the survey, Data Cleaning and Application of weights on the survey sample results to ensure the data aligns with the national population. Then data analysis and report writing will conclude the project.

Accordingly, the report from the project will be published and disseminated through various means, which include stakeholder engagements both at national and regional levels.



CAPACITY BUILDING FOR A SKILLED AND PROFESSIONAL BROADCASTING SECTOR



VUSIGAMA KHUMALO
MANAGER - BROADCASTING SERVICES

The Commission regulates broadcasting services through the ESCCOM Act, 2013. Section 6 (c) of the Act empowers the Commission to regulate radio and television services, including the content of those services. To enable the Commission to regulate the broadcasting industry effectively, a number of instruments were developed. These are the Broadcasting Guidelines of 2017, the Broadcasting Code of 2020, the Broadcasting Content Guidelines of 2022 as well as the Digital Terrestrial Television Guidelines of 2022.

During consultations with the broadcasting services stakeholders, the Commission received feedback that there exists a significant discrepancy between the amount of local content that is being aired by broadcasting houses and the stipulated quota as per the licence terms and conditions. Additionally, the quality of the content was not deemed satisfactory in line with international standards, yet that would make it marketable to international buyers. Summarily, some of the identified discrepancies are the following:

a) Low Output

- Currently the industry produces a miniscule amount of local content.
- Local TV channels currently carry less than 20% of local content on their programming.
- Alternative platforms, existing on digital platforms, also have minimal local content.

b) Poor Quality

- Production quality of a majority of locally produced programmes remains low.

- The quality of writing, lighting, editing, sound, and the technical standards of local productions often fall below expected international standards.

c) Shallow Content Diversity

- The current menu of local content has very little genre diversity.
- A majority of the local content consists of talk shows, with very little drama, reality shows, comedy, and many other entertainment genres.

d) Lack of Quality Skills Training

- Graduates in film and TV production often lack the capacity to produce quality that meets international broadcast standards. Though these graduates have a strong foundation in film and TV production, the skills level they accumulate during training years do not allow them to produce a high level of quality.
- There exists a gap between the quality that players in the industry can produce, and the quality that the industry needs them to produce in order to be internationally competitive.



Wayne Hatting from LS Telecom showing the participants measurement techniques on the signal generator and analyzer



The course participants with Wayne in a DTT facility where they did some of the practical course work

- There is evidence of poor quality in the content that is currently being produced by local producers for local channels such as Eswatini TV or Channel Yemaswati, as a result of the skills shortage.
- An analysis of local productions revealed that there is skills shortage in the following key areas of production: screenwriting, directing, editing, lighting, acting, sound recording, and understanding of production techniques and rules for different genres and content formats.
- Other gaps which were identified include independent filmmaking, finance, broadcasting management and leadership.

In response to the challenges faced

by the broadcasting sector in the country and in an effort to mitigate the discrepancies identified during the consultative process, ESCCOM facilitated and funded capacity building workshops. The ultimate goal of these interventions is to improve the viewership and station revenue that is generated within the sector. The stakeholders that were invited to participate in these workshops included the Eswatini Television Authority, Channel Yemaswati, local independent producers, filmmakers and content producers. There were 128 participants in total.

The training workshops are facilitated by experienced veterans in the broadcasting industry as a means to professionalise the broadcasting environment, enhance

high quality in local content productions, and to holistically transform the broadcasting industry by upskilling content producers to produce high quality diverse content for local broadcast houses for the benefit of the people of Eswatini and potential international markets.

A separate screenwriting workshop, also funded by ESCCOM, was conducted by two facilitators from Eswatini and one from South Africa. The main objective of this particular workshop was to improve the quality of local scripted drama by empowering Eswatini screenwriters with the appropriate skills to write professionally sound screenplays. A total of eight screenwriters were trained in screenwriting theory and practicals. Four scripts were produced following the training and are ready for the production of short films that can be aired on local TV stations.

The Commission continues to actively monitor the broadcasting content that is aired on both local radio and TV stations, with the aim to identify gaps and explore interventions that address these. ESCCOM also works with the management of broadcasting service providers in effectively managing and supporting the human resource to deliver exceptional service to listeners and viewers in Eswatini.



Course participants posing with their certificates.

UNIVERSAL ACCESS AND SERVICE FUND 2021-23 STRATEGY UNPACKED



MBONGENI MTSHALI
DIRECTOR - UASF

Information and Communication Technologies (ICTs) are increasingly becoming a need for EmaSwati and a key enabler for their participation in the global digital economy. The numbers speak for themselves: the digital economy is equivalent to 15.5% of global GDP, growing two and a half times faster than global GDP over the past 15 years (World Bank, 2022).

What is more; the COVID-19 pandemic exponentially increased the world's reliance on ICTs when we experienced prolonged lockdowns for the first time in our generation. During this time, there are those who – despite the lockdowns, were united by online platforms such as conferencing platforms (Zoom, Microsoft Teams, Webex, etc.) and social media networks; Facebook, WhatsApp, Instagram, Tik Tok, etc. Sadly, the rural population with no access to smartphones, computers and the internet were separated by an already existing digital divide between those who can afford and those who cannot.

“ The COVID-19 pandemic exponentially increased the world's reliance on ICTs. ”

In 2018, the Eswatini Communications Commission (ESCCOM), through the Electronic Communication Act of 2013, established the Universal Access Service Fund (UASF) to bridge this divide by enabling all EmaSwati to connect to the world. While creating an environment where operators compete on price and quality in order to close access gaps, the

Fund continuously facilitates the development and expansion of communications services in Eswatini. The goal is to provide access to the widest number of users, especially underserved and unserved communities with people living with disabilities who cannot afford most technologies that kept online connections alive during the COVID-19 pandemic.

To deliver on this mandate, the Commission formulated a robust strategy that outlines initiatives



One of the project partners demonstrating how the assistive devices work.



Project partners assembling a wheelchair for one of the children with special needs.

aimed at closing the communication gap and bridging the digital divide in the country. The medium-term strategic objective (2021 – 2024) is to build a foundation framework upon which the Fund will carry out its mandate in advancing communications services in the country. There is, however, a specific focus on achieving universal access and service quality, reliable and affordable communication, as well as set up its operational requirements. The long-term strategic objective (2024 – 2027) is to achieve universal access and service to high speed, high capacity, high quality, highly reliable and affordable broadband Internet for telecoms, broadcast and postal services throughout Eswatini.

This is in line with the global sustainable agenda where “no one is left behind”. Among the 17 Sustainable Development Goals (SDGs) is Goal 9. c, which aims to significantly increase access to ICT and strive to provide universal and affordable access to the Internet in least developed countries, Sustainable Development Goals or Global Goals are a collection of 17 interlinked global goals designed to be a “blueprint to achieve a better and more sustainable future for all”.

According to the World Bank, digital technologies are at the forefront of development and provide a unique opportunity for countries to accelerate economic growth and connect citizens to services and jobs. In times of crisis, from natural disasters to pandemics such as the one the world experienced with COVID-19, digital technologies are what’s keeping people, governments and businesses connected. Every country, whether advanced or developed, must have a clear strategy on how to provide universal and affordable access to digital technologies to its citizens. Eswatini has done the same.

There are five pillars that support the realisation of the UASF strategy: subsidization, availability,

accessibility, ability and affordability. What this means is that the Fund will be used to create key interventions to address access gaps, ensure that communications services are available to all regardless of geographical location; are accessible to all regardless of gender, ethnicity, religion or language; have basic ability / capacity to use ICT services; and lastly, they must be affordable.

Four programmes underpin the strategy. Programme 1 focuses on the connectivity of facilities, such as community centres, schools and health facilities whilst programme 2 focuses on the Management of the Universal Service Committee. Programme 3 focuses on network infrastructure enhancement for backbone and last mile access to broadband Internet (supply side measures). This sub-programme prioritises Lubombo and Shiselweni regions. Programme 4 is on the development of Eswatini Digital Access Centres and Programme 5’s focus is on Universal Broadcasting Access. All these programmes are interventions aimed at enabling EmaSwati to connect to the World. The World Awaits you Eswatini; Universal Access Service Fund will help you get there.

To learn more about the various programmes and projects undertaken by UASF visit www.esccom.org.sz



Project partners with ESCCOM Board and the Chief Executive



Kwenta kunemaphupho lamakhulu

Doing always sees the bigger picture.
Doing doesn't sweat the little hurdles.
Doing knows that in order for dreams to
be fulfilled it needs to take the first step.

So. What are we doing today?

MTN

A man with short dark hair, wearing a blue suit jacket, a white shirt, and a light-colored tie, stands in a modern office hallway. He is looking directly at the camera with a slight smile. The hallway has glass doors on the left and a wooden railing on the right.

An Interview with **Technical Services Director** Thulani Fakudze

“The ICT sector, in particular telecommunications services, has become deeply entrenched in citizen’s daily lives as more activities and transactions have moved online.”

1. Describe yourself in one sentence

I am a positive-minded person, who sees the glass as half full as compared to half empty, always believing that something good can be found from bad situations.

2. If you were an animal, which one would you want to be and why?

While I might not be able to identify myself with any specific animal, one that has great strength of mind, strongly believes in its capabilities and an independent approach to situations, is the type of animal I can identify with.



3. Share 2 things people do not know about you

I am a late-night person, I would rather be up until 02:30 hrs than wake up at 02:30 hrs to get something done; Hiking and camping are my least favourite activities for passing time.

4. Who is one person that has played a major role in shaping who you are today?

The person that I am today has been shaped largely by the environment and experiences that I have gone through, and less the influence of one specific person. Throughout my life journey, and at different stages, I have received many acts of kindness from different people and met great people along the way.

5. What was your first job and your first pay cheque?

My first job was a temporal Maths and Science teacher, which I got about a week after my last examination paper. As a new hire in government, one did not get paid for a period of about 3 months, and when the first pay cheque came – it was substantial (can't remember the exact amount). I strongly believe in taking care of myself first, then business; that is exactly what I did with my first

pay. While not related to the current role that I do now, I believe that the experience that I obtained from this role set me on a good in my professional life, including learning the basic dynamics of the work environment, how to ask for assistance when in doubt, etc.

6. At what point did you realise you wanted to pursue a career in ICT?

Surprisingly, it was when I was already at University, where I got to touch a computer for the first time and realised that one can have a career in ICT. Prior to that, and as a person from under-privileged communities and background, we had never even heard of such a career with my (very smart) friends at high school. We knew about other professions like teaching and nursing, etc. I think it is this background that has anchored my passion in bridging the digital divide, and increasing the exposure of school going children to ICTs early in their educational journey.

7. As Director for Technical Services, what do you like the most about your job?

Knowing that my efforts and contribution in ensuring that EmaSwati receive quality, safe and affordable communications services, plays a significant role towards improving the socio-economic well-being of all in the country. The ICT sector, in particular telecommunications services, has become deeply entrenched in citizens daily lives as more activities and transactions have moved online. Knowing that I am part of the setup meant to ensure that the underlying ecosystem is enabling and supportive of such is gratifying.

8. You have been in the ICT industry for quite some time, how has the industry landscape changed over time and how does Eswatini compare in the region/ Africa?

The ICT sector is naturally a very dynamic, rapidly evolving industry, driven largely by user and business requirements. For over the 2 decades that I have been involved in the sector, a number of significant changes have taken place. I can summarise them as follows:

- Convergence of services, driven by rapid technological advancements and consumer needs. This has resulted in an increasing number of converging industries (e.g. telecommunications, media, financial services) and the changing role of economic actors in the service delivery chain (particularly in public services);
- Emergence of the platform economy, and the increasing role and importance of data and information. In some quarters, they say 'data is the new oil'.
- Changing focus from connectedness to digital and knowledge economies. Whilst the ICT sector is still developing in the Kingdom of Eswatini, it compares fairly well with many other countries within the region (SADC) and Sub-Saharan Africa. An increasing

adoption and usage of digital services, driven by high mobile broadband subscriptions and higher smartphone penetration rates than most markets in the continent, is being observed, with the digitisation of financial services and emergence of fintech products becoming common place. The digitisation of public services and development of local solutions and ICT products remain one of the main issues that the country needs to deal with.

It is a fact that these sectors are one currently under-developed in the country, presenting significant opportunities to all participants (service providers, content and solutions developers). The starting point has been trying to ensure that a clear industry structure is established, through appropriate policy and regulatory frameworks, that seek to provide an enabling and supporting environment for all stakeholders, ensure that consumers receive quality services, while at the same time allowing

for the development of relevant local content. Commercialising and professionalising the broadcasting industry in the country is also another priority that will ensure that the sector becomes a dependable option in the country's drive to reduce the high unemployment rate. In the postal sector, e-commerce present exciting opportunities (across the entire value chain) for participants in the sector to exploit as a means of growth and business diversification.

10. What would you say are the main challenges facing Eswatini's communications industry currently?

Just like all other economic sectors in the country, one of the major challenges facing the communications sector is the sluggish economic performance of the country. The growth and performance of the sector, as a service based and supporting industry, has many interdependencies to other sectors performing well, and the level of disposable income for the man on the street. The limited availability of locally developed solutions, relevant to the specific needs and challenges faced by EmaSwati on a daily basis, due to lack of capacity, opportunities, and trust in anything local, is also a major issue facing the ICT sector. These challenges, in my view, can be addressed by adopting an intentional, multi-stakeholder approach (involving the public and the private sector) towards the development of the sector.

11. Any pick me up quote? (a quote that motivates you)

"A positive attitude gives you power over your circumstances instead of your circumstances having power over you." – Joyce Meyer

12. Indoors or outdoors?
Indoors.

13. Hiking or swimming?
Swimming.

14. TV or a book?
Book.



9. The broadcasting and postal sectors have only recently taken structure, especially with regards to regulation. What would you say have been the major milestones that will shape Eswatini in those areas?

for efficiencies in service delivery by service providers. Considering that content is the lifeblood of broadcasting and media industries, immediate priorities in these sectors include building the requisite capacity (skills/resources)

ESCCOM ENGAGES MONITORS FOR BROADCASTING MONITORING EXERCISE



BY SIBUSISO NDZABUKELWAKO
BROADCASTING SPECIALIST



Part of the Eswatini Communications Commission's mandate is to ensure that the content provided by broadcasters is ethical and acceptable to the public. In determining the ethicality and acceptability of the content, the Commission has the power to establish and put in place relevant codes that broadcasters must abide by while delivering their services.

The Act also gives the Commission powers to monitor the programme schedules of all broadcasters as well as conditions stipulated on their licenses. Section 50 of the Electronic Communications Act, 2013 direct the Commission to issue new licenses to broadcasters that commenced broadcasting prior to 2013.

The Commission engaged 8 broadcasting monitoring officers to monitor the compliance of broadcasting licensees to the

Broadcasting Code and Guidelines in March 2022. This was to establish the extent of adherence to the Broadcasting Guidelines 2017, Broadcasting Code 2020 and programme schedules by all broadcasters in the country.

"ESCCOM mandate is to ensure that the content provided by broadcasters is ethical and acceptable to the public."

The key focus aspects of the exercise were the Guidelines and Code which were monitored were observations of provisions concerning;

- Watershed,
- Advertising,
- Programme sponsorship,
- Local content,
- Accessibility to broadcasting services for the disabled,
- Privacy, and
- Copyright.

Moreover, this exercise aimed at identify areas where broadcasters perform poorly with the intention to recommend interventions that can be instituted to bridge the gaps between the required performance standards and the currently observed standards.

The monitoring officers are former students of the University of Eswatini who completed their Bachelor's Degree in Journalism and Mass Communication with majors in broadcasting and journalism. They were monitoring from different places which include Buhleni, Kwaluseni, Mbabane, Nkwene, and Siphofaneni.

During the monitoring exercise the officers were given the liberty to choose how they would access the broadcast from the broadcasters. The officers used Set-Top-Box, online streaming, Eswatini TV App and digital TV sets for reception of

the television stations; while FM receivers, cellular telephones, online streaming, Eswatini TV App and Set-Top-Box were used to access the FM broadcasting channels.

On completion of the monitoring, the officers prepared reports on their findings which were also coupled with presentations where each officer shared their findings, challenges and recommendations.

The Monitoring Matrixes, individual reports and presentations were submitted to the Commission for further analysis and record keeping.

Future Monitoring Exercises:

There are plans to carry out more monitoring exercises through the engagement of monitoring officers. One such exercise is the monitoring of the Eswatini TV App to see if it performs optimally. The other

exercise where monitoring officers will be used is listening to recordings from VOC to ascertain the extent of informercials played by this station. Regular monitoring of programme schedules and compliance to the Broadcasting Code and Guidelines will surely be carried out, pending completion of installation of the Broadcast Management System which the department has procured.

THE EXPERIENCE



Nonjabulo Shiba:

I had the privilege to work for ESCCOM for 31 days and I must say that it was a useful experience as it broadened my reporting and writing skills.

Being a broadcasting monitoring officer required me to have analysis and comprehension skills so as to accurately summarise the findings of the monitoring exercise. I learnt the importance of team work since I liaised closely with other media monitoring officers and we provided each other technical support in monitoring and ensuring we adhere to agreed methodologies. Attending all team meetings as required and adhering to company policies, procedures and their code of conduct gave me insight into the professional world since I interned internally at UNESWA FM.



Thobeka Kunene:

This entire project has been of benefit personally, as it helped me comprehend the Broadcasting Guidelines, 2017 and the Broadcasting Code, 2020. These are two documents that are important in the world of broadcasting, a world that as it happens, I subscribe to as a broadcast graduate.

It is of utmost importance for myself to have good knowledge of the guidelines and codes that aim to govern broadcast media. These ensure that the media functions in a manner suitable to perform its duties, and offers the public it serves quality content that I may contribute to the betterment of this field. For that I am grateful for the responsibility this project placed in my hands. I can only hope that it yields something worthwhile in the future.



Nimrod Hlophe:

As a broadcast journalist, participating in the broadcast monitoring exercise was of benefit in the sense that I got a grand chance to learn, almost in practical sense the performance or standard of all the broadcasters in the country. As I'm about to join one of them, I will be armed with this knowledge of the study and I may assist that particular station to meet the desired standard of the regulator as I now know where they get it wrong.

I also learnt about some of the key functions of the regulator such as this exercise as for years I thought they were only responsible for granting broadcasting licenses and assigning frequencies. Finally, I also got a chance to zoom in close to some of the regulator's instruments such as the Broadcasting Guidelines and Broadcasting Code which I feel my degree was incomplete without its knowledge.

Our No Frills Offers Now With More Data

NO FRILLS PACKAGE 1	E25
Anytime Data	350MB
Night Data 8pm - 7am	350MB
Minutes to Eswatini Mobile	100
Minutes to other Local networks	10
SMSes	20

NO FRILLS PACKAGE 2	E50
Anytime Data	1GB
Night Data 8pm - 7am	1GB
Minutes to Eswatini Mobile	250
Minutes to other Local networks	30
SMSes	60

+Unlimited On-Net Calls On Saturday

NO FRILLS PACKAGE 3	E100
Anytime Data	2GB
Night Data 8pm - 7am	2GB
Minutes to Eswatini Mobile	300
Minutes to other Local networks	60
SMSes	90

+Unlimited On-Net Calls On Sat & Sun

NO FRILLS PACKAGE 4	E195
Anytime Data	4GB
Night Data 8pm - 7am	4GB
Minutes to Eswatini Mobile	600
Minutes to other Local networks	90
SMSes	120

+Unlimited On-Net Calls On Saturday

NO FRILLS PACKAGE 5	E295
Anytime Data	10GB
Night Data 8pm - 7am	10GB
Minutes to Eswatini Mobile	Unlimited
Minutes to other Local networks	120
SMSes	180

NO FRILLS PACKAGE 6	E495
Anytime Data	48GB
Minutes to Eswatini Mobile	Unlimited
Minutes to other Local networks	200
SMSes	200

CONSUMER PROTECTION

- Mobile Wallet Scams



FISIWE VILANE
MANAGER - CONSUMER AFFAIRS AND COMMUNICATIONS

With the mobile phone fast becoming more than just a device for making and receiving calls, the risk of being hacked or defrauded is also becoming a high possibility. There has been an increase in reports of fraud activity within the electronic communications space. The Royal Eswatini Police Service (REPS) is constantly receiving reports from both Eswatini Mobile and MTN Eswatini customers who have fallen victim to the scams. The fraudsters solicit information, airtime or mobile money from unsuspecting EmaSwati, using different modi operandi.

Working with REPS and the two operators, the Commission ran an educational campaign to educate consumers on the prevalent scams and as a way of reminding them on how they can generally be more vigilant and keep safe from suffering losses. In all the incidents reported, the common thread was that the victims are requested to share confidential details such as user ID, passwords, one-time PINs as well as ID particulars.

COMMON SCAMS

The mobile wallet scams that are prevalent in Eswatini include;

1.Social contest scams - Scammers are using social media to launch fake competitions through which they then trick victims into giving up personal financial information or sending a mobile payment. The fraudsters contact individuals and claim that they have won the competition, then further request a fee to facilitate the release of the prize. Online shopping scams - Before making purchases from any online store, be sure to do research into the business and check reviews from previous customers. Specials that seem 'too good to be true' usually are.

2.Grant and Relief Fund scams – Individuals receive calls from people who claim to be working for government or non-governmental organisations (NGOs) informing them that they qualify for grants and funds for Covid-19 compensation. They then request for personal information including PINs or send fake notifications for money that has supposedly been deposited.

3.Cash prize scams - Hackers call individuals saying they have qualified for a cash prize that will be deposited into their account. The scammers request the “prize winners” for details regarding their preferred mobile money platform. Once the unsuspecting victim reveals this, the scammer then requests for a one-time pin in an attempt to withdraw funds from the account.

4.Fake payment, deposit and refund scams - Many small business owners, and even individuals, have fallen victim to scams whereby fraudsters send a fake proof of payment to them, claim they have accidentally sent them money or overpaid, and ask for the funds to be returned. The victim sends the fraudster money, only to discover later that no deposit was ever made into their account. The same goes for a fake proof of payment email or payment text for goods; and sellers dispatch the goods only to discover no payment has been made. Always check your account balance and wait for funds to clear before releasing items to a customer.



5. Fraudulent customer service and data theft scams - An unsuspecting target may receive a call, text, or email from an individual claiming to be from the customer service or fraud prevention department of their mobile operator or bank. They may claim that there is an error with a transaction or suspected fraud on the account, and request for details like PINs to verify & quote your account details like the balance of your mobile wallet account following which they may request you to reveal other personal information that they use to deplete your account. Never share personal account details or PINs with anyone via mail, messaging or in a phone call.

6. Misrepresentation/Identity Theft - A family member or stranger may request an individual to register a SIM card on their behalf. This person may appear desperate with no identification documents for registration and request to use the individual's personal documents to fulfil all the KYC requirements for the purchase of the SIM card. They may offer the individual money as compensation and then use this number to commit fraud.

The scammer may also encourage a group of customers to register their numbers and offer them a lucrative amount e.g, E5,000. These preregistered SIM cards are then used to commit fraud.

7. Employment scams - With more job seekers moving online to look for opportunities, they have become an easy target for employment scammers. In these scams, fraudsters might try to trick victims into paying for an employment opportunity that "guarantees" a job or an opportunity for the victim to make money.

In most cases, these offers are not legitimate. Check the alleged employer's website and social media pages or call their HR department to determine whether they really have vacancies, and no reputable company will make you pay for a job. EmaSwati continue to lose their hard-earned funds in the above ways, and the Commission is committed to continuously educate users of communication services to be wary at all times.

KEY THINGS TO REMEMBER

1. You are liable for any fraud committed using a number that is registered under your name.
2. Never share your personal information with anyone. This includes PINs, OTPs and User IDs.
3. Do not download any unknown app on your phone or mobile device. The app may gain access to confidential data.
4. Protect the information on your phone by activating a password.
5. Do not click on suspicious links received on emails or SMS.
6. Verify notifications of money deposits by checking your balance.
7. Regularly check your phone message for alerts of activity on your mobile wallet.
8. Report any suspicious activity to your service provider timeously. If you have already fallen victim, open a case with the Royal Eswatini Police Service to assist with investigations and possibly save others from being scammed.

Let's all stay safe and protect our finances.

ESWATINI'S PROPOSED SPECTRUM BAND PLAN



SALEBONA SHONGWE
ENGINEER - SPECTRUM PLANNING AND MANAGEMENT

ESCCOM is charged with the responsibility of spectrum planning; creating new allocations, fulfilling frequency planning, coordination and assignments, issuing licences, regulating and administering the use of radio frequencies; and the monitoring and enforcement of procedures. The Commission hosted a stakeholder engagement workshop for users of fixed services in Eswatini. At this meeting, a new proposed band plan for fixed services was presented and stakeholders were given an opportunity to review and comment on it, including pointing out what the Commission needs to consider before implementation.

The session was attended by different stakeholder groups and these included representatives from fixed and mobile phone service providers (MTN Eswatini, Eswatini Mobile, EPTC), broadcasting houses (EBIS), Internet Service Providers (Wanderport, TouchIT, SwaziSat), the Ministry of ICT, Eswatini Fire and

Emergency Services and Eswatini Railway.

This session was essential as it gave the Commission a chance to motivate and explain the significance of the band plan, how it will affect stakeholder operations and to emphasise on the importance of their input into the process. During the session, the Spectrum Monitoring and Management team explained that the different band plans are taken from the International Telecommunications Union (ITU) recommendations and that the channelling plans used in Eswatini are in line with a bigger global plan.

Stakeholders were also engaged on other issues such as the importance of accuracy with regards to technical information submitted to ESCCOM and how that impacts the quality of the ultimate service that is provided. The stakeholders were also presented with the technical analysis of various information elements that are received by the Commission. This analysis aimed to illustrate how incorrect information then negatively affects the work of the Commission and ultimately affects total planning for all parties involved. During the session, stakeholders were also informed about The World Radiocommunication Conference (WRC) which is a global, inter-governmental treaty conference that is convened every four years by the ITU, which is the United Nation-affiliated international organization

for telecommunications. The conference is held to revise and update the world's Radio Regulations, a treaty that governs the allocation and use of radio-frequency spectrum and satellite orbital locations. Contributions made by stakeholders in each country, Eswatini included, are consolidated to form part of the country's submissions during the Conference. The resolutions made at the World Radio Conference then inform the continental, in this case Africa's, allocation, down to the regional spectrum allocations and band plans and ultimately cascades down to national level. Eswatini, as part of the Communications Regulators' Association of Southern Africa (CRASA), then implements those changes to ensure that the country aligns with what neighbouring countries also put in place. The Eswatini IMT Band Plan was published in May 2022.

Issues highlighted at the session include the congestion challenges experienced in some of the bands due to the over usage of preferred bands. Stakeholders were given a graphical representation of the congestion in places like Mbabane and Ntandozi where, as a solution, other bands can be utilized instead of the congested ones. Stakeholders were also encouraged to use their allocated bands and not interfere into other bands outside of their scope as this has negative repercussions on equipment performance and service delivery.



Manager - Spectrum Planning and Monitoring presenting the proposed band plan



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GIRLS IN ICT



SIMPHIWE DLAMINI,
COMMUNICATIONS OFFICER

The Commission, as Eswatini's representative at the International Telecommunications Union (ITU), commemorated the Girls in ICT initiative on Thursday, 28 April 2022. This is an annual event that is meant to draw attention to the critical need for more girls and women in the ICT sector. Globally, less than 30% of STEM (Science, Technology, Engineering, and Mathematics) professionals are women and in tertiary institutions, there is approximately half the number of girls studying STEM subjects compared to boys. With this inequality persisting through the 21st century, the need for diversity, equity, and inclusion of women in STEM is dire. The main goal of Girls in ICT is to cultivate the presence and digital skills of young women and girls [aged 12-24] in the career field of STEM, particularly ICT.

The 2022 theme is **Access and Safety**, exploring the barriers and dangers that impact girls' effective participation in ICT careers and ultimately, the digital economy. The global Internet user gender gap stands at 12.5 percent and unfortunately, if women are unable to access the Internet and feel safe online, they are consequently unable to develop the necessary digital skills and engage in digital spaces. The Commission successfully hosted the event on the day where school-going girls from different schools in the country were invited. There were eight schools that participated in the event physically and virtually. Schools that attended the event at Esibayeni Lodge were St Michaels High School, St Theresa High School, Swazi National High School, and Manzini Central High School. The schools that joined the event virtually were Dwaleni High School,

Lozitha High School, Jubukweni High and Primary Schools, and Siteki Nazarene High School.

Through the event the students had an opportunity to hear from other girls studying ICT, girls successfully thriving in ICT careers, and a motivation encouraging them to consider ICT as a viable career option. Speaking during the event were Ivy Dlamini a UNESWA Computer Science student who covered the challenges she has encountered as a tertiary student in ICT, Lindokuhle Hlongwane who is a Business Systems Analyst at EEC who spoke about her experience working in the male-dominated working environment, Audrey Mnisi, a Swazi who has made it in the ICT sector and currently holding a position of Banking Ops, Risk and Cyber Security Executive in the Ghana Association of Banks. Other



speakers include the MTN Eswatini CEO, Mr. Mtshali who spoke on the role companies are playing to support the advancement of women in the ICT space and Dr. Ntombenhle Dlamini from the Ministry of Education encouraged the students to focus on personal and career development which is critical to their success.

The ESCCOM Chief Executive was represented by Mr. Ozzie Thakatha, Director Legal and Compliance, who spoke on the different initiatives by the Commission to encourage and support girls in Eswatini to consider ICT as a career field. Ms. Lindiwe Dlamini, Director Strategy and Economic Regulation, echoed



the importance of empowering girls to choose a career in ICT as it can be a major accelerator of socio-economic development at the national level. She also unpacked the Girls in ICT Development Program which is applicable to the girl child who has the aspiration to pursue an ICT-related profession. During the

event, an official handover to the first recipient of the sponsorship was made by the CE and some of the EXCO members. The sponsorship shall include full tuition, transport, prescribed textbooks and a monthly stipend to cater for boarding and meals. The student, Unathi Dlamini, expressed her heartfelt gratitude for the sponsorship and encouraged the students to focus on their studies and consider a career in ICT.

Over 300 students participated in the event and they were also grateful for such an opportunity which was evident from the comments they made and questions they asked during the event.



UNATHI DLAMINI

Girls in ICT Development Program Recipient

What made you decided to enter the competition?

My mother stumbled upon a Facebook post about the newspaper advertisement of the scholarship. She immediately sent it to me and suggested that I apply and hope for the best.

I read through the requirements for the scholarship and saw that I met all of them and I was thrilled to see a scholarship catered to exactly what I wanted to study. I applied because I hoped that if I was fortunate enough to receive the scholarship, my parents would not have to deal with the financial burden that university and all of the accompanying expenses.

How is the scholarship helping you?

This scholarship has already helped me in many ways. Not only does it relieve the financial stress from my family's shoulders but it has also given me a new-found passion for IT because I have realised just how much the industry needs more women and girls.

It is also giving me an opportunity to learn what the professional world is like and better myself in skills that would be required in a workplace, as well as in my public speaking skills. It is overall empowering me to become not only someone with a degree in future, but to one day graduate as a qualified professional with all the necessary skills needed to thrive in a workplace.

What words of encouragement do you have for a young girl who looks forward to pursuing STEM-related studies?

I would say that it is not going to be easy as any of the STEM-related areas of studies can be challenging. However, it is important to remember that we all have our own journey and it is important to make it your own and never give up.

You may stumble and face some adversity but it should not stop you from working towards your goals. Lastly, I would say that the STEM industries need you. You will one day be the representation that another young girl needs, so don't give up.



BACK TO THE OFFICE



Eugene Simelane

Manager - Strategy and Performance Improvement

During working from home (WFH) arrangement my productivity increased. I can attribute this to focus, concentration and effort applied on executed tasks. There was flexibility on working hours as one would extend beyond the 8-hr working day. There are no frequent walk-ins to my working space, which tend to disturb and take off some of the time.

However, one misses out on the one-on-one in-person interaction with supervisor for discussion or seeking clarity. It was adjustment from the convenience of working from home. Managing the 8-hr timeframe after a prolonged exposure to flexible hours. Second adjustment was being back to the walk-ins, though they are beneficial when seeking clarifications or further discussion of issues.

I would choose WFH – actually a combo of 80% WFH and 20% office. This combo is ideal and would have to ensure that departmental meetings are physical as well as presentations to EXCO. Face-to-face meetings where deemed necessary would have to be conducted.

Sifiso Gulwako

Manager - Finance

Working from home did not affect my productivity. In fact I am more productive at home than work as there are no disturbances and my concentration level is high and on what I am doing at that moment.

I had to adjust to many people coming to my office for a lot of different things. Though work-related, it affects my productivity and plan for the day. I end up not achieving what I had planned to do on that particular day. I would definitely choose to work from home.



Noel Mabuza

Manager - Legal Affairs

For me, WFH worked very well. I would choose it any day. I was more productive and with less distractions from the “walk-in clients” and general noise from the office. My work demands attention and attention to detail, which I can pay at home. On the downside, one tends to forget to take breaks and works beyond working hours due to the comforts provided by home. Returning to the office has forced a few changes, like getting used to the noise and distractions again.

CYBERSECURITY TIPS

- Be Cyber Safe on Social Media



NOKUTHULA HLOPHE
IT ENGINEER

SOCIAL MEDIA STATISTICS

- The internet has 4.5 billion users
- There are 3.499 billion active social media users
- On average, people have 7.6 social media accounts
- The average daily time spent on social media is 142 minutes a day
- That works out at a new social media user every 6.4 seconds
- Facebook Messenger and Whatsapp handle 60 billion messages a day

DANGERS OF SOCIAL MEDIA

Social networks have changed the way people communicate and make it easy to stay connected with others, share ideas, promote brands, find employment and so on. Social media platforms like Facebook, Instagram, Twitter, and WhatsApp have become an integral part of online lives. However, this poses quite a number of risks. Of the 4.5 billion internet users, some people are just not who they say they are.

How many stories are there of people losing their jobs, insurance coverage and even their relationships because of something on social media that seemed totally innocent at the time? You should always be wary about how much personal information you post. Mr. X, an Executive, works for a company where one of its values is "embracing diversity". Mr. X goes on his personal Twitter account and makes derogatory remarks about a certain tribe. Mr. X is forced to resign and the company issues a public statement about the

Company's culture and furthermore distances itself from Mr. X's remarks. Years later Mr. X is still struggling to find employment due to what he posted on Social Media.

Unfortunately, situations like these are becoming increasingly more common in the age of social media. We post things and freely share our opinions but do we ever stop to think before we post anything?

Take Kerry Harvey. Her identity was stolen via Facebook the damage went far beyond her online reputation. Web hijackers used her name to create an illegitimate Facebook page that identified her as a prostitute. The 23-year-old sales executive then began receiving inappropriate pictures and unwanted calls on her cell phone. She soon received a friend request from an unknown Facebook user whose profile displayed her photograph, date of birth, full name, phone number—and her apparent career. How much information had she posted on her social media page? And who had sight of that info?

Some of the dangers of Social media include:

- Identity Theft
- Reputational Damage
- Data trafficking
- Cyberbullying or blackmail
- Phishing attacks

Here are some tips to safely enjoy social media:

- Know and Manage your friends - Don't befriend people you haven't met in real life. And consider that people may try to "friend" you based on information that's publicly available about you. Sometimes people friend or link to you in an attempt to defraud you; sometimes they're trying to target one of your contacts and they're just using you to get to that person. Post the appropriate things in the correct groups.
- Privacy and security settings – Learn about and use privacy settings on social networks. They will help you control who sees what you post.
- What you post online, stays online – Think twice before you post pictures you wouldn't want your employers to see. Nothing on the internet every really goes away forever so when you post, assume EVERYONE will be able to see what you're posting. Never presume privacy.
- Keep personal information personal – Be cautious about how much personal information you provide on social networking sites. The more information you post, the easier it may be for a hacker or someone else to use that information to steal your identity, access your data and commit other crimes like stalking.
- Slow down – take a second to think before you click.

BE AWARE OF THE CYBERSECURITY DANGERS ON SOCIAL MEDIA AND STAY SMART.

HAPPY NETWORKING.

ESWATINI ICT CONNECTIVITY IN NUMBERS



Smartphone Penetration

Mar-21	Mar-22
663 497	809 155



01. Mobile Cellular Subscriptions

Mar-21	Mar-22
1 279 599	1 524 629



02. Mobile Broadband Subscriptions

Mar-21	Mar-22
1 105 987	1 379 526



03. Fixed Broadband Subscriptions

Mar-21	Mar-22
27 386	29 784



04. Fixed Telephone Subscriptions

Mar-21	Mar-22
45 113	38 537

01 Domestic Voice Traffic (Mobile and Fixed)

Mar-21
3 368 605 137

Mar-22
3 890 546 245

Voice Traffic Minutes

02 International Voice Traffic (Mobile and Fixed)

Mar-21
45 434 139

Mar-22
43 006 019

03 Roaming Traffic (Outbound and Inbound)

Mar-21
6 782 155

Mar-22
14 373 402



WHAT YOU NEED TO KNOW ABOUT DATA PROTECTION



NOEL MABUZA
MANAGER - LEGAL AFFAIRS

The Data Protection Act, 2022, guides how personal information is to be handled or processed. It protects the handling of personal information whilst ensuring legal disclosure of personal information.

The Act designates ESCCOM as the National Data Protection Agency, meaning the Commission is mandated to regulate how personal information is handled, investigate breaches of handling information and resolve any complaints relating to breaches. In doing so the Commission may issue any sanction available in terms of the Act and may impose administrative fines as well in enforcing the Act's provisions.

Furthermore, the Act provides for how information shall be kept, secured and accessed (the extent, nature and duration of the access). It guarantees protection from unlawful disclosure of personal information. Basically, entities or persons handling personal information of others (e.g banks, insurance companies, Mobile Network Providers etc) may not just deal with data in their possession or give it to other entities or people without proper authorization which may be in the form of consent by the person concerned, an order of the court, or in the discharge of a legal obligation.

What you need to know about data protection

1. You are now protected should your personal information be disclosed unlawfully (i.e, without consent or court order or other legal obligation), you may report such disclosure to the Commission. If a mobile network operator, discloses that you called someone at a specific time and date and spoke for 10mins to them, without your consent, then that amounts to a gross breach of the Act.

2. The "cookies notifications" that pop up on our screens have major consequences and where you nonchalantly accept them you give the website the authority to access and disclose your personal information in terms of the company's policy. If the policy allows them to share this information with insurance agents, Facebook, etc, then by clicking, you have said "please share my information with all these unknown people and they can also use it or contact me in terms of their own policies which I do not know as yet". So the consequences are quite profound and drastic.

3. A company or any institution cannot process (meaning deal in whatever manner) with your information without your specific consent. The processing must only be to the extent for which the consent is sought, and only necessary information must be processed.

As soon as the purpose is fulfilled, the institution must delete the information such that it is irretrievable. This entails the "right to be forgotten".

4. There are categories of exemptions, instances where personal information may be processed without your consent, for instance, a Doctor may process information where you go for health purposes; a bank may process information where it has to fulfil a contractual term; a church may process religious information if you are a member of that church.

Be cautious

Don't rush to accept terms and conditions when you download a software, signing a contract or visiting a website (read the data protection policy and/or cookie policy before clicking "I accept"). Some apps will seek your consent to authorize them to access files in your phone, media files, photos, messages, call logs, yet they have need or business doing that. They seek this consent which you give willy nilly so that you can use the app. They then surreptitiously access your pictures and other files through "smart" phones, which they can disclose to other people or entities legally because you have consented. Make sure you are cautious and you read with understanding before clicking because you are always one click away from a catastrophe of monumental proportions.

Your data protection rights, know them.

You must be informed what data is being collected from you and how it will be used

THE RIGHT TO INFORMATION

1

You must be able to access any data that has been collected, or obtain copies of the data from the controller/processor.

THE RIGHT OF ACCESS

2

You must be able to correct any data that may be inaccurate about you.

THE RIGHT TO RECTIFICATION

3

You can ask that your data be deleted by a processor at the earliest possibility.

THE RIGHT TO ERASURE

4

You can request that your data is not processed in a certain way or prevent further processing.

THE RIGHT TO RESTRICTION OF PROCESSING

5

You have the right to access your data in any digital format compatible with a variety of devices.

THE RIGHT TO DATA PORTABILITY

6

You can object to how your data is being handled and halt any further action after your data is collected.

THE RIGHT TO OBJECT

7

Should you be dissatisfied with how your data is being handled, or feel that their rights are not respected, you have the right to complain to any supervisory authority.

THE RIGHT TO COMPLAIN

8

PEOPLE ON THE MOVE

New STAFF



SIMPHIWE

1. Educational and professional background

Simphiwe did her Diploma in Commerce and Bachelor of Commerce at the University of Eswatini. She started her career as an intern in a local Marketing Agency where her career developed from a marketing officer to an Account Executive where she handled different client portfolio. She then worked for a local Insurance company where she worked as a Marketing and Communications Officer and later assumed the position of Group Marketing Officer.

2. Current job profile

She is currently the Communications Officer responsible for developing and implementing communications activities for internal and external stakeholders. Her role also includes developing and implementing of communications strategies.

3. Her stay at ESCCOM so far

My stay at ESCCOM has been interesting and challenging especially because it's a new, different and dynamic industry with a lot to learn. My colleagues have been more than supportive in helping me settle in and I am looking forward to learn more and help grow the brand.

MINENHLE

1. Educational and professional background

Minenhle did her undergraduate in computer science at Eswatini college of technology, then pursued a BSc in informatics at the University of South Africa, and subsequently a postgraduate in Computing. Her career started as an intern at EBIS, then she worked for MTN Eswatini and Huawei Technologies as a Network Operations Centre Technician, Supervisor, Manager, and Engineer.

2. Current job profile

She is currently the Quality of Service (QoS) Engineer; mainly developing and ensuring effective implementation and monitoring of Quality of Service standards and frameworks for telecommunications services and systems in the country.

3. Her stay at ESCCOM so far

A very interesting, welcoming and collaborative work environment with a great learning experience especially on the communications industry at large. I look forward to learn more, thereby ensuring that the Commission's mandate is fulfilled.

GRADUATE TRAINEE PROGRAM



PHILA DLAMINI

I am a Bachelor of Science graduate with majors in Computer Science and Mathematics and I also hold a Post Graduate Certificate in Education. ESCCOM was my first job, in January 2021, by God's Grace.

My experience with ESCCOM has been a journey of learning to find balance, only to realise that there is no such thing.

The interesting part of the program is definitely working with computers every day, basically doing what I love yeah, and also learning on the job, it is a training after all.

This graduate trainee has enabled my transition from student life to corporate life. It has been and still is a journey of self-discovery. I've had to learn the culture and etiquette of the corporate environment. This opportunity allows me to work on my interpersonal skills every day, while sharpening my communication skills.

Professionally, I have gotten to appreciate the world of IT, and what it means to be a professional in the IT space under the consistent and patient guidance of my supervisor, Nokuthula Hlophe. I have gained exposure and insight into the technological space, beyond the scope offered by my university training.

This position does come with challenges but because I am in a space with other professional staff, I am never short of advice or assistance when needed. Most importantly, I have learnt that whatever happens I always have to land on my feet.

ESCCOM being the regulator of all electronic communication couldn't be a better placement for a young, eager and enthusiastic lady who is just starting out and finding her footing.

SENZO MNGOMEZULU

I have a bachelor's degree in BSc. computer science and physics which I did at the University of Eswatini for 4 years (2015 to 2019).

After which I started working for Huawei Technologies Eswatini as a Radio Frequency Network Performance and Maintenance Engineer and also as a part-time IT construction engineer for two years (2020 to 2021).

I joined the Commission on the 1st of January 2022 as a graduate trainee under spectrum planning and management.

My journey with ESCCOM is by far the most exciting and I must say that it is an opportunity every young star would want to grab with both hands out there. I can safely say that the Commission ensures that its staff has all the values as mentioned on the company website through various capacitating programs and employee welfare programs. I must say that it is a very warm environment full of love and care.

My most interesting part of the graduate trainee program is the flexibility to explore areas of interest within your discipline and also the support from our team members with regards to information sharing. It is very motivating and encouraging to know that your team trusts you with the work they give you.

In summary, all I can say about ESCCOM is that it is a once tested always wanted type of an organization.

Gallery



Biggest Braai 2022



Editors' Forum



FM Broadcasting Training



National Letter Writing Competition





**ESWATINI
COMMUNICATIONS
COMMISSION**

Umlawuli Wetekuchuna

Radio Show

Thursdays at 5pm on EBIS 1

Fridays at 11am on VOC FM

