



A DECADE OF DIGITAL EVOLUTION:

PIONEERING ESWATINI'S
DIGITAL JOURNEY







ANNUAL REPORT

2024

Who Are We?



To be an agile, collaborative enabler of a converged and secure digital Eswatini.



To enable a sustainable, secure and inclusive digital Eswatini ecosystem that fosters fair competition, innovation, collaboration, high-quality and affordable services to derive meaningful, socio-economic benefits for all.

What We Stand For





Integrity



Innovation



Transparency



Excellence



TABLE OF CONTENTS

WHO WE ARE	IFC
WHAT WE STAND FOR	IFC
WHAT WE DO	4
LEGISLATIVE MANDATE	4
ABOUT THIS REPORT	5
MILESTONES	





1. LEADERSHIP STATEMENTS 7
CHAIRPERSON'S FOREWORD 10
CHIEF EXECUTIVE'S STATEMENT 13





2.	INDUSTRY OUTLOOK	16
	TELECOMMUNICATIONS MARKET	
	PERFORMANCE	13
	POSTAL MARKET PERFORMANCE	19
	BROADCASTING MARKET PERFORMANCE	24





ORGANISATIONAL PERFORMANCE	27
STRATEGY IMPLEMENTATION AND	
MONITORING	27
Performance of Organisational Strategy	27
Institutional Collaborations	28
Implementation of Supporting Strategies	29
ECONOMIC REGULATION	32
Eswatini ICT Access and Use Survey	
(ICTAUS) Report Launch	32
National ICT Observatory Focal Committee	33
Cost to Communicate	33
Approval of Products and Services.	
Data Pricing	33
Broadband Targets 2025	
CONSUMER PROTECTION	
Complaints Resolution	35
Consumer Education and Outreach	35
COMMUNICATIONS	35
Social media	35
Media Analysis	35
REGULATORY FRAMEWORKS	37
Development of Regulatory Frameworks	
Broadcasting Policy	37
National Postal Sector Policy	37
Guidelines for Establishment and Maintenand	ce
of Telecommunications Towers	37
Review of Spectrum Fee Framework	37
RADIO FREQUENCY SPECTRUM MANAGEMEN	T 37
Radio Communications Conferences	38
Spectrum Planning	39

TECHNOLOGY AND STANDARDS	41
Ensuring Compliance to Set Standards	41
Compliance Inspection-Market Surveillance	42
Technical Standards Development	42
QUALITY OF SERVICE MONITORING	43
Quality of Service for Electronic	
Communications Service Providers	43
Drive Tests	<u>4</u> 6
Fixed Services	46
Internet Service Providers	47
Delivered Quality of Service Application	47
MARKET DEVELOPMENT	49
Market Development Initiatives	49
Postal	49
Broadcasting Services	50
GIRLS IN ICT	58
CONSTRUCTION OF The Commission	
OFFICES	58



4. LICENSING	60
Spectrum Licensing:	62
Spectrum Licences Issued	62



OUR GOVERNANCE	.64
ESCCOM Board	65
Roles and Functions of the Board	65
Composition of the Board	65
Board Sub-Committees	65
Board Activities for the 2023/2024 Financial Year	66
Board of Directors	67
Executive Management	68
Legal Compliance with Regulatory Requirements	69



DEVELOPMENT







7.	UNIVERSAL ACCESS AND SERVICE	
	FUND	76
	Programme Performance Review	.76





Ι.	ESWATINI DATA PROTECTION	
	AUTHORITY	82
	Establishing a Data Protection Authority:	83
	Regulatory Frameworks	83
	Enforcement and Compliance	85
	Public Awareness and Outreach	85



9. NATIONAL CYBERSECURITY AGENCY 87

Reported Incidents	88
Cyber Risk Monitoring	
Computer Crime and Cybercrime Regulations	88
Cybersecurity Awareness	88



10. OUTLOOK _____90



11. ANNUAL FINANCIAL STATEMENTS....92

STATEMENTS

What We Do



Legislative Mandate

The Eswatini Communications Commission (ESCCOM) is the regulatory authority for the information and communication technology sector in Eswatini. The Commission was established in 2013 by the Eswatini Communications Act, No. 10 of 2013, to license and regulate telecommunications, radio communications, broadcasting, and postal service s in Eswatini. The Commission plays a critical role in the management and development of Eswatini's ICT sector. Through the Act, ESCCOM is mandated to carry out, among other things, the following:

- regulate and supervise the operation of electronic communications networks and the provision of electronic communications service in Eswatini, including the regulation of data protection in electronic communications;
- regulate and supervise the provision of postal service and electronic commerce;
- regulate and supervise the provision of radio and television broadcasting services and the content of those services;
- promote the development of innovative, secure, modern and competitive communications infrastructure and the delivery of related services;
- ensure freedom of provision of communications services and further ensure that those services are not limited, except when strictly necessary;
- ensure a wide range and variety of communications services;
- ensure that all communications services are provided in a manner that will best promote economic and social development;

- ensure non-discrimination and equality of treatment in all matters under the remit of the Commission;
- promote efficient management and human resource development within the communications industry;
- promote the interests of end-users and licensees as regards the quality of all communications services and equipment within the remit of the Commission;
- administer certain aspects of the Competition Act, 2007, as they relate to the sectors egulated by the Commission;
- administer certain aspects of the Fair Trading
 Act, 2001, as they relate to the sectors
 regulated by the Commission;
- administer and foster compliance under the Data Protection Act, 2022; and
- act as a focal point in coordinating cybersecurity incidents for the Government Departments, Internet Service Providers, and other relevant entities within the country.

About This Report

"A DECADE OF DIGITAL EVOLUTION: PIONEERING ESWATINI'S DIGITAL JOURNEY"

This year's theme for the annual report acknowledges and celebrates how far Eswatini Communications Commission (ESCCOM), since its establishment as a regulatory body in 2013. It has been 10 years of fulfilling the mandate to **regulate and supervise** the operation of electronic communication services; provision of postal services and e-commerce; radio and television broadcasting services and their content; promote the efficient management and development of human resource within the industry; promote the interests of end-users as well as to promote the development of innovative, secure, modern and competitive communications infrastructure and service delivery.

SCOPE, BOUNDARY AND REPORTING CYCLE

The Eswatini Communications Commission (ESCCOM) established a solid foundation in 2018 by establishing its first 5 -Year Strategy (2018 – 2023) adopting key principles of collaborative thinking and reporting. Over the past five years, our implementation of the Framework has provided us with a deeper insight into the overall value we create for society and the economy.

The Commission has developed a second 5-Year Strategy (March 2023 - March 2028). To align with the new strategic cycle, the Commission is trying to adopt the principles of integrated thinking and reporting. This shift towards integrated reporting is a fundamental aspect of our vision to promote sustainable socioeconomic development in Eswatini. Our commitment extends to creating telecommunications services and networks, the use and allocation of radio spectrum, broadcasting, postal services, universal access and service, data protection and cybersecurity in the Kingdom. This report is a first attempt to moving towards Integrated Reporting (IR) and offers valuable insights into our strategy achievements, organisational performance, operating context, governance, and prospects. We aim to provide a broad overview of our operations by analysing our performance in relation to the Commission's strategic objectives, highlighting both successes and challenges encountered throughout the



year. This report reflects on the main operations and activities that contribute to ESCCOM's performance. Unless explicitly stated, all performance data pertains to the 12-month period ended 31 March 2024.

MATERIALITY PROCESS

This report focuses on the key factors that we consider most material to our capacity to create value and to delivering on our core purpose. It provides a concise overview of ESCCOM's performance, prospects, and its capacity to consistently deliver sustainable value to all stakeholders.

EXTERNAL AUDIT AND COMBINED ASSURANCE STATEMENT

An independent audit of the Commission's annual financial statements was performed by SNG Grant Thornton Chartered Accountants, Eswatini. However, the rest of this report has not undergone independent audit or review. Any information reported, apart from the audited financial statements, is derived from the Commission's internal records and from information available within the public domain.

Ten Years of Creating an Enabling **Environment for a Connected Eswatini**

As the organisation celebrates a decade in operation, it reflects on the achievements of the last 10 years.

- Enactment of the Swaziland Communications Commission Act and the Electronic Communications Act
- Establishment of office at Eswatini Broadcasting and Information Services premises
- Relocation of office to Eswatini Posts and Telecommunication Corporation offices at **ECOT**
- Operationalisation of the Commission including development of organisational structure, processes and systems - established Spectrum monitoring system and monitoring towers
- Secured offices at Sibekelo Building
- Development of Industry Regulations covering licensing, facilities sharing, Quality of Service. Interconnection and Universal Access and Service

2013

2014

.....

2015

2021

2019 2020

- Tower and Mast Infrastructure Sharing Guidelines
- Issuance of Directive for EPTC to reduce Internet wholesale costs
- Sod cutting for ESCCOM Head Office building in Ezulwini

- Call Termination market review
- Publication of Eswatini **Competition Guidelines**
- Development of licensing frameworks for postal and courier services
- Development of the **Eswatini Broadcasting** Code

- Issuance of first postal and courier licences
- Regulatory inspection on Eswatini Post and **Telecommunications** Corporation (EPTC) and Eswatini Mobile.
- Licensing of UNESWA FM as a community broadcaster
- Capacity building workshops for radio and TV broadcasters
- Upgrade of Eswatini TV and Eswatini Broadcasting and Information Services (EBIS) studios
- Installation of the broadcasting management system

- Mandatory subscriber registration commenced for all contact numbers
- Licence Renewal for MTN Swaziland
- Change of name from SCCOM to ESCCOM
- Commencement of Investigation into the MTN/EPTC Joint Venture Agreement
- Development of the National Numbering Plan
- Development of the Spectrum Pricing Framework
- Establishment of the Universal Access and Service Fund (UASF)

- Passing of Industry Regulations by Parliament
- Bid for third telecommunications operator was issued
- Commissioning of Pricing Benchmark Study
- O ICT Baseline Report
- Licensing of Eswatini Mobile as a mobile operator

2016

.....

2017

2018

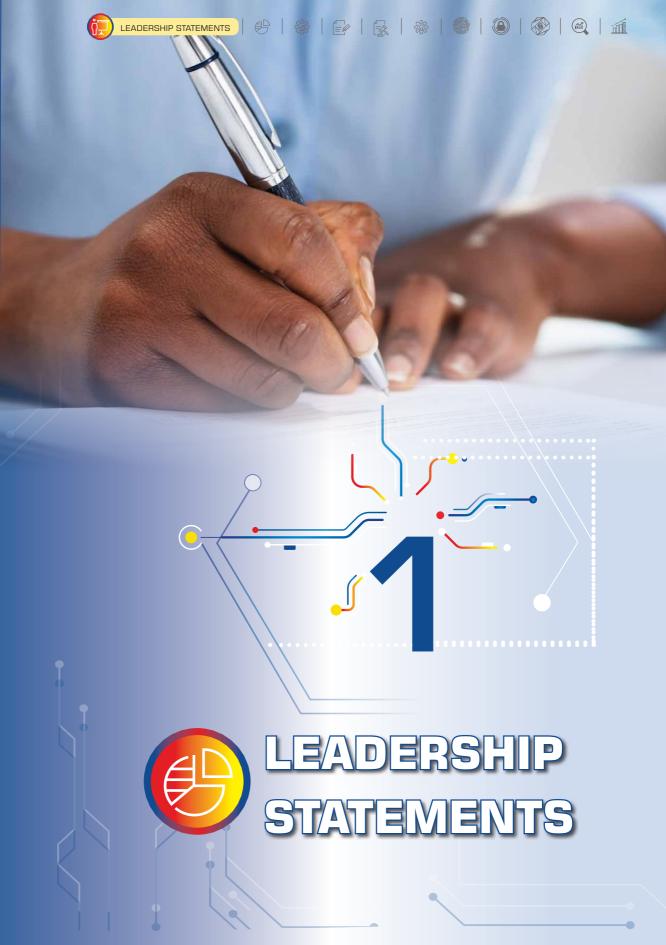
2022

......<mark>2023</mark>

- Enactment of the Electronic Communications Transactions Act, the Data Protection Act and the Cybersecurity and Cybercrime Act
- Publication of the Digital Terrestrial Television (DTT) Guidelines and the Broadcasting (Content) Guidelines
- ESCCOM designation as the National Cybersecurity Agency and the Eswatini Data Protection Agency (EDPA) in 2023



As another decade commences, ESCCOM remains committed to facilitating the delivery of affordable, sustainable and quality communication services.

























Chairperson's Statement



The Commission sustained its unvielding stance to foster partnerships and collaborations that elevate the quality of life of our citizens. It is through these agreements that the Commission was able to promote regulatory enhancement and access to quality services.

n behalf of the Board of Directors, Management and Staff of the Eswatini Communications Commission, I am happy to present to you the Commission's Annual Report for the Fiscal Year 2023/2024.

The year marked the first year of the implementation of the Commission's organisational strategy for its 2023/24 – 2027/28 strategy cycle. At the centre of this strategy is the commitment to ensure the Commission takes a leadership role in the digital sector / ecosystem. The strategy further identified ICTs as a key driver for economic growth and sustainable development and a national priority that is essential towards the attainment of being a developed country.

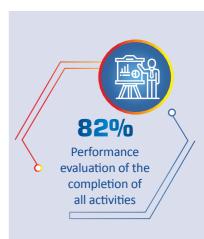
Performance of the ICT Sector

The ICT sector in Eswatini continues to demonstrate resilience and growth on small margins due to several factors and largely influenced by the global economy. As the world recovered from the devastating COVID-19 pandemic, there was a decrease of demand for certain communications services as face-to-face interactions increased. Since the pandemic was characterised by closure of businesses and huge job losses, this resulted in changing consumer behaviour over the last couple of years and more particularly this reporting period. There are now more competing needs for customers which has affected the extent to which they have consumed communications services whilst at the same time making savings for other basic households needs.

Our licensees, more particularly Mobile Network Operators (MNOs), have continued to be the lead entities in driving innovation in product offering that suit the different classes of customers. This has ensured the availability of communications services to all Emaswati as any programme of digital transformation also requires inclusivity of all our people.

Inclusivity

Our approach to digital transformation is that digital inclusivity is essential for creating equal opportunities for everyone in the digital age. During this reporting period the Commission made interventions in a number of areas with the strategic intent of ensuring universal access to affordable ICT infrastructure and services. These initiatives were in the areas of education, agriculture and health, in an effort to improve government efficiency, fostering economic growth and ensuring inclusivity.





The Commission sustained its unyielding stance to foster partnerships and collaborations that elevate the quality of life of our citizens. It is through these agreements that the Commission was able to promote regulatory enhancement and access to quality services.

Overall Performance

The Commission was able to record an impressive 82% performance evaluation of the completion rate of all its activities during this reporting period. This is as a result of strategic re-alignment of organisational structures and processes which enhanced efficiencies and capacity. The Eswatini Data Protection Authority and National Cyber Incident Response Team were established, which underscored our commitment to a safer and secured digital space.

We remain grateful for the leadership from the Ministry of Information, Communications and Technology, which has enabled the Commission to build a resilient and thriving ICT landscape, fostered by fair competition. We have been able to develop a number of legislative and regulatory frameworks to ensure that they remain relevant and adaptive to the evolving needs of the sectors the Commission regulates.

Governance Capacity

The governing body has demonstrated excellent capability in leading the organisation through its core values of integrity, transparency, collaboration, teamwork, and excellence. The Board undertook the necessary training for the effective discharge of their responsibilities and adherence to best practices. The mandatory Board and sub-committees recorded a 100% success rate and implementation of Board decisions by management was done timely. The Board renews its commitment to actively support management in promoting innovation and digital transformation whilst ensuring consumer protection and empowerment.

I am grateful for the dedication and commitment of our partners and stakeholders in supporting the Commission to achieve its mandate. We forever remain grateful.



SIBONGILE NDLELA-SIMELANE BOARD CHAIRPERSON





















Chief Executive's Statement



Improving our capabilities in combating cybercrime and protecting personal information from abuse by data controllers and data processors remains top priority in the coming years.

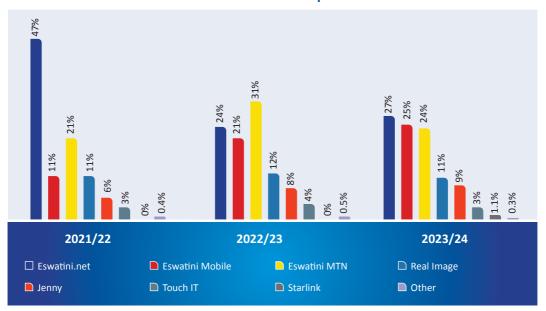
Dear Stakeholders,

am pleased to present the Eswatini Communications Commission (ESCCOM) Annual Report for the year 2023/24. This year has been one of remarkable progress and significant achievements, as we continued to navigate a rapidly evolving communications landscape while striving to fulfill our mission of promoting a vibrant, efficient, affordable, and all-inclusive Digital Eswatini ecosystem in Eswatini.

Transformative Growth and Innovation

Over the past year, ESCCOM has made substantial strides in fostering innovation, enhancing connectivity, and partnering with government in driving the digital transformation agenda. Our strategic initiatives have been focused on expanding broadband access, improving quality of service, and fostering a competitive market environment. I am proud to report that our efforts have resulted in a notable increase in internet penetration as well as better quality of experience, bringing us closer to bridging the digital divide and ensuring that more Swazis can participate in the digital economy, including the marginalised, the displaced, and disadvantaged communities.

Fixed Internet Broadband Subscriptions Market Share















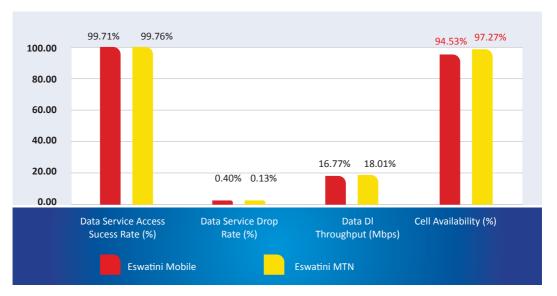








4G/LTE KPIs



Regulatory Excellence and Consumer Protection

We have continued to uphold our commitment to regulatory excellence and consumer protection. We continue to strengthen our regulatory frameworks to adapt to new challenges and opportunities presented by the ever-changing digital landscape. There has been a marked increase in cyber and mobile money related fraud, as fraudsters become more sophisticated. This has prompted for all stakeholders to enhance consumer awareness programmes to ensure that users are wellinformed about their rights, as well as obligations to minimise cyber fraud, and combat the threats. This year, we have resolved numerous consumer complaints, demonstrating our dedication to protecting the interests of all stakeholders.

Collaborative Engagement

Collaboration has been at the heart of our success. We have worked closely with government bodies, industry players, and international partners to develop policies and initiatives that promote sustainable growth in the sectors that we regulate. Our partnerships have enabled us to harness global best practices and drive innovation that benefits the entire nation. It remains the cornerstone for information sharing and benchmarking in the efforts for advancements of our mandate.

Future Outlook

As we look ahead, ESCCOM remains committed to fostering a digitally inclusive society. Our priorities for the coming year include further expanding our broadband infrastructure, promoting digital literacy, and supporting the development of local content and innovation. We will also continue to enhance our regulatory framework to address emerging technologies and challenges, ensuring that Eswatini remains at the forefront of digital transformation. And perhaps, most importantly, we will ensure that the regulator remains relevant in the future digital Eswatini. Improving our capabilities in combating cybercrime and protecting personal information from abuse by data controllers and data processors remains top priority in the coming years.

In conclusion, I would like to extend my heartfelt gratitude to the entire ESCCOM team (the Board of Directors and Staff) for their hard work and dedication, as well as to our stakeholders for their continued support and collaboration. Together, we are building a brighter, more connected future for Eswatini.

Thank you.

Sincerely,

MVILAWEMPHI DLAMINI CHIEF EXECUTIVE





The Commission undertook several initiatives to ensure the fulfilment of its mandate regarding market development in the ICT sector. These include collection of ICT data and compilation of statistics used for tracking growth of the sector and facilitating evidence-based policy formulation, compilation of the country's ICT profile and reporting on national ICT statistics and indicators. Further efforts were done towards monitoring competition, regulation of markets and pricing in the communications sector, and managing the cost of communication, to ensure affordability of ICT services.

TELECOMMUNICATIONS MARKET PERFORMANCE

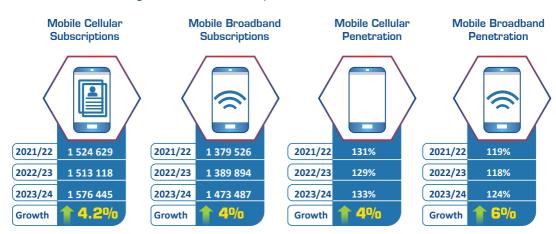
According to the Ministry of Economic Planning and Development (MEPD), the ICT subsector is estimated at a value of E3.1 billion (at current prices in 2023) of which telecommunications contributes over 80 percent. Growth rebounded from a negative growth of 8,7 percent in 2022 to positive growth of 17,3 percent in 2023. The growth was mainly driven by increased demand for broadband connectivity during elections, enabling digital voter registration, processing and collation of election results. This demand for digital connectivity was further supported on the supply-side by increased mobile cellular 4G/LTE network coverage in the review period.

Telecommunications SubscriptionsMobile Market

Mobile cellular subscriptions grew by 4,2 percent in FY 2023/24 to 1 576 465 subscriptions from 1 513 118 subscriptions in FY 2022/23. Mobile cellular penetration increased from 129 percent in FY 2022/23 to 133 percent in FY 2023/24. This growth in mobile cellular SIM connections in the review period was largely attributed to an expansion in mobile cellular network coverage.

Mobile broadband subscriptions increased from 1 389 984 in FY 2022/23 to 1 473 487 in FY 2023/24, demonstrating a 6 percent growth. Mobile broadband penetration consequently increased from 118 percent in FY 2022/23 to 124 percent in FY 2023/24. Growth in mobile broadband connectivity in the period is largely attributed to increased mobile broadband 4G/LTE network coverage as well as demand for mobile broadband as observed in the growth in smartphone connectivity in Figure 2.

Figure 1: Mobile Subscriptions and Market Penetration

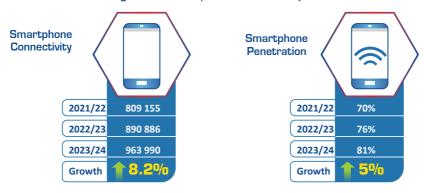


Smartphone Connectivity

Smartphone connectivity continued to grow in the review period by 8,2 percent, from a total of 890 886 in FY 2022/23 to 963 990 active smartphones recorded on

mobile networks in the period FY 2023/24, signalling increased demand for mobile broadband connectivity.

Figure 2: Smartphone Connectivity - Mobile Market

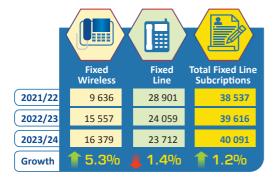


Fixed Market

Fixed telephone subscriptions grew by 1,2 percent from 39 616 subscriptions in FY 2022/23 to 40 091 subscriptions in FY 2023/24. Growth in fixed telephone connectivity continued to be driven by fixed wireless telephone connectivity, which recorded growth of

5,3 percent in the period under review from 15 557 subscriptions in FY 2022/23 to 16 379 subscriptions in FY 2023/24. Fixed line telephone connectivity continued a downward trajectory from 24 058 in FY 2022/23 to 23 712 in FY 2023/24, a decline by 1,4 percent.

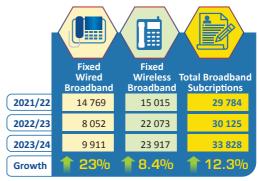
Figure 3: Fixed Telephone Subscriptions



Fixed broadband connectivity also continued an upward trend to record growth of 12,3 percent in the review period, from 30 125 subscriptions in FY 2022/23 to 33 828 subscriptions in FY 2023/24. This growth is mainly attributed to growing demand for more reliable and faster broadband connectivity by both businesses and households. This is observed in the increased shift from fixed line ADSL to fixed wireless, fibre and satellite internet network services.

Fixed wired broadband connectivity rebounded in the review period, recording growth of 23 percent to 9 911 in FY 2023/24 from 8 052 in FY 2022/23. Fixed wireless broadband connectivity continued to grow in the review period rising by 8,4 percent from 22 073 in FY 2022/23 to 23 917 in FY 2023/24.

Figure 4: Fixed Broadband Subscriptions



















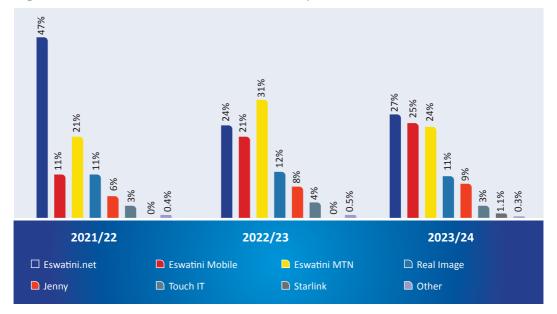


Fixed Broadband Subscriptions Market Share

Market share in the Fixed Broadband market in FY 2023/24 shifted in favour of EPTC's Eswatini.net. Eswatini Mobile and Jenny Internet which gained market share.

MTN and Real Image Internet lost market share in the review period. The new entrant in the market, Starlink managed to capture 1,1 percent of market share subscriptions in the review period.

Figure 5: Fixed Internet Broadband Subscriptions Market Share



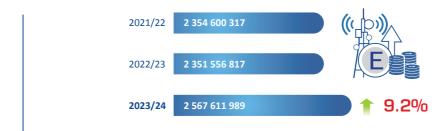
Telecommunications Revenue

According to the MEPD's Economic Review and Outlook FY 2023/24 report, consumer purchasing power was lower in the period under review compared to the previous FY 2022/23. Headline inflation was slightly higher in FY 2023/24 at 5,0 percent compared to the previous period FY 2022/23 at 4,8 percent. This was mainly attributed to higher food, housing and utility prices in the review period, contributing to higher headline inflation.

Furthermore, the cost of credit in Eswatini was higher in the review period with prime lending rate at 11.0 percent, which is above the long-term 10-year average of 9.0 percent. This effectively meant that consumers in FY 2023/24 were stretched financially, faced with higher market prices of food, housing and utilities as well as higher monthly loan repayments. As a result, despite the increasing affordability of communications services which account for 7,4 percent of households' consumer basket, consumers had to re-prioritise their spending.

Total telecommunications revenue in FY 2023/24 stood at E2 567 611 980, equivalent to 3 percent of nominal gross domestic product (GDP) and depicting an annual growth of 9,2 percent from E2 351 556 817 in FY 2022/23. This growth was mainly driven by growth in voice and data services revenue in the review period.

Figure 6: Total Telecommunications Services Revenue in Emalangeni



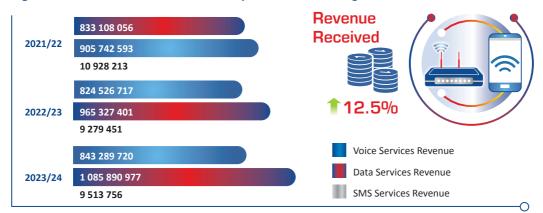
Competition in the mobile and fixed broadband market continued to grow as licensees expanded their networks' geographic coverage and revised their prices and data service offerings to gain market share. Data services revenue grew by 12,5 percent from E965 327 401 in FY 2022/23 to E1 085 890 977 in FY 2023/24.

Voice services revenue recorded in the period grew by 2,3 percent from E824 526 717 in FY 2022/23 to E843 289 720 in FY 2023/24. This growth is attributed to reported growth in voice revenue by mobile network operators (MNOs). These offer both mobile and fixed wireless voice services as well as bundled voice and data services, which have become a cheaper and more reliable alternative to the traditional fixed line telephone network services which are constantly disrupted by vandalism and copper

theft. MNOs reported average growth of 7,2 percent in voice services revenue, while the fixed line telephone network operator recorded a decline in voice revenue by 16 percent in the review period.

Short Message Services (SMS) revenue grew by 2,5 percent from E9 279 451 in FY 2022/23 to E9 513 756 in FY 2023/24. SMS services revenue recovered from a dip in FY 2022/23 and recorded slow growth in FY 2023/24, reflecting the substitution of SMS services for over-the-top (OTT) digital communication platforms such as WhatsApp, Microsoft Teams, amongst others. The SMS services traffic and revenue is mainly from bulk SMS services offered to financial institutions and utilities' service providers.

Figure 6: Telecommunications Revenue by Service, in Emalangeni

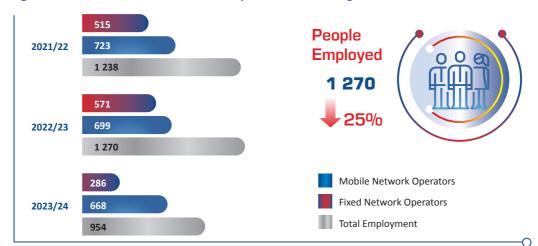


Telecommunications Employment

Total persons employed in the telecommunications industry declined by 25 percent from a total of 1 270 people employed in FY 2022/23 to 954 in FY 2023/24. This significant decrease in employment is attributed to one of the mobile network operators undergoing a company restructuring exercise which saw employment

numbers being reduced significantly. Total employment by mobile network operators declined by 50 percent from a total of 571 people employed in FY 2022/23 to 286 in 2023/24. Employment by fixed network operators also declined by 4 percent, from 699 in FY 2022/23 to 668 in FY 2023/24, mainly attributed to natural attrition.

Figure 7: Telecommunications Revenue by Service in Emalangeni















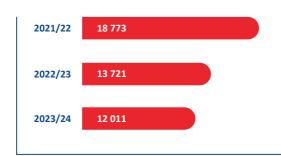




POSTAL MARKET PERFORMANCE Post Office Box Rental

Total postal boxes rented continued a downward trend in the review period, declining by 12 percent from 13 721 in FY 2022/23 to 12 011 in FY 2023/24. This is attributed to fast growing substitution of traditional letter mail for electronic communication services. This has seen consumers not renewing their post office box

Figure 8: Number of Post Boxes Rented



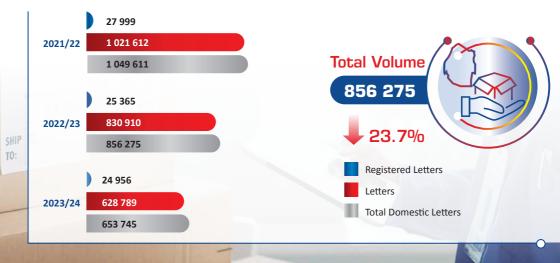


Domestic Letter Mail

Total domestic letter mail volume declined by 23,7 percent from 856 275 letters in FY 2022/23 to 653 745 letters in FY 2023/24. This decline was mainly driven by a 24,3 percent decline in ordinary or unregistered letter mail volumes from 830 910 in FY 2022/23 to 628 789 in FY 2023/24. Registered letter mail also followed a downward trend by 1,6 percent from 25 365 letters in

FY 2022/23 to 24 956 letters in FY 2023/24. Registered and Unregistered Letter Mail decreased, consistent with the decline in post office rentals due to growing digitisation of communication services. Transactional mail from businesses to customers, i.e., utility bills, statements and catalogues have been digitised and sent directly securely at lower cost compared to traditional physical mail.

Figure 9: Domestic Letter Mail Volume

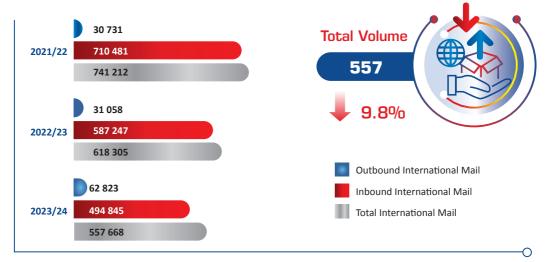


International Mailing Services

Inbound international mail traffic volume downward trend continued to mirror the impact of increasing digital communication adoption. Total international mail traffic volumes decreased by 9,8 percent in FY 2023/24 to a total volume of 557 668 from 618 305 reported in FY 2022/23.

This is despite an increase in outbound International Mail volume by 103 percent in 2023/24 to 62 823 from 31 058 in FY 2022/23, mainly being a once-off bulk international mail. However, this increase was offset by a decline in Inbound International Mail volume by 15.7 percent in FY 2023/24 to 494 845 from 587 247 in FY 2022/23.

Figure 10: Total International Mail



Express Mail Services

Express Mail volumes continued to grow in FY 2023/24, recording growth of 5,4 percent to 253 from 240 in FY

2022/23. The growth is sustained by demand for faster and secure inbound physical mail services for documents and items purchased on international e-commerce platforms.

Figure 11: Express Mail Volume

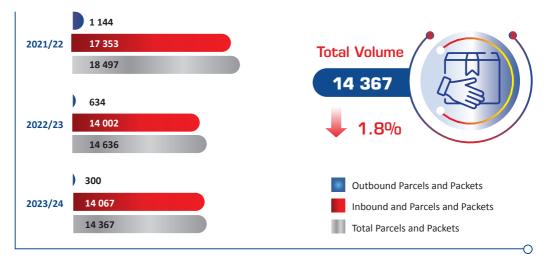


Parcel and Packets Volume

Parcels and packets volumes continued to fall much against the growth expectations from the growing global trend in e-commerce. Parcels and packets declined by 1,8 percent in FY 2023/24 from 14 367 to 14 363 in FY 2022/23. Inbound parcels and packets volumes increased marginally by 0,5 percent from 14 002 in FY 2022/23 to

14 067 in FY 2023/24. This marginal increase was offset by a decrease in Outbound Parcels and Packets by 53 percent from 634 in FY 2022/23 to 300 in FY 2023/24. The negative performance is attributed to bottlenecks at the South African Post Office Regional Transit Centre, which causes delays in delivery of parcels to the dissatisfaction of customers.

Figure 12: Parcels and Packets



Postal Economic Indicators Postal Sector Revenue

Postal Services revenue, which on average is equivalent to 0,03 percent of nominal GDP, increased by 25,8 percent in FY 2023/24 to E30 356 122 from E24 121 578 in FY 2022/23. The growth was mainly driven by Agency Services Fees, which accounts for over 50 percent of total postal revenue. The Agency Services Fees growth was mainly attributed to increases in electricity units and EPTC's Agency Fees tariffs in the period under review. Consequently, revenue grew by 49,9 percent from E14 055 718 in FY 2022/23 to E21 070 213 in FY 2023/24.

Mailbox Rental revenue grew marginally by 0,02 percent from E4 011 916 in FY 2022/23 to E4 817 944 in FY 2023/24, consistent with declining trends in the number of mailboxes rented and traditional mail volumes due to substitution for digital communication services. Revenue from the sale of stamps increased by 35,5 percent in the review period, to E299 129. This significant increase is attributed to once-off bulk international mail. There was an increase in telegraph services revenue attributed to increased radio announcements in the review period. On the downside, revenues from commissions and other income declined by 26,7 percent and 14,6 percent, respectively. The decline in these revenue lines is mainly attributed to increasing market competition offering more competitive rates.

Table 1: Postal Services Revenue by Type

Item	2022/23	2023/24	% Change
Telegraph Services	E 48 817	E 52 089	6,7%
Sale of Stamps	E 220 749	E 299 129	35,5%
Commissions	E 141 951	E 104 119	-26,7%
Mailbox Rental	E 4 011 916	E 4 012 627	0,0%
Other income	E 5 642 429	E 4 817 944	-14,6%
Agency Services Fees	E 14 055 718	E 21 070 213	49,9%
Total Postal Services Revenue	E 24 121 578	E 30 356 122	25,8%

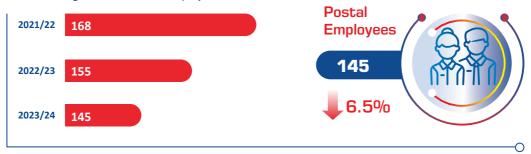


Postal Sector Employment

Employment in the postal sector continued a downward trend, falling by 6,5 percent in FY 2023/24

to 145 persons employed from 155 in FY 2023/24. This is mainly due to natural attrition without replacement.

Figure 13: Postal Employment



BROADCASTING MARKET PERFORMANCE

The broadcasting sub-sector in Eswatini is estimated to account for 12 percent of the ICT Sector GDP and 0,2 percent of total GDP. The total number of broadcasting

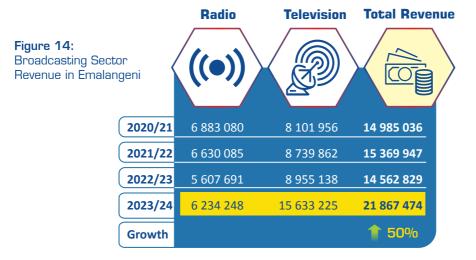
licences issued in the period under review remained unchanged at five (5) licences, being community radio broadcasting, commercial television, public television, and public radio broadcasting licences as shown in Figure 15 below.



Total revenue generated by the broadcasting sector in FY 2023/24 amounted to E21 867 474, an increase of 50 percent from E14 562 829 reported in FY 2022/23. This significant growth in broadcasting sector revenue is attributed to an almost two-fold increase in revenue reported by television broadcasting licensees in FY



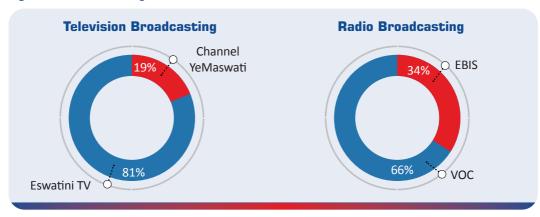
2023/24 at E15 633 225 from E8 955 138 in FY 2022/23. Revenue recorded by radio broadcasting licensees amounted to E6 234 248 in FY 2023/24, an increase of 11 percent from E5 607 691 in FY 2022/23. Sources of revenue for broadcasting licensees are mainly advertising and programme sponsorships.



The broadcasting market in terms of revenue market share is mainly dominated by the public broadcaster Eswatini TV holding 81 percent market share, while the commercial broadcaster Channel yeMaswati holds 19 percent. In the radio market, the community

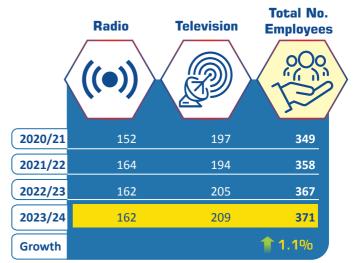
radio broadcaster, Voice of the Church (VOC), holds significant market share at 66 percent and the public radio broadcast station, Eswatini Broadcasting and Information Station (EBIS), holds 34 percent market share.

Figure 15: Broadcasting Revenue Market Share



Employment in the broadcasting sector increased from 367 in FY 2022/23 to 371 in FY 2023/24, an annual increase by 1,1 percent. This increase is attributed to an increase in radio staff from 205 in FY 2022/23 to 209 in FY 2023/24. Employment in television broadcasting remained unchanged at 162 in the period under review.

Figure 16: Broadcasting Sector Employment







STRATEGY IMPLEMENTATION AND MONITORING

Performance of Organisational Strategy

The Commission's organisational strategy is implemented through the operationalisation of its Annual Operational

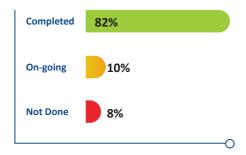
Plan (AOP). The Commission developed an organisational strategy for its 2023/24 - 2027/28 strategy cycle. The 2023/24 financial year (FY) marked the first year of this cycle, where a total of 156 activities were planned for execution.

Table 2: Percentage Completion of AOP Activities

KEY FOCUS AREA	TOTAL	PROPORTION	Implementation Status			
			Completed	On-going	Not Done	
1. Conducive Environment	83	53%	64	11	8	
2. Infrastructure, Service and Market Development	28	18%	23	3	2	
3. Consumer Protection	8	5%	7	-	1	
4. ESCCOM's Capacity Building	37	24%	34	2	1	
TOTAL	156	100%	128	16	12	
Percentage Completion of AOP Activities			82%	10%	8%	

The outcome of the performance evaluation depicted an 82% completion rate (128 activities), while 10% (16) remained in progress and at various stages of implementation. The remaining 8% (12) accounted for activities deferred to the 2024/25) FY. Accordingly, these will be integrated into the 2024/25 AOP.

Figure 17: Percentage completion of activities in the 2023/24 FY



Institutional Collaborations

ESCCOM has established several Memoranda of Understanding (MoUs) with various institutions in the

country as well as in the SADC region, with the intention of exploring synergies. These institutions include:



A new partnership was established with the International Association of Privacy Professionals (IAPP) and Network of African Data Protection Authorities, where the Eswatini Data Protection Authority (EDPA) was admitted into membership in April 2023.

During the reporting period, the Commission continued with the implementation of MoUs with stakeholders such as the Independent Communications Authority of South Africa (ICASA), Mozambique National Communications Authority (INCM) and the Film and Publication Board of South Africa (FPBSA). Support continued to be provided towards the ratification of the Malabo Convention and Tampere Convention. The ratification of International Cybersecurity and Cybercrime Policies, Malabo Convention and Budapest Convention was completed. The

Commission provided support to the Ministry of ICT towards the ratification of World Radio Conference recommendations.

Moreover, ESCCOM cooperates with relevant authorities on matters of common interest and strategic issues in the communications sector. These are addressed with national institutions through Memoranda of Understanding (MoUs). Through the MoUs, the Commission continues to derive benefits and strengthen relations with various entities. The MoUs specify communal areas of convergence and mutual interest upon which both parties agree to cooperate in and deliver on their expected outcomes. During the reporting period, the Commission enhanced its role in pursuing its mandate through outcomes derived from the MoUs.



The Commission also represents the country in international and regional organisations in the communications space as illustrated above.

Implementation of Supporting Strategies

Supporting strategies are developed in various subsectors to support the overall implementation of the organisational strategy. During the reporting period, the Commission continued to implement these complementary strategies that augment execution of the organisational strategy. The implementation of the Corporate Social Investment (CSI) Strategy was deferred to the next FY due to lack of funds.

The Stakeholder Engagement Plan continued to be implemented to operationalise the organisational Stakeholder Management Strategy. Numerous initiatives were implemented in pursuit of the five (5) strategic goals, namely: Stakeholder Engagement; Communication and Public Awareness; Stakeholder Partnerships; Digital and Social Media; and National Support.

Stakeholder Engagement:

It is vital that the Commission establishes and maintains relationships with stakeholders, in line

with the Commission's Stakeholder Engagement Strategy. This ensures effective information flow, enables collaboration, and facilitates timeous resolution of concerns. In the year under review the Commission hosted various stakeholder engagement workshops and meetings with Government, global agencies, other sector regulators, licensees, the private sector and the media, on issues of mutual interest. Engagements undertaken with the various stakeholders discussed operational and strategic issues in their operations and explored opportunities that ICT industry players could benefit from with guidance from the Commission. In particular, the following activities were undertaken:

- ESCCOM supported the SADC Secretariat and the Ministry of ICT in hosting the SADC Internet Exchange Point (IXP) Peering Forum which was a regional meeting that brought together regulatory agencies, Internet Service Providers, government representatives from SADC Member States and other local stakeholders.
- The Commission engaged licensees on identifying challenges and exploring opportunities in the ICT industry.
- Scheduled consultations were held with licensed operators to deliberate on regulatory



instruments, wholesale and retail rates reduction, ICT market indicator trends, and data collection templates. Discussions were held with the following operators: MTN, EPTC, Digital Technologies, Glimatech, Jenny Internet and Chakaza Holdings.

- Stakeholders in the postal and courier sectors were engaged on the following initiatives: National Addressing and Postcode System Project; E-commerce Readiness Assessment Project; Postal and Courier Service Providers on regulation matters and development of the National Postal Sector Policy.
- All Broadcasting Services Operators were engaged on various issues quarterly as part of compliance inspections. Eswatini Broadcasting and Information Service (EBIS) shared challenges encountered and projected plans. Meetings ensued with the Voice of the Church (VOC) and Channel Yemaswati during licence renewal process and the Commission subsequently presented observed challenges. The stations shared how they intend to correct some of the identified challenges.
- The Commission met the Eswatini Copyright Society (ESWACOS) and the IP Registrar from the Ministry of Commerce and Trade. The Commission engaged the Intellectual Property (IP) Registrar and ESWACOS where under discussion were developments in the broadcasting sector and opportunities for collaboration. All parties advocated that the collaboration between ESCCOM and ESWACOS, be formalised through a Memorandum of Understanding (MoU). A draft MoU has been

- developed and is currently undergoing final review before its presentation for signing. It is planned to have the agreement signed before the end of the first quarter of the 2024/25 FY.
- Regarding policy, legal and regulatory frameworks, the Commission:
 - Solicited inputs from different radiocommunications sector stakeholders on the different agenda items for the World Radiocommunication Conference (WRC-23). This was achieved through hosting the Eswatini Radiocommunications Conference on 20 July 2023, where stakeholders were engaged on pertinent issues pertaining to WRC-23 and national positions on the agenda items were developed.
 - Conducted meetings with Consumer Forum and Consumer Association in December 2023 and January 2024, respectively, through which good relationships are enjoyed and strengthened with both entities, and complaints are escalated through them for resolution.
 - Proposed amendments to the Electronic Communications Act, 2013 (ECA) and ESCCOM Act, 2013, and the ECA Regulations, which were handed over to the MICT.
 - Developed draft Cybersecurity Regulations; draft Data Protection and Privacy Regulations; Draft Broadcasting Regulations on Licensing, Content, Community Broadcasting, Quality-of-Service, Digital and Other Broadcasting Networks and Services were completed. Guidelines















on Model Editorial policies were also developed, while Broadcasting (Online) Regulations are still at review stage.

- Updated Subscriber Registration requirements effected 01 May 2023.
- Developed draft National Digital Strategy.
- Extended support to the MICT regarding development of the Digital Eswatini Strategy and Policy.
- Communication and Public Awareness: The Commission engaged various stakeholders to share information and provide an update on its activities on key regulatory matters and maintain positive media relations. Periodic meetings were held with Eswatini's print and electronic media houses to discuss collaboration areas and reiterate the role of the media in the fulfilment of the regulator's mandate. Media houses were also empowered with information on all ESCCOM events. Various information about the Commission's activities continued to be shared through different digital platforms.

Moreover, outreach activities were undertaken to raise awareness and share information on the Commission's activities and developments in the ICT sector. These included: Girls in ICT, Graduate Trainee, and Internship Programmes. In the 2023 year, a full scholarship was awarded to a student for a Bachelor of Science in Computer Science Degree at the University of Eswatini (UNESWA). Regarding raising public awareness of ESCCOM programmes, the Commission participated and presented exhibitions at the Science, Technology, Engineering and Mathematics (STEM) Careers' Fair, Eswatini Careers Fair and the 2023 Eswatini International Trade Fair.

Stakeholder Partnerships: As part of the Eswatini Fintech Working Group (EFWG) comprising the CBE, FSRA, CFI and UNESWA, the Commission participated in the development of the financial technology (Fintech) space in the country. The partnership facilitated the undertaking of Indaba X, National Innovation Challenge and Fintech Challenge.

The partnership between ESCCOM and the Eswatini Competition Commission (ECC) yielded collaboration in conducting consumer outreach programmes, which included commemorating the World Consumer Rights Day and Customer Service Week. Consumer grievances involving ICT related matters were referred to the Commission for resolution. The Commission continued engagements with ERS to facilitate the importation of authorised typeapproved electronic equipment through ports of entry into the country. ERS is in the process of configuring a module for testing on ASYCUDA to be

Since the establishment of the MoU with CSO, the Commission continued to participate in the National Accounts Rebasing Exercise by the CSO. Company specific ICT market data of licensees for the purposes of the rebasing exercise have been shared with CSO. ESCCOM also participated in the National Accounts Rebasing Stakeholder Engagement Workshop in March 2024.

piloted in April 2024, before going live.





In rolling out activities of the ICT Observatory National Focal Point Committee, a 2nd National ICT Observatory Focal Committee meeting was convened in December 2023. Updates were provided on the SADC ICT Observatory Data collection activities and Terms of Reference for the Committee were also developed.

The Commission established regulatory partnerships with the Information Regulator South Africa (IRSA) and the Cybersecurity Agency in Mozambique. The Commission concluded partnership with the Independent Communications Authority of South Africa (ICASA). In June 2023 an Agreement of Cooperation and Coordination on Telecommunications and Broadcasting Services was signed between the Commission and the National Communications Institute of Mozambique (INCM). In February 2024 a partnership was established between ESCCOM and the Ministry of Housing and Urban Development, Eswatini Environmental Authority, Eswatini Civil Aviation Authority, Ministry of Tinkhundla Administration and Development regarding the establishment of towers and infrastructure.

A Memorandum of Understanding was established in March 2024 with the Financial Services Regulatory Authority (FSRA) regarding cooperation in regulating and supervising financial services provided through electronic communications.

National Support: The Commission is engrained in the promotion of national values through participation and contributions towards national events, such as Buganu and Umhlanga Festivals as well as the Incwala Ceremony. In support of the country's national events, ESCCOM contributed towards the Umhlanga Ceremony and the 55/55 King's Birthday as well as the Independence Double Celebration, held in September 2023.

ECONOMIC REGULATION

Through economic regulation, the Commission has the responsibility to regulate the market with regards to competition and cost of communication to ensure consumers have a valuable choice at their disposal for services and products available in the market. The Commission also has the mandate to collect ICT data and compile statistics to facilitate fact-based market research and reporting on national ICT statistics and indicators.

Eswatini ICT Access and Use Survey (ICTAUS) Report Launch

The Commission hosted the media to officially launch the ICTAUS Report, in collaboration with the Central Statistical Office (CSO) and the Ministry of ICT. ESCCOM collaborated with CSO as the implementing partner of the project. The national survey was the first of-its-kind to be undertaken in the Kingdom of Eswatini, measuring the level of access and use of ICT by households and individuals in the Kingdom of Eswatini. This was in response to a lack of comprehensive demand side household and individual ICT data and statistics in the country to facilitate evidence-based ICT policy formulation.

According to the results of the survey, 67 percent of households in the country have access to the internet. At individual level, 50,31 percent of the population (aged 10 years and above) have access to the internet, mainly through their mobile phones. Barriers to internet access for the 49,69 percent of the population that does not have access to the internet were mainly reported to be lack of service network in some geographical areas, lack of electricity, lack of knowledge, lack of appropriate devices and lack of interest in internet services. The collection, management and dissemination of official statistics is essential for planning and development, as proper and efficient use of statistics leads to better policy and development outcomes for the country.

National ICT Observatory Focal Committee

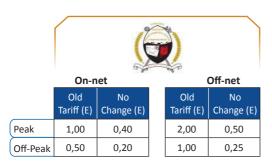
The Commission, in its capacity as National Focal Point for the SADC ICT Observatory, convened the second National ICT Observatory Focal Committee Meeting. The main objective of this meeting was to provide updates on SADC ICT Observatory Data collection activities, develop Terms of Reference for the National ICT Observatory Focal Committee and chart a way forward to operationalise the Committee as per the SADC ICT Observatory programme milestones for member states. The meeting successfully produced a draft of Terms of Reference for the Committee.

Cost to Communicate

Following the completion of the Call Termination 3-year glide path, two telecommunications operators reduced their out of bundle voice tariffs. These are Eswatini Mobile and Eswatini Posts and Telecommunications Corporation, Eswatini Mobile reduced out of bundle voice tariffs for both peak and off-peak calls by 50%, while EPTC reduced on-net peak and off-peak tariffs by 60% and 50%, respectively. On the other hand, EPTC reduced off-net peak and off-peak tariffs by 75%. Table 2 depicts the monetary value tariff reduction by the operators.

Table 3: National Leased Lines Wholesale Rates Reduction



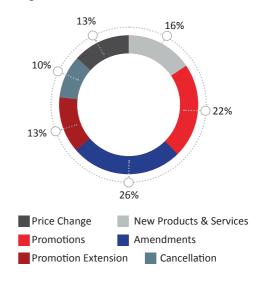


Approval of Products and Services

The Commission continued to execute its general mandate of economic regulation of the telecommunications market regarding competition and the cost of communication. This was done through price regulation when adjudicating on products and services applications submitted by licensees for approval. Prior to making a determination for approval on any application, affordability and consumer interests are considered. Through this process, new products and services were rolled out in the market. Part of these new offerings were those launched by the three (3) new entrants into the market, being Chakaza Holdings, Glimmertech and Starlink. All three service providers offered packages targeting both residential and business customers.

In the year under review, 22 percent of the applications received for approval were for new products and services. These were designed for both business and residential customers. Licensees also streamlined existing service offerings in response to the ever-changing consumer needs and product performance. This was done through product modification by increasing data volumes and capacity (speed) without changing the price whilst for others, the price was reduced and the data volumes were kept constant. In furtherance of ensuring communication costs remain affordable, service providers launched promotions which enabled customers to stay connected to the internet for longer periods by offering bonus data on bundles purchased. Furthermore, promotions offering more talk time through voice bundles were also launched in the period under review. Figure 20 depicts a breakdown of the percentage of the products and services approved during FY 2023/24.

Figure 20: Products and Services Approved during the 2023/24 FY



Broadband Targets 2025

The Commission works in collaboration with other stakeholders in fulfilling SADC Broadband Targets 2025. Target 2 of the UN Broadband Commission requires developing economies to have entry level broadband services priced at less than 2 percent of a country's monthly Gross National Income (GNI) per capita. This is universally viewed as a strong indicator of the standard of living of an average citizen in a particular country. Thus, using GNI per capita as a measurement of affordability to access entry level broadband services is more appropriate as it indicates the income level of the citizens.

ESCCOM conducted an exercise, using the five ITU price baskets, to determine the extent to which the Kingdom of Eswatini is meeting Target 2. The exercise unearthed that the Kingdom has met the set target on 3 Baskets. These were the Fixed Broadband 5GB basket, Data and Voice Low Consumption basket, and the Mobile Cellular Low Usage basket. Eswatini is ranked 2nd in the SADC region on Fixed Broadband whereas for the mobile baskets, the country is ranked between 5 and 6.

Table 4: ITU Price Baskets

	As a Percentage of GNI							
ICT Price Basket	Minimum Monthly Allowance			2021/ 2022	2022/ 2023	2023/ 2024	Broadband Target	Eswatini Ranked
	Voice (minutes)	SMS	Data					in SADC
Data Only Mobile Broadband Basket	-	-	2GB	4&	4%	4%	2%	6
Mobile Data and voice low consumption basket	70	20	500 MB	3%	2%	2%	2%	5
Mobile Data and voice high consumption basket	140	70	2GB	6%	5%	4%	2%	6
Mobile cellular low usage basket	37	24%	34	2%	1%	1%	2%	6
Fixed Broadband Basket	-	-	5GB	14%	13%	2%	2%	2



CONSUMER PROTECTION

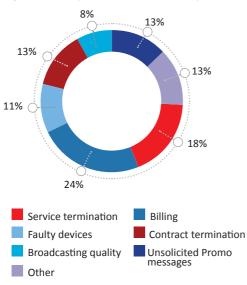
ESCCOM is mandated to protect the rights of consumers, with special focus on vulnerable groups such as the elderly, minors and persons living with disabilities. The Commission is also entrusted with the responsibility to empower all users of communication services on their rights and responsibilities, as well as the obligations that service providers carry. This is done through regulatory frameworks, continuous outreach activities, awareness campaigns and effective collaboration with other organisations within the consumer protection ecosystem.

Complaints Resolution

There was an increase in the number of consumer complaints escalated to the Commission in the year under review, compared to the previous year. A total of 38 cases were received and actioned by ESCCOM as unresolved disputes at service provider level, a 27 percent increase from the previous year. These complaints were received directly from consumers, referred to the Commission by other consumer protection agencies, or through test audits that ESCCOM performs regularly. The sector with the most complaints was telecommunications, and most issues were related to billing and contract termination disputes. There were also broadcasting related complaints that were channelled to operators as part of their performance improvement.

There was also a noticeable increase of complaints related to unsolicited promotional messages and automated subscriptions, and the Commission continues to engage the affected service providers on opt-out options and appropriate scheduling mechanisms.

Figure 21: Reported Consumer Complaints



Consumer Education and Outreach

The Commission conducted several activities to raise awareness on developments within the consumer protection space, and to continuously educate users of communication services on their rights, trends, and the risks that they are exposed to as consumers.

In the period under review, the partnership with the Royal Eswatini Police Service (REPS) and operators continued, and visits were made to schools and organisations to speak to them on the work of the Commission, data protection as well as cybersecurity.

For Customer Service Week and National Cybersecurity Month, ESCCOM collaborated with other regulatory agencies in Eswatini to enhance awareness on ICT consumer rights and service provider obligations.

The Commission used a combination of radio, television and digital media to educate consumers on regulatory frameworks, flag prevalent scams and to encourage consumers to report customer service-related challenges that they encounter as they interact with service providers.

COMMUNICATIONS

The Communication function plays a critical role in ensuring ESCCOM's initiatives and activities are visible to both internal and external stakeholders. This is achieved through a strategic mix of traditional and digital media platforms. Local print publications, electronic media, the ESCCOM website, television, ESCCOM weekly radio programme and social media platforms (Facebook, Twitter, and LinkedIn) are all utilised to reach target audiences. Furthermore, the Commission publishes a half-yearly newsletter and the annual report, to share information on activities and educate stakeholders on the work done across the mandate areas. Additionally, the Communication function is responsible for media relations, including facilitating responses to media enquiries, coordination during events, scheduling press releases and interviews.

Social media

ESCCOM actively utilises social media platforms to increase visibility, promote stakeholder engagement, and raise awareness. Platforms like Facebook, LinkedIn, and Twitter provide avenues for answering consumer queries, sharing press releases and general notices, and promoting events and vacancies. The LinkedIn page emerged as the most popular, boasting the highest follower count (4,591) and engagement rate. The follower counts as of March 2024 are indicated next.







Media Analysis

The Commission monitored public perception through published content mentioning ESCCOM. Media content published relating to the Commission was actively monitored to determine any communication gap and identify communications opportunities to influence brand perception and image. The Commission conducted sentiment tracking through continuous media analysis. Most of the public perception surrounding ESCCOM is neutral (88 percent) as most coverage is factual and based on information distributed by the Commission itself. There is a positive sentiment of 11 percent, indicating some recognition of the Commission's efforts to improve the sector. However, it is important to note the presence of negative feedback, even if minimal, found on Facebook.

Figure 22: Media Sentiment

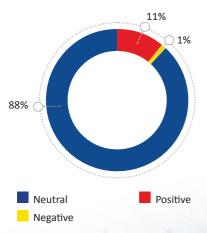
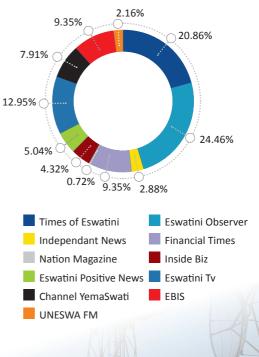


Figure 23 depicts earned media mileage, both print and electronic, of ESCCOM in the reporting period.

Figure 23: Media Coverage



m



Development of Regulatory Frameworks

The Commission completed the development of seven (7) regulatory frameworks in preparation for the operationalisation of the Broadcasting Act, 2023 and Radio Frequency Regulations, 2016. These drafts were developed in collaboration with the Ministry of ICT. The seven draft frameworks include five regulations and two guidelines which are the following:

- Broadcasting (Content) Regulations.
- Broadcasting (Community Broadcasting) Regulations.
- Broadcasting (Licensing) Regulations.
- Broadcasting (Quality of Service) Regulations.
- Broadcasting (Digital and Other Broadcasting Networks and Services) Regulations.
- Guidelines on Model Editorial Policy.
- Guidelines for Establishment and Maintenance of Telecommunications Towers.

Broadcasting Policy

The Commission is supporting the Ministry of ICT in developing the Broadcasting Policy. This activity is an ongoing initiative which is scheduled to be completed in the FY 2024/25, depending on availability of a budget to fund this project. Currently, the terms of reference for the engagement of a consultant to develop the Broadcasting Policy were completed in June 2023.. The Ministry of ICT has identified prospective consultants to submit their proposals which are being considered and the required budget resources are being sought.

National Postal Sector Policy

In the year under review, the Commission supported the Ministry of ICT in the development of National Postal Sector Policy. The main objective of developing the policy is to create a comprehensive framework that addresses customers' evolving needs and disruptions caused by the growing use of technology. It also seeks to promote fair competition, improve security and safety measures, foster sustainable practices, and adapt to changing consumer behaviours and technological advancements. A consultant was engaged, and conducted an extensive three-week engagement process that involved all relevant stakeholders from various sectors, including government ministries, the post, courier service providers, freight and logistics associations, revenue services, international organisations, and private sector entities.

Following the engagements, the consultant meticulously analysed the gathered data and compiled a Policy Analysis Report. The report underwent a rigorous review process and was submitted to the Universal Postal Union (UPU) for final review. The development of the Policy Document will be undertaken, utilising the valuable

insights and recommendations provided in the Policy Analysis Report in the coming year.

Guidelines for Establishment and Maintenance of Telecommunications Towers

The Commission, to promote infrastructure sharing and in line with the Electronic Communications (radio Frequency Spectrum) Regulations, developed the Guidelines for Establishment and Maintenance of Telecommunications Towers in the country. These Guidelines provide for effective collaboration with other entities in Eswatini such as the Eswatini Civil Aviation Authority (ESWACAA), the Eswatini Environmental Authority (EEA) and the Ministry of Housing and Urban Development through the municipalities in the country in monitoring the establishment of telecommunications towers. The guidelines also seek to ensure that all service providers align with international guidelines with respect to Electromagnetic Field (EMF) emissions in the country among other things. The Commission will have sight of activities on the establishment of towers in the country.

Review of Spectrum Fee Framework

The Commission reviewed the spectrum fee schedule for the next three-year period beginning April 2024. The review was in line with legislative requirements and ensures that the spectrum fee framework is up to date with prevailing economic conditions and advancements in telecommunication technologies. Consequently, this will ensure that spectrum fees are also in line with the efficient spectrum usage mandate of the Commission.

RADIO FREQUENCY SPECTRUM MANAGEMENT

The Commission is tasked with ensuring the efficient use of Radio Frequency Spectrum resources in the Kingdom of Eswatini. This is done by effectively engaging in spectrum management initiatives which include spectrum planning and licensing, spectrum monitoring, spectrum usage audits as well as updating the Spectrum Management Framework to align with national policy initiatives and international best practices.

In addition to this, the Commission further collaborates with regional and international stakeholders to ensure that all issues related to spectrum management are addressed on behalf of the Kingdom of Eswatini. This includes participation in regional and international fora such as the World Radiocommunications Conference (WRC) where decisions about spectrum allocations are taken. The Kingdom of Eswatini was the African Telecommunications Union (ATU) lead rapporteur for an agenda item dealing with Intersatellite Links at the WRC-23, and as such the Commission participated on behalf of the country in the discussions of this topic.



The Commission further ensures that communications service providers are supported and enabled so that they bring innovative services which promote the advancement of ICT services in the country. This includes capacity building initiatives that the Commission undertakes to close any gaps that have been identified. One such is the capacity building for Internet Service Providers in the country who use unlicensed spectrum for providing services on basic radio frequency planning principles and best practices to ensure elimination of harmful interference.

Radio Communications Conferences

• Eswatini Radiocommunications Conference:

During the year under review, the Commission hosted the first ever Eswatini Radiocommunications Conference in July 2023. The aim of the conference was to engage with all relevant stakeholders on pertinent radio communications matters, more specifically in relation to the World Radiocommunication Conference 2023 (WRC-23) process, the associated agenda items, and formulation of the country position on the WRC-23 agenda items. The meeting was well attended by national radio frequency spectrum users, representatives from government and other interested parties. Industry experts from META Telecom, Global System for Mobile Communications Association (GSMA), Inmarsat and Huawei presented

their views on the agenda items to provide more insight on the issues, then the conference decided on some of the positions on the agenda items. The Commission will host more conferences of this nature in the future where stakeholders will be involved in the next WRC process from inception to ensure full involvement in the country positions and any other opportunities that may arise for the next conference.

- World Radiocommunications Conference 2023: In the year under review, the Commission participated in the World Radiocommunications Conference of 2023 (WRC-23) which was held in Dubai. United Arab Emirates. This is where decisions on Radio Frequency Spectrum and Satellite issues are deliberated and discussed. At this conference the Kingdom of Eswatini was representing the Africa region on agenda item 1.17 which was discussing the regulatory aspects of Inter-satellite links to accommodate new technologies which require lower earth orbits. This was done successfully, and the outcome of the agenda item was in line with the agreed Africa position.
- Restoration of Satellite Orbital Slots: Going into the conference the country was listed under those which had unusable satellite orbital slots for Broadcasting Satellite Service (BSS) and the Fixed Satellite Service (FSS). This is due to interference from other satellite networks which were accepted



by implicit agreement. This project (on restoring satellite orbital slots) was initiated to ensure that the country has usable satellite orbital slots for BSS and FSS. It emanated from the identification of the country as one of the Administrations which have degraded orbital slots and the ITU issuing Resolution 559 (WRC-19) to cater for such cases. Consequent to this development the Commission will engage the process of ensuring the restoration of the orbital slots.

For BSS, the Resolution 559 of WRC-19 was applied where Eswatini was able to submit a proposal for a new orbital slot which was approved by the ITU. A coordination process was initiated and completed whereby countries which would potentially be affected by Eswatini's proposed slot were engaged. This process was completed and approved by WRC-23.

For FSS Eswatini was able to engage with the Administration of Luxembourg who were adversely affecting Eswatini's satellite orbital slot to come to an agreement whereby, in case where the need to use the orbital slot has been determined, Luxembourg would have to adjust some parameters on their networks to reduce the interference on Eswatini's orbital slot. Likewise, this agreement was approved by the WRC-23.

Spectrum Planning

The Commission is also responsible for Spectrum Planning which is to ensure that there is spectrum available for assignment and prescribing the applicable conditions for assignment as well as ensuring that satellite resources are always available for the country to utilise.

Effective Management of Spectrum

Memorandum of Understanding with Mozambique

The Commission signed a Memorandum of Understanding (MoU) with the Mozambique counterparts, National Communications Institute of Mozambique (INCM), in June 2023. The MoU is meant to facilitate and fast track coordination issues between the two countries and aid in information sharing between the two regulators in terms of regulatory issues.

Spectrum Licensing Process Automation

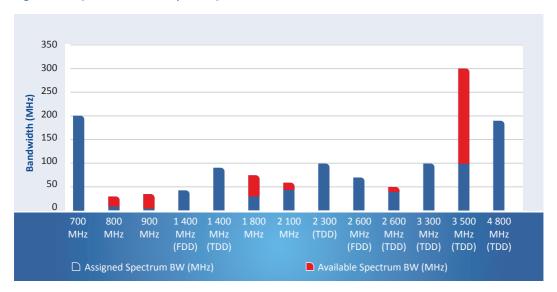
The Commission has deployed a fully automated process for Spectrum Licence Application, which allows for applications for spectrum to be processed online. Interaction with licensee is via an online portal where licensees can apply and receive licences in a paperless process. This ensures effective and timely processing of new licence applications as well as renewals of licences.

Spectrum Assignment

The Commission is responsible for ensuring that there is enough spectrum available for deployment in different services in the radiocommunications space, that is for land mobile applications, International Mobile Telecommunications (IMT), fixed services and satellite services. Spectrum availability and uptake by IMT services and fixed services for the reporting period are summarised as shown in Figure 26 below.



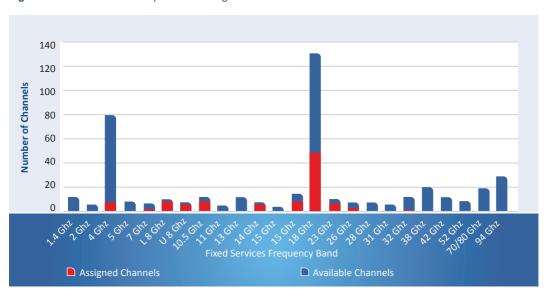
Figure 24: Spectrum Availability and Uptake for IMT and Fixed Services



The Commission has assigned only 35 percent of the available IMT spectrum in the sub-7GHz band and have 0 percent assignments in the mm-Wave spectrum bands.

For Fixed Services, the spectrum assignment and uptake are as illustrated in Figure 25 below.

Figure 25: Fixed Services Spectrum Usage



The Commission has assigned only 36 percent of the available fixed services channels, with most of the unused channels being the mm-Wave spectrum bands.

Spectrum Uptake for Land Mobile or Private Mobile Radio (PMR) in terms of number of channels is summarised as follows.

Frequency band	Total Channels	Assigned channels	Available channels	% Assigned Channels
VHF	3963	117	3846	2.95%
UHF	4710	86	4624	1.83%















5G Spectrum Assignment

The Commission assigned 200MHz spectrum in the 3.5GHz band to MNOs in the country, that is Eswatini Mobile and MTN Eswatini, for deployment of 5G. The intention was to conduct trials to ensure technical feasibility of deploying 5G in the country, it is expected that this technology will be rolled out in the next few years.

TECHNOLOGY AND STANDARDS

The Commission is also tasked with the responsibility to ensure that Emaswati receive quality telecommunications services from licensed service providers. This responsibility requires that service providers adhere to set standards and quality of service. Additionally, this responsibility involves ensuring that an enabling environment is established for the development of the electronics communications sector, including development and implementation of programmes aimed at supporting the growth of the sector. During the year under review, several activities were carried out in this regard.

Ensuring Compliance to Set Standards

Electronic Communications Equipment Type Approval

The Commission is charged with the responsibility to set standards and type approval of electronic communications equipment in the country and ensuring compliance to the set standards. The purpose is to ensure safety and protection as well as safeguarding that the quality and integrity of communications services is maintained using quality end user communication terminal.

For the reporting period, the Commission processed and issued a total of 235 type approval certificates. For processed applications, 59 were processed in the first quarter (Q1), 72 in the second quarter (Q2), 50 in the third quarter (Q3) and 54 in the fourth quarter (Q4). Figure 26 below shows the distribution of processed type approval applications across all the quarters in the period under review.

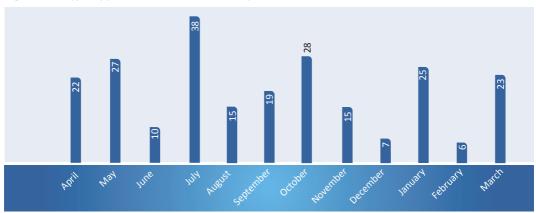
Figure 26: Type Approval Certificates Issued by Quarter



On average, the Commission processed 17 applications monthly. The highest number of processed applications were in Q2 of the 2023/24 FY (July, August and

September), a total of 72. Figure 27 shows the number of type approval certificates issued by month.

Figure 27: Type Approval Certificates Issued by Month



Compliance Inspection-Market Surveillance

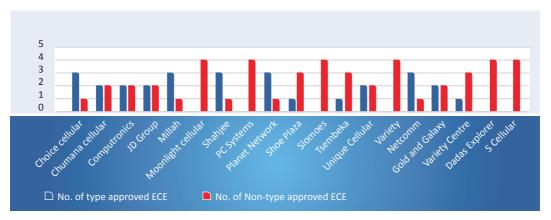
To ascertain the extent of regulatory compliance by importers and distributors of electronic communications equipment, ESCCOM has a duty to conduct market surveillance to follow up on compliance matters with respect to type approval by carrying out inspections on premises of dealers of electronic communications equipment.

An on-site inspection was conducted across seventeen (17) dealers of electronic communications equipment.

From each of these outlets, four (4) samples were randomly picked for inspection and assessed.

Consequent to these inspections, it was discovered that from the 76 inspected samples inspected, only 28 (37 percent) of the samples were type approved by the Commission. Appropriate actions have been taken towards ensuring that non-compliant equipment dealers and distributors aligned with legislative provisions.

Figure 28: Type Approved Vs Non-Type Approved Equipment



Technical Standards Development

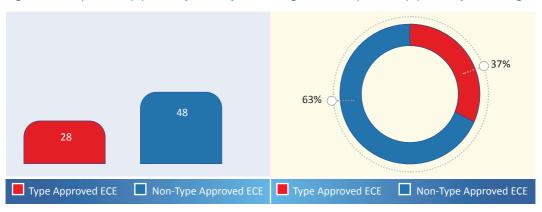
To efficiently and effectively regulate the communications sector to ensure the delivery of quality services by service providers, including protection of consumers, a few technical standards for electronic communications equipment were developed. The developed regulatory frameworks also included the review of applicable standards and guidelines on spectrum usage by short range devices and other equipment operating in licence exempt radio frequency spectrum bands.

Figure 29: Inspected Equipment by Quantity

The purpose of all the developed frameworks and standards is to prescribe national standards for the performance and operation of equipment and electronic communications facilities, including radio equipment, in order to:

- specify the mandatory standards to be used by the Commission for Type Approval of electronic communications equipment or electronic communications facilities, including radio equipment; and,
- specify the mandatory Electromagnetic Compatibility (EMC) standards to which all electrical and electronic equipment must comply.

Figure 30: Inspected Equipment by Percentage

















QUALITY OF SERVICE MONITORING

Quality of Service for Electronic **Communications Service Providers**

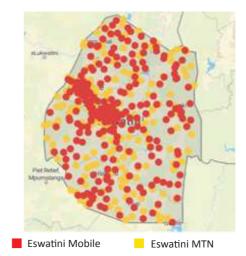
The Commission is also charged with the responsibility of ensuring that quality services are afforded to consumers of electronic communications services by service providers. In the reporting period, the Commission has in accordance with regulations benchmarked the network performance of mobile network operators.

The quality of service was monitored and evaluated for MTN Eswatini and Eswatini Mobile using a Network Monitoring System (NMS). The performance of the two mobile telecommunications service providers was monitored and evaluated against Key Performance Indicators (KPIs) set out in the Electronic Communications (Quality of Service) Regulations. Specifically, the Commission in line with ITU-T recommendation and the regulations focused on four network KPIs for all technologies (2G, 3G and 4G/LTE) which are network availability, service accessibility, service retainability and service integrity using the following parameters. Henceforth, the exact KPIs measured and monitored were:

- Network Availability: Cell Availability
- Service Accessibility: Call Setup Success Rate (CSSR), Data Access Success Rate (DASR)

- Service Retainability: Call drop rate (CDR), Data Drop
- Service Integrity: Average User Data throughput.

The following illustrations are results obtained for the reporting period for the two mobile network operators, Eswatini Mobile and MTN Eswatini. Additionally, a comparison is drawn for their service performances for all technologies.



Screenshot of the RPM portal that the Commission uses to monitor the network coverage for the mobile operators.

Figure 31: 2G Voice KPIs

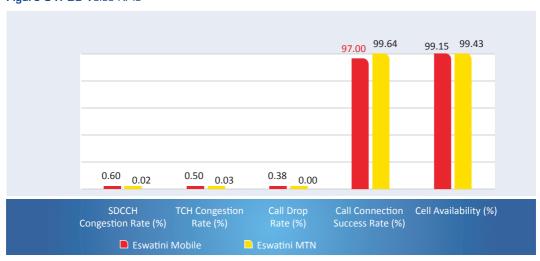


Figure 32: 3G VOICE KPIs

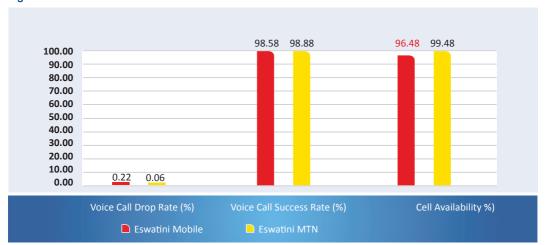


Figure 33: 3G Data KPIs

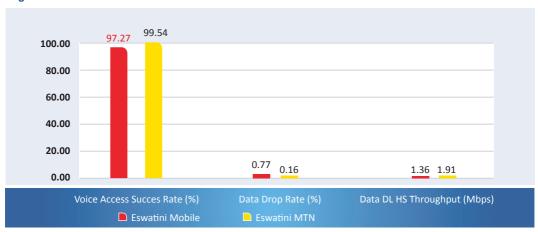
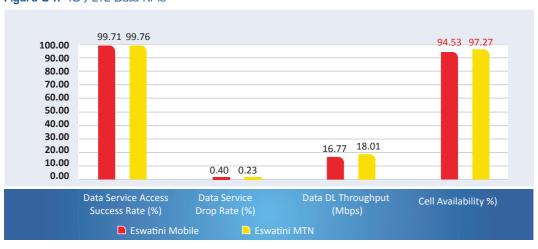


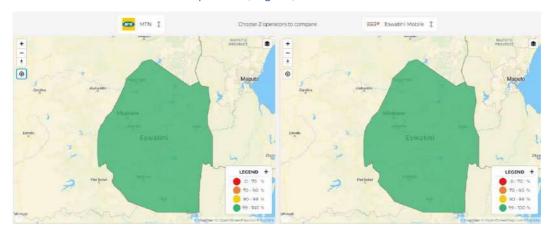
Figure 34: 4G /LTE Data KPIs



In all the key performance indicators monitored and evaluated, Eswatini Mobile did not perform well on the

accessibility KPIs for all technologies (CSSR, DASR, DSASR) while MTN achieved all the set targets.

Figure 35: Screenshot of the RPM Portal the Commission uses to monitor QoS Key Performance Indicators of mobile operators (Regions)



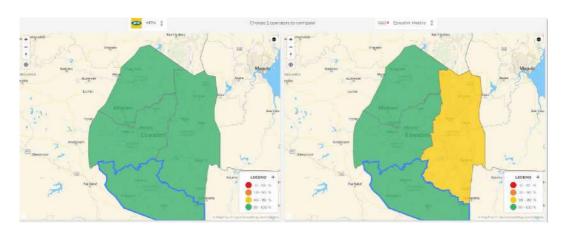
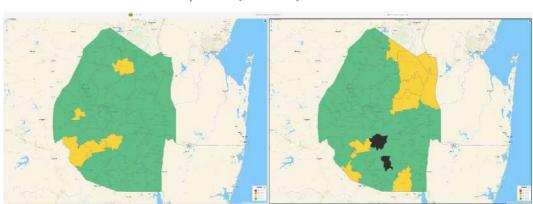


Figure 36: Screenshot of the RPM Portal the Commission uses to monitor QoS Key Performance Indicators of mobile operators (Tinkhundla)



Drive Tests

The Commission in the year under review procured a Rohde & Schwarz Drive Test and Smart Analytics Tools for the Quality-of-Service Tests. This tool will enable the Commission to independently conduct drive tests around the country at any time and proactively engage with the operators on resolution to improve the quality of service offering. Training has been conducted on the tool with reports to follow.

Fixed Services

Additionally, during the reporting period the Commission monitored the quality of service offered by the fixed line operator, Eswatini Posts and Telecommunications

Corporation (EPTC). In line with the Quality-of-Service Regulations, 2016 the following performance indicators were monitored:

- Interconnection Route Utilisation
- Call Connection Success Rate (CCSR)
- Data Service Availability (DSA)
- Data Service Utilisation (DSU)
- Data Access Success Rate (DASR)

Figures 37 and 38 are an illustration of the results obtained for the reporting period.

Figure 37: Interconnection Route Utilisation

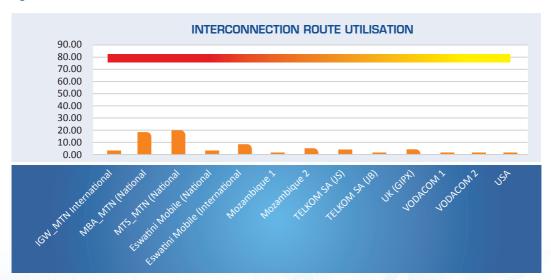
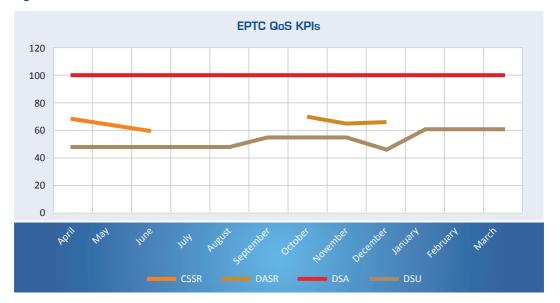


Figure 38: EPTC QoS KPIs



In general, EPTC complied with the set targets for Data Access Success Rate (DASR), Data Service Utilisation (DSU), and Data Service Availability (DSA). However, the operator did not achieve the set thresholds of the performance indicators on a national level for Call Connection Success Rate (CSSR), which consistently failed to meet the threshold level of > 99 percent, for the duration of the year.

From July to September 2023 and January to February 2024, EPTC experienced a system failure on their N2000 Management System.

The Commission is considering automating monitoring the QoS of the fixed line operator and other internet service providers.

Internet Service Providers

Random tests of compliance were conducted during the year for most of the licensed ISPs. In combination with the quarterly reports submitted by the ISPs, the following findings were made:

- A majority of ISPs do not comply with the minimum data speed rate of ≥ 2Mbps;
- Copper theft on EPTC is affecting the performance of most ISPs;
- In as much as customers are happy with the service they receive from ISPs some were unhappy regarding their fault management process.

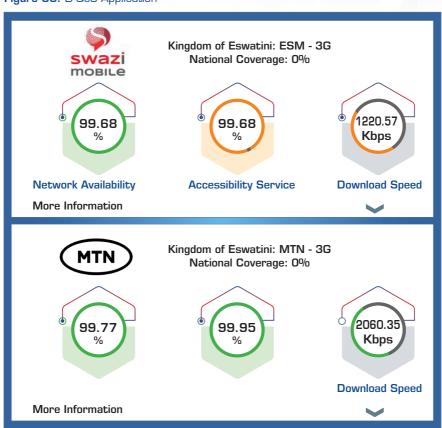
Delivered Quality of Service Application

The Commission, in the year under review, developed the Delivered Quality of Service (D-QoS) mobile application to inform the end users of the quality of signal in their respective locations and QoS delivered in their respective Tinkhundla. Furthermore, it will:

- Manage users' expectations or frustrations when there is a huge site outage owing to fibre cuts or other;
- Allow users to share satisfaction surveys and get their feedback and experience on the services
- Inform users of campaigns coming up.



Figure 39: D-QoS Application





Market Development Initiatives

The Commission is also tasked with the responsibility to promote the development of innovative, secure, modern, and competitive communications infrastructure and the delivery of related services. This responsibility includes ensuring that electronic communications infrastructure and services are used as a vehicle for socio-economic development, thereby creating opportunities for market growth. This requires extensive engagements and collaborations with different stakeholders drawn from key sectors of the economy, as well as service providers.

Numbering (Short Codes) Management Process

In the reporting period, the Commission developed guidelines on numbering (short codes) management to ensure short codes are properly allocated and assigned for harmonised services across networks.

Implement and fully operationalise the .szccTLD

The country code Top Level Domain is amongst the national resources that must be managed fairly in the public interest. It was in terms of Regulation 4 (1) of the Electronic Communications Regulations, 2016, that ESCCOM established a stakeholder forum composed of all parties with a vested interest in the .sz domain name space. The main objective of the Regulation is to ensure that the administration and registration of .sz domain name is done in a manner that is transparent, fair, and non-discriminatory to every stakeholder with vested interest in the ccTLD within the country. Following the establishment of the Stakeholder Alliance, known as the Eswatini Domain Name Information Centre (EDNIC), the following activities have been undertaken to operationalise the ccTLD:

- Registration of EDNIC: Eswatini Domain Name Information Centre (EDNIC) was registered as a non-profit organisation.
- Contract finalisation between EDNIC and Registry Operator: a contract between EDNIC and the registry operator was finalised and signed by both parties. The registry operator, Posix is now officially responsible for the management of Eswatini's top level domain. The registry operator is responsible and accountable to EDNIC in the running of the ccTLD.
- EDNIC website is up and running, all policies and other information pertaining to the .sz domain is available on the website.
- EDNIC will be officially launched in May 2024.

National Internet Exchange Point

In line with the Commission's obligation to develop and implement a Directive for Connectivity to the Internet Exchange Point (IXP), ESCCOM facilitated for all licensees to connect to the IXP to keep local traffic local in the process reducing data costs. A stakeholder forum was conducted whereby a new IXP Committee to work on the connection to the IXP by stakeholders was established. Further, the forum agreed that the current location of the IXP should be maintained.

The National Innovation Initiative Launch

The Commission in keeping with its strategic intent as encapsulated in the Strategic Plan and the ESCCOM Act, 2016 is committed to promoting innovation for the sustainability and continuous development of the Eswatini Communications Industry. Following that, ESCCOM launched an ICT Innovation Challenge which was aimed at harnessing Eswatini's formidable multidisciplinary research and development capabilities to develop practical, impactful solutions to national challenges in areas such as agriculture, education, ICT, climate change, and health, including those brought by the current COVID-19 pandemic as well as to foster social and economic development in the year 2022.

In 2023, the Commission engaged with the top three winners on presentations of their roadmap from the time of winning to the time when their products were anticipated to be in the market. One of the winners got an opportunity to attend the Summit on Financial Services Innovation and Excellence in Nairobi, Kenya in March 2023.

Development of National Digital Strategy

The Commission in collaboration with the Ministry of ICT undertook an exercise to develop a National Digital Strategy (Digital Eswatini) in the year under review. The strategy's vision is for the country to be "a connected, participatory, innovative, and inclusive digital economy." The strategy has five (5) core goals which the actions across enablers and pillars seek to support. These are:

- To ensure that Eswatini is a kingdom of "smart Liswati".
- To have world-class broadband infrastructure underpinning a vibrant and competitive ICT sector that will stimulate economic development.
- To have a proliferation of localised, relevant, and affordable services, platforms, and applications available to the country's "smart Liswati".
- To be a hub for innovation, research and development that advances the digital economy and people's participation in it: and
- To enable the efficient and effective delivery of public services through ICTs.

National Addressing and Postcode System Project

In the reporting year, the National Addressing and Postcode System Project made significant progress, entering the phase of developing a National Addressing Standard. To ensure the success of this phase, the Commission has collaborated with ESWASA (Eswatini Standards Authority), and other key stakeholders have come together to form the Technical Committee. Recognising the technical complexity of establishing an effective Addressing Standard, an addressing expert was engaged to support the Technical Committee in developing the Addressing Standard.

The scope of the project encompasses the creation of a conceptual model, specifically a profile of ISO 19160-1, Addressing – Part 1: Conceptual Model. This profile will outline the types of addresses currently in use in Eswatini. Utilising the Unified Modelling Language (UML), the address classes will be presented, accompanied by comprehensive descriptions. This will provide a clear understanding of the various address types utilised within the country.

Furthermore, the project aims to deliver recommendations for addressing best practices in Eswatini and the implementation of an addressing governance framework. These recommendations will serve as guidelines for ensuring the proper management and governance of addresses in Eswatini, promoting efficiency, accuracy, and consistency in the addressing system. By developing a robust and standardised addressing system, the National Addressing and Postcode System Project seeks to enhance the efficiency of mail delivery, improve emergency response services, facilitate accurate navigation and location-based services, and support overall national development initiatives. This phase of the project will continue to the next financial year.

Broadcasting Services

The Commission is mandated by section 6(c), (d), (i) and (j) of the ESCCOM Act, 2013, inter alia, to supervise the provision of quality broadcasting services, promote the development of innovative, secure, modern broadcasting infrastructure, promote the interests of end-users and licensees, and promote efficient human resource development within the broadcasting industry. After the



promulgation of the Broadcasting Bill into the Eswatini Broadcasting Act, 2023, the Commission prepared a note and submitted it to the Ministry of ICT requesting that some parts of the Act be gazetted so that those parts can be operationalised. The parts that were included in the note were part I, II, III, V, VI, VII and VIII. These parts will enable the Commission to issue new licences and regulate broadcasting services in accordance with the new Act. In adherence to this mandate, the Commission managed to achieve several activities in the year under review. These were carried out to support the development of the sector, with particular emphasis on quality content production and overall quality of service improvement by broadcasters.

Content Production studio

Following the unsuccessful bid to convert a house belonging to ESTVA to a content production studio, in pursuit of the Commission's mandate to develop and grow the broadcasting industry in Eswatini, the Commission then engaged the University of Eswatini (UNESWA) with the intention to secure space where the studio can be established. UNESWA offered a space in the sport emporium which requires modifications to get ready for content production. Suitably qualified suppliers were engaged to assess the space and provide quotations for the required modifications and supply the required studio production equipment. The equipment has been procured and what remains pending at this stage is the engagement of the supplier who will carry out the modifications to the allocated space. This project will be completed in the first quarter of 2024-25 financial year.

Digital Terrestrial Television (DTT) Network Assessment

The Commission supported the Digital Terrestrial Television (DTT) Network Operator by procuring equipment used to safeguard the continued operation of the DTT Network. The procured equipment includes Uninterrupted Power Supplies (UPSs) for eight (8) transmitter sites, a 30 KVA Generator for the Siteki site, an 80 KVA Generator for the Kelly site above Waterford Kamhlaba, networking equipment for Mangwaneni Headend site, as well as spares that will be used for the repair of microwave links and television sets that are used to monitor the network. The total cost of this intervention was E 1 674 431.58.

Digital Terrestrial Television Network Management System

The Commission initiated a project of acquiring a Network Monitoring System (NMS) for the DTT operator. This system is crucial in that it gives the operator the ability to monitor, in real-time, all network facilities, particularly transmitters in the network. This helps in ensuring that the network's uptime is maintained high as the operator can quickly spot and rectify faults in the network even remotely. To assist the DTT operator with this issue, a proof of concept to monitor the DTT network using MOSAIC software, owned by the Commission, was successfully carried out as the system was able to connect and monitor two DTT Transmitters remotely. Installation of the software module for the DTT operator is still awaited from the procured supplier. This will enable the MOSAIC software to integrate with all the transmitters. This project will be completed before the end of the first guarter of the next financial year.

Channel Yemaswati Equipment Support

Following a request for support received from Channel Yemaswati in acquiring much needed equipment that will be used by the station in the production of programmes, news gathering, studio equipment and other operations, the Commission started procuring the requested equipment, procurement valued at E 829 200.00. This equipment is planned to be installed in the first quarter of the 2024/25 financial year.

Studio for the Deaf

The Commission extended support to the deaf community by upgrading the studio for the Deaf at the Bible Society at Mahlanya. After successfully modifying the studio and installing the newly procured equipment, the Commission handed over a state-of-the-art digital content production studio to the deaf community in Eswatini. Educational and religious content as well as other types of content will be produced. The studio was kitted with two 4K video cameras, editing servers, internet access, air-conditioning, automated LED lighting, infinity cove green screen and acoustic proofing. The handover function was graced by Her Excellency the Honourable Deputy Prime Minister and the Minister for ICT.

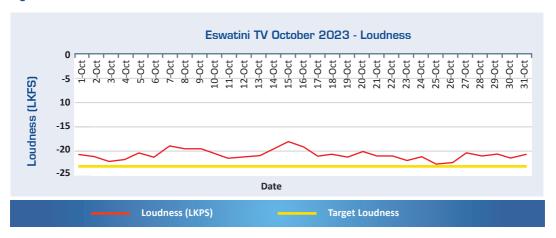
Content Monitoring

As part of ensuring that quality broadcast content is aired by licensed broadcasters, the Commission carried out content quality assessments for all broadcasters for the months of October to December 2023. The assessed content was retrieved from the Broadcasting Management System (BMS) logger. Following the successful completion of the content monitoring of broadcasts the Commission observed several gross violations of the Broadcasting Guidelines, 2017, Broadcasting Code, 2020 and the Broadcasting (Content) Guidelines, 2022 by all broadcasters. A comprehensive report was prepared and presented to each licensee. Licensees were advised on their respective shortcomings, and they were further given advice on how they decide to correct their mistakes. At this stage no sanctions were imposed on any of the licensees as there were no incidents that warranted such.

In addition to the content quality assessment, loudness measurements were conducted on all television

broadcasts for the period of October to December 2023, for Channel Yemaswati and Eswatini TV. Figure 40 to Figure 45 show the findings of measurements and associated comments.

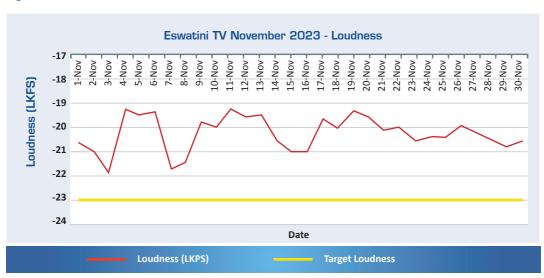
Figure 40: Eswatini TV Loudness Measurements - Oct 2023



*In October 2023, the levels show that the loudness for Eswatini TV was high, with days such as the 7th and 15th being among the loudest, exceeding expected standards.

The 25th of October 2023, however, is the only day where the loudness landed on the desired -23 LKFS.

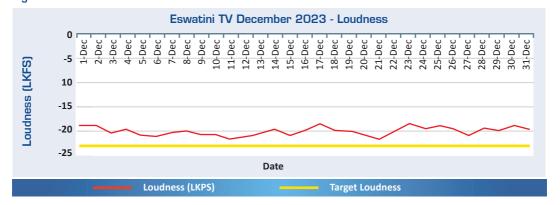
Figure 41: Eswatini TV Loudness Measurements - Nov 2023



* November 2023 is shown to have been a loud month as well, with no days reaching the target of -23 LKFS.

Among the loudest days were the $4^{th}-6^{th}$ of November 2023, with levels as high as -19 and -20 LKFS.

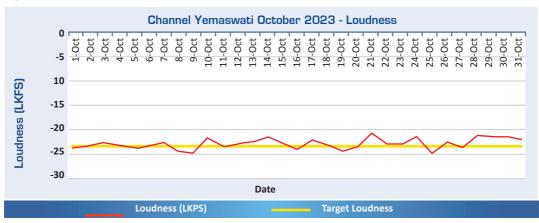
Figure 42: Eswatini TV Loudness Measurements - Dec 2023



^{*} December was a loud month as well, with loudness levels fluctuating around the area of -19 to -20 LKFS.

No day managed to reach the target of -23 LKFS.

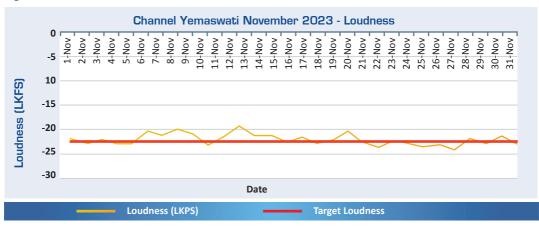
Figure 43: Channel Yemaswati Loudness Measurements - Oct 2023



* Loudness levels for Channel Yemaswati fluctuated between loud and soft in October 2023, and at times

landed on the target. For most days the levels came close to the target of -23 LKFS and rarely strayed too far.

Figure 44: Channel Yemaswati Loudness Measurements - Nov 2023

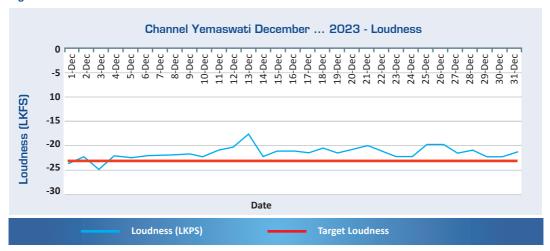


^{*} Loudness levels for Channel Yemaswati fluctuated between loud and soft in October 2023, and at times

landed on the target. For most days the levels came close to the target of -23 LKFS and rarely strayed too far.

*Similarly in November 2023 loudness levels fluctuate between loud and soft on the Loudness scale. Unlike October 2023, however, November 2023 has more loud days that go quite further from the target of -23 LKFS. The loudest was on 12th November 2023, at -19.52 LKFS, and the softest being -24.6 LKFS on 26th November 2023.

Figure 45: Channel Yemaswati Loudness Measurements - Dec 2023



*December 2023 was comprised of mostly loud days, with the 3rd of December 2023 being the only day that falls below the loudness target. 13th of December 2023 is the loudest with -17.72 LKFS. No days managed to land on the target of -23 LKFS.

Compliance and Enforcement

Compliance Inspections

Four (4) compliance inspection exercises were successfully completed, with one inspection in each quarter on each of the licensed broadcasters. It was noted that most of

the licensees showed significant improvements in their inspection scores as they corrected several of the non-compliances that were noted in each of the successive inspections. It was, however, disappointing to note that some licensees, particularly EBIS has not shown much improvement as they still have a low inspection score and they have not shown convincing efforts towards rectifying the critical non-compliances observed in their station. A summary of the compliance scores obtained by each licensee in the 2023/24 financial year are shown in Figure 46, while the average annual inspection scores for the past 4 years are shown in Figure 46 below.

Figure 46: Licensee Facilities Compliance Scores for 2023-24 FY

	ESTV	CHANNEL YEMASWATI	EBIS	VOC	UNESWA FM
	Total Seniaswati	honnel	EBIS DESIGNATION STREET	ENTERING THE CAPELLY AND ADDRESS OF THE CAPELLY	SCHOOL SECTION OF THE PROPERTY
Q1	72.1	88.2	44.1	82.4	47.1
Q2	77.9	89.7	42.6	82.4	50.0
Q3	80.9	88.2	50.0	85.3	50.0
Q4	85.8	94.1	50.0	94.1	88.1



Figure 47: Licensee Average Annual Facilities Compliance Scores for the past 4 Years

	ESTV	CHANNEL YEMASWATI	EBIS	voc	UNESWA FM
	Sentativati	Channel	EBIS DIMME HAVE HARZON	THE CAPLE IN THE SECOND	SINCESWA FM
2021	55.6	76.5	35.3	66.2	26.5
2022	79.4	79.4	44.1	76.5	26.5
2023	72.1	88.2	44.1	82.4	47.1
2024	79.4	90.1	46.7	86.1	58.9

NB: It should be noted that these inspections were particularly focused on operational functionality of the station's facilities than on the business/broadcasting operations and quality of the on-air product.

Programme Schedule Analysis

The Commission carried out analyses of the quarterly programme schedules for Channel Yemaswati and Eswatini TV. These analyses were assessing if these television broadcasters meet their content quotas as stipulated in the applicable regulatory frameworks. Section 7 of the Broadcasting (Content) Guidelines, 2022 requires that a minimum of 60 percent of content for broadcast must be locally produced for public broadcasters and that 70 percent of the locally produced content must originate from independent producers. Commercial licensed broad-casters are obligated to

broadcast a minimum of 30 percent local content and ensure that 40 percent of the local content is produced by independent producers.

From this analysis it was noted that both Channel Yemaswati and Eswatini TV successfully met their news content and local content quotas. However, both stations still have challenges in meeting their quotas in relation to content from independent producers due to a range of reasons which lack of financial resources is one of those reasons. Figure 48 to Figure 53 give a summary of the analysis.

Figure 48: News broadcast by Channel Yemaswati in October - December 2023 in compliance with section 7.2 (1) of the Broadcasting Guidelines, 2017

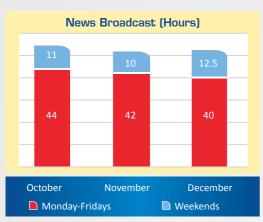


Figure 50: Local content broadcast by Channel Yemaswati in compliance with section 7(2)(b) of the Broadcasting (Content) Guidelines 2022



Figure 52: Content from Independent Producers broadcast by Channel Yemaswati in violation of section 7(3)(b) of the Broadcasting (Content) Guidelines 2022

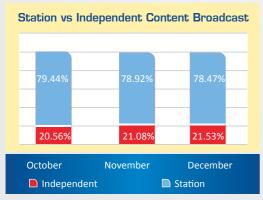


Figure 49: News broadcast by ESTVA in October-December 2023 in compliance with section 7.2(1) of the Broadcasting Guidelines 2017

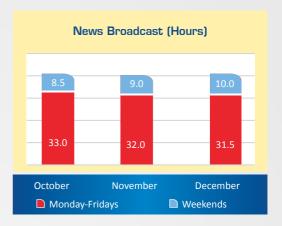


Figure 51: Local content broadcast by ESTVA in compliance with section 7(2)(a) of the Broadcasting (Content) Guidelines 2022

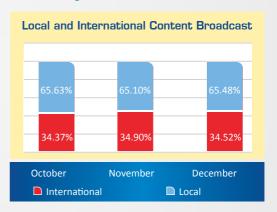
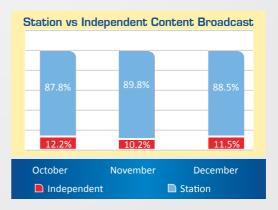


Figure 53: Content from Independent Producers broadcast by ESTVA in violation of section 7(3)(a) of the Broadcasting (Content) Guidelines 2022



In addition to the content analysis, the Commission also carried out a genre analysis to determine if the licensees were offering a diverse range of programming as stipulated in Section 7 of Broadcasting Guidelines, 2017. It was noted that both Eswatini TV and Channel Yemaswati do broadcast a variety of programmes, however, their genre distributions are contrary to global viewership

trends. This may also be one of the reasons why local television viewership statistics are low compared to other regional statistics. Figure 54 and Figure 55 show the content genre distribution for Channel Yemaswati and Eswatini TV in the months of October to December 2023, respectively.

Figure 54: Content Genre distribution for Channel Yemaswati for October - December 2023

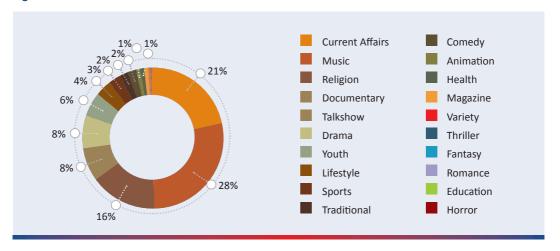
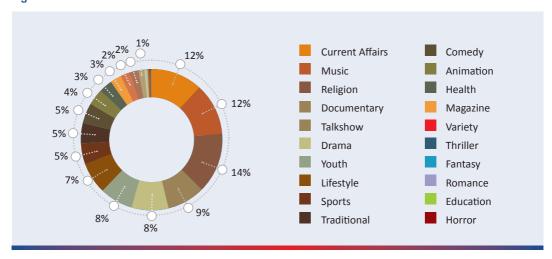


Figure 55: Content Genre distribution for Eswatini TV for October - December 2023



Broadcast Industry Stakeholders Engagement:

Licensee Engagements

In the year 2023-24 the Commission had engagements with all licensed broadcasters except for UNESWA FM. In these engagements, broadcasters were given an opportunity to present the challenges they face as they conduct their businesses and their plans for how they intend to conduct their business going forward.

The Commission also got an opportunity to discuss its expectations on how broadcasters should be conducting themselves and the expected changes that will happen in the sector particularly following the passing of the Broadcasting Act, 2023.

All broadcasters were informed of the content assessments that the Commission conducted, and they were further advised that this will be done more frequently, hence they are expected to improve the quality of their content.



In the reporting period, the Commission invited young women with an interest in pursuing an ICT related career, to file applications for sponsorship under the 'Girls in ICT' Scholarship Programme, that was launched in the year 2022. The scholarship is aimed at encouraging the presence and digital skills of young women and girls in the career field of Science, Technology, Engineering and Mathematics (STEM), particularly ICT. To date, the Commission has offered sponsorship to two (2) young Emaswati girls over the two (2) past years; one (1) awarded in 2022 and another in 2023.

Meetings with Eswatini Copyright Society (ESWACOS)

The Commission met the Eswatini Copyright Society (ESWACOS) and the IP Registrar from the Ministry of Commerce and Trade. The Commission engaged the IP registrar and ESWACOS to discuss developments in the broadcasting sector and the opportunities for collaboration. All parties advocated that the collaboration between ESCCOM and ESWACOS, be formalised through a Memorandum of Understanding (MoU). A draft MoU has been developed and is currently undergoing final review before its presentation for signing. It is planned to have the agreement signed before the end of Q1 2024-25.

Girls in ICT

The Commission continues her endeavour to empower, encourage, and support a girl child, who has interest in pursuing an Information, Communications, and Technology (ICT) related profession. This is in line with the International Telecommunications Union's initiative to encourage girls to take up careers in ICT and related fields.

Construction Of The Commission Offices

The construction of the ESCCOM HQ is ongoing with progress estimated at 91 percent as of 31 December 2023.





and

The Commission is mandated to grant any authorisation for the carrying out of any operation or activity relating to any matter within the remit of the Commission. Further, the Commission may issue electronic communications licences under the categories of General Licences and Individual Licences.

The Commission granted the following licences during the reporting period:

 Grant of three (3) General Licences for Electronic Communications Services which do not require the use of Numbering Resources – Internet Service Providers (ISPs)

In August 2023, the Commission granted three (3) General Licences for the provision of internet services to Starlink Eswatini (PTY) LTD, ODRIP Investments (PTY) LTD and Micro IT Solutions (PTY) LTD to increase competition in the market which comes with improved quality of service provision and ultimately, and lower prices for the consumer. The additional internet service providers increased the number of Internet Service Providers to 21 in Eswatini.

 Grant of five (5) General Licences for the Importation, Installation, Maintenance, Distribution, or Sale of Electronic Communications Equipment

In terms of Regulation 4 of the Electronic Communications (Licensing) Regulations, 2016, the Commission may issue a general licence for:

- electronic communications services which do not require the use of numbering resources.
- the importation, distribution, or sale of electronic communications equipment; or
- the installation and maintenance of electronic communications equipment.

In October 2023, the Commission granted five (5) General Licences for the Importation, Installation, Maintenance, Distribution, or Sale of Electronic Communications Equipment to the following:

- Destiny Group (Proprietary) Limited
- JD Group (Eswatini) (Proprietary) Limited T/A Bradlows
- S.E.R.E.C Radio (Proprietary) Limited
- Tool Technologies (Proprietary) Limited
- Worldwide Distribution (Proprietary) Limited

The additional service providers increased the number of licensed Service Provider's to 21.

Grant of Courier Services Licence

The Commission is mandated to regulate and supervise the provision of postal services and electronic commerce in the country. In line with this mandate, the Commission granted an International and Domestic Commercial Courier Services Licence to Shippii (Proprietary) Limited. Postal and couriers operational to date are eight (8).

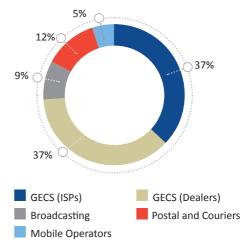
Renewal of two (2) Broadcasting Licences

The Commission granted broadcasting licences to Q Channel Yemaswati TV and the Voice of the Church (VOC) for a period of five (5) years, in March 2019, and the licences were due to expire in March 2024. The Commission renewed the two (2) licences. Five (5) broadcasters are operational to date.

 Mobile operators: three (3) operators continue to be licensed to operate in the country and these are ESM, EPTC and MTN.

The total number of licences issued by the Commission as at 31 March 2024, appears below.

Figure 56: Licences



Licensees	Number Licences
Mobile Operators	3
GECS (ISPs)	21
GECS (Dealers)	21
Broadcasting	5
Postal and Couriers	8
TOTAL	58



In this reporting period, the Commission embarked on an exercise to enforce the requirements of the Spectrum Licensing Guidelines. The impact of this exercise was the increase in the number of licences issued this financial year as several unlicensed spectrum users were identified and encouraged to ensure compliance.

Spectrum Licensing:

The process of spectrum licensing enables the Commission to have sight of who is using which frequency channel in the country and ensuring that no user interferes with others as they provide communications services in the country. The Spectrum Licensing Guidelines provide a framework for spectrum licensing in Eswatini. In this reporting period, the Commission embarked on an exercise to enforce the requirements of the Spectrum Licensing Guidelines. The impact of this

exercise was the increase in the number of licences issued this financial year as several unlicensed spectrum users were identified and encouraged to ensure compliance.

Spectrum Licences Issued

Table 5 provides a summary of Spectrum Assignments for the IMT services providers in the country. The Commission renewed Spectrum Licences for MTN Eswatini, Eswatini Mobile and Eswatini Posts and Telecommunications Corporation (EPTC). Other licences issued by the Commission are summarised in table 6.

Table 6: Current IMT Assignments in Eswatini

BAND	TECH. TOTAL BAND		FREQUENCY RANGE		TOTAL ASS. BW.	BAND	BANDWIDTH ASSIGNED		
		WIDTH	UP-LINK MHz	DN-LINK MHz		MTN	Eswatini Mobile	EPTC	
700MHz	FDD	30MHz	703 - 733	758 - 788	0MHz	-	-	-	
800MHz	FDD	30MHz	832 - 862	791 - 821	30MHz	10MHz	10MHz	-	
900MHz	FDD	35MHz	880 - 915	925 - 960	30MHz	15MHz	15MHz	-	
1800MHz	FDD	75MHz	1710 - 1785	1805 - 1880	60MHz	25MHz	20MHz	-	
2100MHz	FDD	60MHz	1920 - 1980	2110 - 2170	25MHz	15MHz	-	-	
2600MHz	TDD	50MHz	N/A	N/A	10MHz	-	-	10MHz	
2600MHz	FDD	70MHz	2500 - 2570	2620 - 2690	0MHz	-	-	-	
3500MHz	TDD	300MHz	N/A	N/A	200MHz	100MHz	100MHz	-	



Table 7: Summary of Licences Issued by 2023

Licence Type	Issued in 2022/2023	Issued in 2023/2024	Comment
Aeronautical Aircraft station	15	15	Different Licensees
Aeronautical Ground station	1	2	Royal Eswatini National Airways Corporation Eswatini Civil Aviation Authority
Amateur	3	4	Different Licensees
PMR	4	17	Different Licensees
VSAT	6	7	Different Licensees
MES	1	1	Atlas Motors
IMT	3	3	MTN Eswatini Eswatini Mobile Eswatini Posts and Telecommunications Corporation
Sound Broadcasting	3	3	University of Eswatini Voice of the Church Medium Wave Trans World Radio
Microwave	4	4	Different Licensees
TOTAL	40	56	









OUR GOVERNANCE















ESCCOM Board

Section 9 of the Eswatini Communications Commission Act, 2013, (referred to as the "ESCCOM Act"), outlines the provisions for the establishment of the Commission's governing body, which is known as the Board of Directors. This Board assumes the role of overseeing the Commission's affairs and holds the responsibility of carrying out the Commission's objectives, exercising its conferred powers, and performing its designated functions. The Board is comprised of seven (7) Members, whose appointment is in accordance with the provisions stipulated in Section 6 of the Public Enterprises (Control and Monitoring) Act of 1989. The Chief Executive is a designated ex-officio Member of the Board.

Roles and Functions of the Board

In carrying out its functions, the Board derives guidance from the ESCCOM Act, and the Board Charter. These documents guide the Board's decision-making processes in ensuring good corporate governance and ensuring that the Commission in fulfilling its mandate. The functions of the Board are provided under Section 12 of the ESCCOM Act, these include:

- monitoring the general administration of the Commission;
- examining the management reports of the Commission as presented to the Board by the Chief Executive Officer;
- approving the annual report of the activities of the Commission;
- settling the financial statement for the end of the financial year;
- adopting the budget of the following financial year;
- deliberating on any other issues as required or as the Minister may direct.

Composition of the Board

The Board is constituted by the following Members:

ESCCOM Board Members for the Financial Year 2022/2023

Name of Board Member	Date of Appointment
Sibongile Ndlela-Simelane - Chairperson	17 August 2022
John Mathwasa	Re-appointed on 1 April 2023
Bongiwe Dlamini	Re-appointed on 1 April 2023
Bheki Ndzinisa	Re-appointed on 1 April 2023
December Mavimbela	17 August 2022
Senzo Hlatshwayo	1 October 2021
Mvilawemphi Dlamini - Chief Executive	Ex-officio Member

Board Sub-Committees

In terms of Section 19 of the ESCCOM Act, the Board may, for the purpose of performing its functions under the Act, establish Committees as the Board considers appropriate.

The Board established three (3) Board Sub-Committees that have been assigned different responsibilities. The composition of these Sub-Committees is indicated below:

Finance and Audit Sub-Committee

The Sub-Committee advises the Board on finance and audit issues. It ensures that Management creates and maintains effective internal audit and financial controls.

Chairperson: Mr. Bheki Ndzinisa

Members: Mrs. Sibongile Ndlela-Simelane

> Mr. John Mathwasa Mrs. Bongiwe Dlamini Mr. Mvilawemphi Dlamini

Human Resources Sub-Committee (REMCO)

The Sub-Committee advises the Board on policy issues relating to the adherence to fair labour and corporate practices concerning employer-employee relationship.

Chairperson: Mrs. Bongiwe Dlamini

Mrs. Sibongile Ndlela-Simelane Members:

> Mr. December Mavimbela Mr. Senzo Hlatshwayo Mr. Mvilawemphi Dlamini

ICT Sub-Committee

The Sub-Committee advises the Board on regulatory and policy issues and the fulfilment of ESCCOM's mandate as encapsulated in the Act.

Chairperson: Mr. John Mathwasa Members: Mr. December Mavimbela Mr. Bheki Ndzinisa

Mr. Senzo Hlatshwayo Mr. Mvilawemphi Dlamini

Board Meetings for the 2023/2024 Financial Year:

Sub-Committee / Board	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Extra-Ordinary Meetings
Ordinary Board	27 July 2023	2 November 2023	1 February 2024	16 May 2024	21 March 2024
ICT-Subcommittee	24 July 2023	26 October 2023	25 January 2024	8 May 2024	N/A
Finance and Audit Sub-Committee	24 July 2023	26 October 2023	25 January 2024	8 May 2024	21 March 2024
Remuneration Sub-Committee	N/A	N/A	25 January 2024	N/A	N/A

Board Member's attendance for the 2023/2024 Financial Year:

Board Members	Board	ICT Sub-Committee	Finance and Audit Sub-Committee	Human Resources
Sibongile Ndlela-Simelane	5/5	N/A	4/5	1/1
John Mathwasa	5/5	4/4	5/5	N/A
Bongiwe Dlamini	5/5	N/A	5/5	1/1
Bheki Ndzinisa	5/5	4/4	5/5	N/A
December Mavimbela	5/5	4/4	1/5 (co-opted)	1/1
Senzo Hlatshwayo	5/5	4/4	1/5 (co-opted)	1/1
Mvilawemphi Dlamini	5/5	3/4	4/5	1/1

Board Activities for the 2023/2024 Financial Year

The Board undertook the following activities during the reporting period:

Training

Corporate Governance

On 31 July 2023 - 4 August 2023, the Board attended a corporate governance training session which was held at the Hilton Hotel, Sandton, Johannesburg. Key topics which were covered during the training were as follows:

- ESG Environmental, Social & Governance
- 4IR and Blockchain Technology
- Climate Change and Sustainability
- Risk Management for The Board

Cybersecurity Training

On July 31, 2023, the Board participated in a cybersecurity training session held at the Hilton Hotel in Sandton, Johannesburg. The primary emphasis of the training

was on cybersecurity best practices, and it included a gamification exercise to help the Board members comprehend their responsibilities in relation to business continuity and disaster recovery.

Policies Reviewed

The Board undertook a review of the following policies with the aim of enhancing the organisational governance framework and bringing them in line with industry best practices.

- Communications Gadgets and Allowance Policy
- Subsistence Allowance and Travel Rates Policy
- Housing Loan Interest Subsidy Policy
- Leave Administration Policy

ESCCOM Strategy 2023-2028 and Universal Access Service Fund Strategy 2024-2027

The Board approved the ESCCOM Strategy for 2023-2028 and the Universal Access & Service Fund Strategy for 2024-2027.

Board of Directors



Sibongile Ndlela-Simelane Chairperson



Mvilawemphi Dlamini Chief Executive



Bheki Ndzinisa Board Member



Senzo Hlatshwayo Board Member



Bongiwe Dlamini Board Member



December Mavimbela Board Member



John Mathwasa Board Member



Ozzie Thakatha Company Secretary

Executive Management



Mvilawemphi Dlamini Chief Executive



Fikile Gama Chief Financial Officer



Tania Butler
Director: Support Services



Thulani Fakudze
Director: Technical Services



Lindiwe Dlamini Director: Strategy and Economic Regulation



Ozzie Thakatha Director: Legal and Compliance



Mbongeni Mtshali Director: Universal Service Obligation Fund

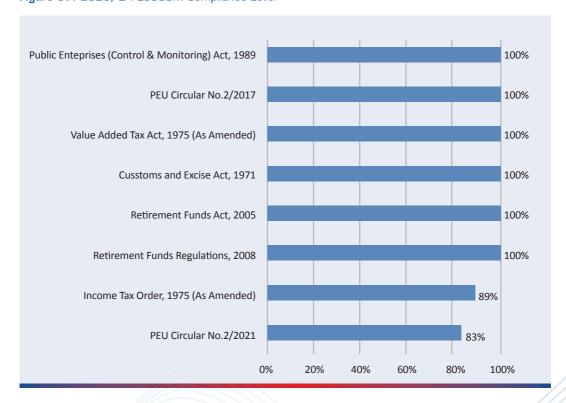
Legal Compliance with Regulatory Requirements

Organisational Compliance Assessment and Monitoring was conducted on the pieces of legislation contained in the organisation's Compliance Universe.

The figure below shows the performance of the Commission during the 2023/2024 Financial Year.

ESCCOM's Compliance Level - 2023/2024 - Regulatory Requirements

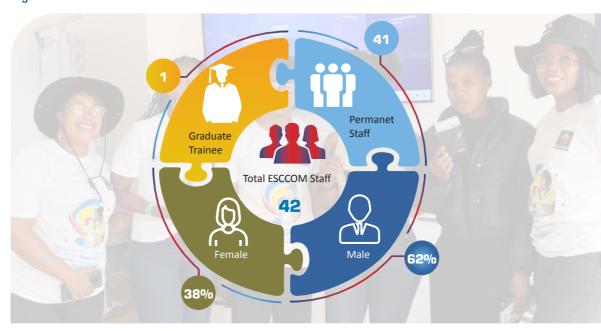
Figure 57: 2023/24 ESCCOM Compliance Level





In advancing Human Capital development, the Commission ensures that employees are empowered to carry out the ESCCOM mandate effectively. The tireless and dedicated efforts of every member of the Commission are appreciated in pursuit of exceptional service delivery. For such inspired levels of commitment to be maintained, for the benefit of both internal and external stakeholders, staff must remain motivated and empowered, primed to perform at their best in the high-performance culture that ESCCOM seeks to inculcate.

Figure 58: ESCCOM's Workforce at a Glance



Staff Complement

As at 31 March 2024, the Commission had forty-two (42) employees.

Figure 59: Employee Hierarchical Level

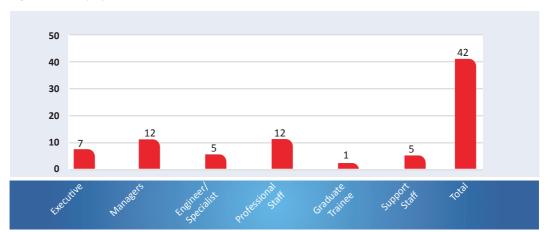
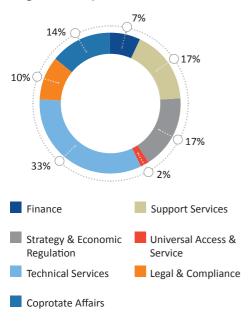




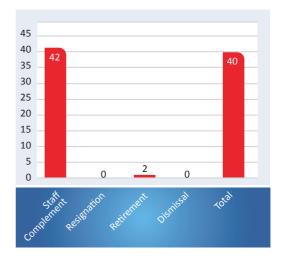
Figure 61: Departmental Headcount



Staff Turnover

In the reporting period, the Commission continued to maintain a 'low staff turnover rate', in that zero (0) resignations were received. This has saved the Commission time and resources from having to replace exited employees. However, two (2) members of staff in Director: Strategy and Economic Regulation and Manager: Broadcasting retired at the end of the financial year, on 31 March 2024, as they had reached the mandatory retirement age of sixty (60) years.

Figure 61: Staff Turnover



Talent Acquisition

Table 7 below indicates statistics on the employees recruited between 1 April 2023 to 31 March 2024:

Table 7: Recruitment Statistics

Description	Statistics
Total number of employees	3
Number of males	1
Number of females	2
Number of employees with disabilities	0
Number of temporary employees/interns	7

Developing and Training Leaders

When it comes to leadership, the Commission's ambition is to cultivate inclusive leaders who are empowered to develop and grow talent. Whilst on this journey, the following Leadership and Management Courses were undertaken to build capacity and bridge leadership gaps for efficiency and improved productivity:



Policy Review

To ensure that the human resources policies remain relevant and up to date with regulations, technology and industry best practice, the Commission reviewed the following policies, that were subsequently approved for implementation by the Board of Directors:

- Communication Gadgets and Allowance Policy
- Daily Subsistence and Allowance Rates Policy
- Leave Administration Policy
- Housing Loan Interest Subsidy Policy
- Rewards and Recognition

ESCCOM thrives to promote a high-performance culture within the organisation through the Rewards and Recognition programme. The programme recognised and awarded employees that were seen to be an embodiment of the following award categories:

- Values Ambassador
- Team Player
- Leadership
- Creativity and Innovation
- Positive Attitude
- **Excellent Customer Service**
- Going Extra Mile

The objective of the rewards is firstly to recognise and celebrate exceptional performance, where employees feel valued for the contribution they make towards the success of the organisation. And secondly to ensure that employees remain engaged and motivated in the execution of their work. This initiative also seeks to encourage employees of average performance to endeavour for optimum performance.

Capacity Building - Skills Development

ESCCOM recognises that it operates in a dynamic working environment that requires continuous professional development. In addition, the Commission seeks to establish a culture of learning in the organisation. In the reporting period, the following capacity building initiatives were attended:





Quarter 1

DATES	WORKSHOPS ATTENDED	NUMBER OF OFFICERS TRAINED
2 – 5 April 2023	International Association of Privacy Professionals' (IAPP) - Data Protection Training	2
24 April – 5 May 2023	Spectrum Monitoring Training Sequence	1
23 – 25 May 2023	UPU Capacity building Workshop	1
26 – 30 June 2023	CompTIA Server Training	1

Quarter 2

DATES	WORKSHOPS ATTENDED	NUMBER OF OFFICERS TRAINED
17 – 21 July 2023	Advanced Business Report Writing Skills Training	1
31 July – 1 August 2023	Space Communication and Satellite Regulatory Framework	2
1 - 4 August 2023	37 th African Corporate Governance Conference	2
7 – 11 August 2023	Crisis Management and Cyber Diploma Training	1
14 – 18 August 2023	Effective Critical Thinking & Problem-Solving Masterclass	1
14 – 18 August 2023	Implementing & Administering Cisco Solution	1
21 – 25 August 2023	SAGE 300 Training	1
11 – 15 September 2023	Legislative drafting & Interpretation of Statues	1
27 September 2023	Modernised Performance Management System	3

Quarter 3

DATES	WORKSHOPS ATTENDED	NUMBER OF OFFICERS TRAINED
02 – 06 October 2023	PAYSPACE Advanced Training	3
30 October – 03 November 2023	Professional Driver/Chauffeur Workshop: Best Practices 2023	1
30 October – 03 November 2023	Public Procurement Management	1
12 – 29 November 2023	SPIDER Capacity Building Project	3
27 November – 01 December 2023	Professional Driver/Chauffeur Course	1
27 November – 08 December 2023	CB GDPR Certified Data Protection Officer	1
21August - 01 December 2023	International Executive Development Programme	2
04 – 08 December 2023	Advanced Records Keeping Management and Learning Excel Masterclass	1







Quarter 4

DATES	WORKSHOPS ATTENDED	NUMBER OF OFFICERS TRAINED
29 – 30 January 2024	Mutual Recognition Arrangements for Type Approval and Conformity Assessment of Electronic Communications Equipment in SADC	2
29 January 2024	Postal Quality of Service Monitoring	1
	UPU Capacity building Workshop	1
05 – 06 February 2024	Evolution of the Universal Service Funds, Emerging Universal Service Issues and New Approaches to Financing the Universal Access and Service to Digital Technologies	1
18 – 21 March 2024	iPRIS Africa Phase (SPIDER)	3
25 – 27 March 2024	Policy and Regulatory Frameworks on Fibre Infrastructures	1

Meetings and Conferences

DATES

The Commission participated both virtually and physically in industry events which takes place at three levels:

- Regional: The Southern African Development Community (SADC), & Communication Regulator for Southern Africa (CRASA).
- Continental: African Telecommunications Union (ATU), Pan African Postal Union (PAPU) & African Advanced Level Telecommunications Institute (AFRALTI).
- International: International Telecommunications Union (ITU), Universal Postal Union (UPU), and Commonwealth Telecommunications Organisation (CTO).











UNIVERSAL ACCESS SERVICE FUND









The Universal Access Service Fund (UASF / Fund) was established through the Eswatini Communications Commission (ESCCOM / Commission) as part of its obligation under the Electronic Communication Act, No. 9 of 2013. It was established to drive the accessibility and affordability of communications services in Eswatini. The Fund's strategic plan aims at achieving universal access and service, in line with national priorities and global digital agendas. This period's review highlights significant strides towards these ends, set against operational objectives and guided by commitment to the agenda of the International Telecommunications Union's (ITU) and sustainable development goals (SDGs) of the United Nations (UN).

Programme Performance Review

PROGRAMME 1 - BRIDGING THE DIGITAL DIVIDE

OBJECTIVE: To reduce the digital divide by enhancing high-speed internet access at public institutions and expanding digital service accessibility to all citizens of Eswatini.

STRATEGY IMPLEMENTATION:

Last-Mile Technology Deployment: Utilised last-mile technologies to extend broadband connectivity to government offices, educational facilities, healthcare institutions, and other critical public services nationwide. Subsidised Access to Digital Services: Implemented a comprehensive scheme to provide subsidised or affordable digital services, ensuring that vital digital resources are not only available but also economically accessible to the wider population, including marginalised and underserved communities.

Provision of Essential Equipment and Devices: Distributed necessary technological equipment and devices to institutions, community centres, and individuals, facilitating broader engagement with digital platforms and services.

Innovation in Service Delivery: Developed and launched innovative mechanisms to improve access to broadcasting and postal services, enhancing communication infrastructures crucial for socioeconomic development.



ACHIEVEMENTS

The Fund managed to deliver the underlisted outputs and outcomes in the indicated subsectors.

EDUCATION

- The Fund provided assistive devices to children with Cerebral Palsy who also attend public schools.
 The children have been supported with specialised wheelchairs and tablets loaded with applications so that they can interact easily and improve themselves.
- Provided a digital content studio, which the National Curriculum Centre uses in collaboration with the National Deaf Association to develop educational content for schools with deaf students.
- Provided students with laptops in schools, especially in rural areas. The support is part of the initiative to promote ICT in education.
- Provided assistive devices, together with software and hardware, which are used for students with visual impairment. The devices were distributed to learners who are in mainstream schools, and they need the devices to be able to learn more easily.
- A Disability Resource Centre was set up at the University of Eswatini. The centre will act as a bridge for students who have enrolled in the university but do not have assistive devices that they can use in their academic studies.

HEALTH

 Provided mini laptops to support the implementation of Client Management Information Systems Plus and Lite versions in health centres.

SOCIAL SERVICES - OFFICE OF THE DPM

- Supported Persons with Disabilities (PWD) and the elderly with smartphones, which they use to receive social grants. The devices also enhance and improve their socioeconomic status. Some users have started income-generating projects, which is very much welcome and encouraged.
- The Office responsible for the disabled community under the Deputy Prime Minister has developed content that assists the deaf community on matters outside the education sector in partnership with the Deaf Association through the digital content studio funded by Universal Access Service Fund.

AGRICULTURE

Through the e-Government programme, the Fund supported the Ministry of Agriculture in upgrading and modernising the Eswatini Livestock Identification Traceability System (SLITS). This capability will assist improve service delivery for farmers.

PROGRAMME 2 - FUNDS MANAGEMENT

OBJECTIVE: To optimise resource allocation and enhance the visibility and transparency of ICT projects funded by UASF.

STRATEGY IMPLEMENTATION:

Efficient Resource Management: Implemented stringent resource management practices to ensure judicious and transparent allocation of funds across all UASF projects.







Operational Guidance: Developed and instituted a comprehensive operational manual outlining the Fund's management procedures and guidelines. This manual serves as a critical tool for maintaining consistency and accountability in project execution.

Collaboration with the Commission: The UASF is engaged in a strategic partnership with the Eswatini Communications Commission (ESCCOM), which directly funds its administrative operations. This collaboration not only underscores the commitment to project delivery but also optimises resource use, ensuring that most funds are available for core initiatives rather than administrative overheads.

Visibility of Projects: Targeted initiatives were launched to increase the visibility of the Fund projects. This involved outreach and engagement activities to keep stakeholders informed and involved in the projects' progress and benefits.

ACHIEVEMENTS

- The ESCCOM Board provided an oversight responsibility to ensure that the Fund's activities are in accordance with the Mandate, as per the founding legislation.
- The Fund's financial positions were managed and audited annually, as per the independent auditors' report attached to the annual report.
- The Fund updated the Ministry of ICT and the Public Enterprise Unit on a quarterly basis through the Commission's performance reports on activities achieved in accordance with the approved strategy.
- The Fund revamped the website, which details and seeks to inform the public of what the Fund has achieved and is working on. The website is: https://uasf.esccom.org.sz/
- An evaluation of the three-year strategy was conducted for the 2021-2024 strategic cycle. The evaluation outlined a recommendation for continuing with implementation of existing programmes managed by the Fund. This recommendation is based on the following key points:

- o Regulatory Compliance and Goals: The Fund has fulfilled its mandate according to the current regulations, specifically the Electronic Communications (The Universal and Access) Regulations of 2016.
- o *Project Impact:* The completed projects, as well as those currently in progress, have positively impacted the lives of citizens, aligning with the fund's objectives.
- o *Benchmarking:* These projects' results have been compared to similar initiatives by peer funds in the region and abroad, indicating satisfactory performance.
- Alignment with Broadband Targets: The projects support the broadband goals and targets set by the Southern African Development Community (SADC) and similar organisations.
- o Based on these assessments, it was recommended that the Fund's current programmes be rolled over into the next cycle to continue their positive impact.
- Upon completion of the review, the Fund crafted the 2024-2027 Strategy, which has been submitted to the ESCCOM Board and the Minister of ICT for approval. The 2024-2027 Universal Access Service Fund (UASF) Strategic Plan aims to extend and enhance the reach of Communications, Postal, and Broadcasting services in Eswatini. The proceeding section outlines a concise summary of the plan:

OBJECTIVES:

- Increase Access in Public Sectors: Enhance the accessibility of communications services in health, education, and other public sectors.
- Support Vulnerable Communities: Improve service availability for vulnerable groups in Eswatini, including persons with disabilities, the elderly, and disadvantaged students.
- Broaden General Access and Aptitude: Expand the general population's access to and proficiency in using communications services.





 Advance Digital Economy Initiatives: Foster initiatives that support the digital economy.

STRATEGIC INPUTS:

- Previous Strategy Evaluation: Incorporates findings and recommendations from the 2021-2024 strategy evaluation.
- Ministry of ICT's Digitalisation Strategy: Aligns with the national digitalisation strategy for 2023-2028.
- Benchmarking: Compares the Fund's performance with peer Universal Access and Service Funds regionally and internationally.
- Funding and Targets: Considers expected capitalisation for the next three years and aligns with broadband targets from SADC, UN, African Union (AU), and the World Bank.

STRATEGY PROGRAMMES:

- Bridging the Digital Divide: Focuses on reducing the digital gap.
- Funds Management: Manages resources effectively to support other programmes.
- Network Infrastructure Enhancement and Broadband Connectivity: Upgrades infrastructure to improve connectivity.
- Digitalisation and Enabling New Technologies: Integrates new technologies to advance digitalisation.
- Enhancing ICT Literacy and Competencies: Develops the ICT skills of the populace.

The strategy emphasises the need for diversified funding sources to expand project implementation. It aims for a universally connected Eswatini that leverages technology

for improved service delivery and a digitised socioeconomic environment beyond the strategy period.

PROGRAMME 3 – NETWORK INFRASTRUCTURE ENHANCEMENT AND BROADBAND CONNECTIVITY

OBJECTIVE: To build and strengthen a robust digital infrastructure that supports the increasing demand for connectivity throughout Eswatini, ensuring universal access and enhancing network reliability and redundancy.

STRATEGY IMPLEMENTATION:

Strengthening Infrastructure: This initiative focuses on fixed and mobile network enhancements to accommodate growing connectivity needs. This approach has involved significant upgrades to existing infrastructure and expanding network capabilities across the nation.

Technology-Neutral Approach: Adopted a technologyneutral strategy to ensure the most effective and efficient use of emerging technologies, thereby maximising the reach and quality of connectivity services.

Universal Access and Service Expansion: Prioritised increasing network coverage not only in urban areas but also in rural and previously underserved regions, aiming to achieve universal access and significantly reduce the digital divide.

Enhancing Network Reliability and Redundancy: Measures were implemented to improve the reliability and redundancy of network services, ensuring that Eswatini's digital infrastructure remains robust and capable of handling current and future demands.







ACHIEVEMENTS

- Upgrade of 25 GSM sites in partnership with Eswatini Mobile from 2G to 4G to increase population coverage and improve the quality of broadband services.
- In partnership with EPTC, the Fund supported the establishment of the east route redundancy network, linking the national backbone to undersea cables in Maputo, Mozambique through the MOTRACO powerline route.
- The Fund continues to set up public Wi-Fi hotspots in public areas, mostly in the Tinkhundla Centres and regional offices. This enables Emaswati to have 500Mb of data daily per individual. For the reporting period, 16 sites were set up, including the old-age home in Mankayane, Mananga Border Post, and the National Deaf Association.

PROGRAMME 4 – DIGITALISATION AND ENABLING NEW TECHNOLOGIES

OBJECTIVE: To empower individuals and communities in Eswatini with digital opportunities that enable them to participate actively in the digital economy and to foster a thriving local digital content ecosystem.

STRATEGY IMPLEMENTATION:

Enabling Digitisation and e-Government: This initiative enhances the digitisation of government services to make them more efficient and accessible. It supports the transformation of traditional face-to-face services into digital formats, improving accessibility and user experience for all citizens.

Facilitating User-Generated Content: The Fund created platforms and opportunities for individuals to produce and share their own content, enriching the local digital landscape with diverse perspectives and stories. This effort not only democratises content creation but also encourages active participation in the digital dialogue.

Promoting Professional Content Broadcasting and Streaming: The Fund advanced the capabilities for professional content broadcasting, including developing platforms that support both traditional broadcasting and online streaming. This dual approach helps reach wider audiences and provides more avenues for content creators to monetise their work.

Establishing Eswatini Digital Access Centres: Set up multiple nationwide hubs for innovation and digital literacy. These centres provide the necessary infrastructure and training for community members to develop digital skills, access digital services, and engage in application and platform development.

ACHIEVEMENTS

- The Fund, in partnership with the University of Eswatini and independent content producers, is setting up a local digital content studio which will assist in the development of professional content and promote local content creation.
- In partnership with UNDP and SEDCO, the Fund is establishing a model for Digital Access Business Centres or iHubs in Pigg's Peak for marginalised groups such as the youth, women, People Living with Disabilities (PWD) and Small and Medium Enterprises (SMMEs). The iHubs provide a one-stop shop for ICT training, business development services, business coaching and mentoring, marketing linkages, financial services, entrepreneurship training, web design, networking, software development, and an information resource centre.

PROGRAMME 5 – ENHANCING ICT LITERACY AND COMPETENCIES

OBJECTIVE: To boost digital literacy and ICT competencies across all sectors of Eswatini, ensuring that diverse groups - from small and medium-sized enterprises (SMMEs) to schools and households - can effectively adopt and utilise digital technology.

STRATEGY IMPLEMENTATION:

Capacity-Building Initiatives: Implemented various capacity-building programmes tailored to different needs and sectors. These initiatives are designed to enhance the understanding and use of ICT tools, fostering greater digital inclusion.

Community-Based Training: Workshops were conducted at community centres to reach households and individuals, particularly in underserved areas, to reduce the digital divide and promote inclusive digital participation.

Integration with Other Programmes: Ensured that each initiative under Programmes 1 to 4 includes elements of training and capacity building, reinforcing the infrastructure and services with the necessary skills and knowledge base for sustainable use.

ACHIEVEMENTS

The Fund embarked on a programme to close the gap by running Basic ICT Skills for the Elderly and Disabled. The skills will introduce them to the technology era by helping them acquire basic and sharpen their ICT skills.







ESWATINI DATA PROTECTION AUTHORITY





The year under review has been one of significant progress as the Eswatini Data Protection Authority (EDPA) worked to establish its mandate and advance the protection of personal information in Eswatini.

Establishing a Data Protection Authority

Establishment of EDPA Logo and Website

The EDPA established a visual identity through a logo and a comprehensive website. The website serves to strengthen engagement with the public and regulated entities. It is built with user-friendliness and functionality in mind: key sections allow website users to easily:

- Register as data controllers and processors through an intuitive online portal.
- Report any data protection concerns or violations using a secure complaint form.
- Notify the EDPA of data breaches in real-time.
- Access all relevant Acts, codes of practice, guidelines, and publications in one central digital library.
- Additional pages provide in-depth guidance on rights and obligations, the registration process, and the EDPA's supervision and enforcement mandates.

Resourcing of the data protection unit:

To properly resource this new division, the recruitment of a Data Protection Officer was prioritised to support the EDPA'S regulatory efforts.

International Affiliation

- Membership to the Network of African Data Protection Authorities (NADPA)
- The EDPA officially joined NADPA in May 2023. Joining this prominent continental forum aligns with the EDPA's goal of fostering international cooperation on privacy issues facing the digital continent. Being admitted opens invaluable opportunities to learn from the experiences of more established African regulators. It also allows contributing Eswatini's emerging perspective to collaborative discussions on harmonising approaches.
- Areas of immediate focus will include regulatory capacity building initiatives, cross-border data flow management, and enforcement coopera-tion on technological challenges traversing authorities.

Membership to International Association of Privacy Professionals (IAPP) and IAPP Global Privacy Summit

During this period, the EDPA joined the International Association of Privacy Profes-sionals (IAPP) which is the world's largest information privacy organisation. Established in 2000, it serves as a comprehensive global community and resource for privacy professionals.

During this period, the EDPA also participated in the IAPP Global Privacy Summit which is a significant event in the field of information privacy. It brings together professionals from around the world to explore the latest trends and best practices in privacy and data protection.

Benchmark Exercise with Personal Data Protection Commission Singapore

The EDPA was invited to attend Singapore's renowned Personal Data Protection (PDP) Week Conference as a benchmarking opportunity for the developing Authority. The event featured thought-provoking sessions covering the establishment of effective regulatory institutions, crafting digital rights frameworks, and practical supervision mechanisms.

The EDPA gained immensely from the expertise shared by more established counterparts. Singapore's world-class model inspired the EDPA's efforts to strengthen governance as Eswatini embraces innovative technologies. The topics of children's privacy protection, enabling trade through digital ID systems, and capacity building programmes were of special interest given the EDPA's mandate.

International events like PDP reinforce the value of continuously benchmarking progressive exemplars. Through mutual knowledge-sharing between authorities, emerging regimes can balance rights and responsibilities most effectively as digital transformation unfolds.

Regulatory Frameworks

Development of Data Protection Regulations

Through support from the ITU, the EDPA engaged in stakeholder consultations to develop data protection regulations. During this period two consultation sessions were held with stakeholders to discuss draft regulations. This participatory approach ensures that the regulations align with the needs and concerns of various stakeholders. Extensive stakeholder engagement enriched the drafting of draft Data Protection Regulations and ensured their diverse needs and viewpoints were considered in regulatory development. The Regulations have been validated by stakeholders and await the promulgation process.

Decision on the Registration of Data Controllers and Data Processors

A key milestone in this reporting period was establishing the framework for registering Data Controllers and Processors, as mandated by law. To ensure an inclusive process, the EDPA undertook public consultations on proposed decision on registration of data controllers and associated registration. Valuable feedback highlighted potential issues regarding legal justification, fee amounts, and differentiating governmental bodies.

After careful review and considering the submissions made by stakeholders a simplified flat fee structure replaced the tiered model, and registration fees were significantly reduced.

In the fourth quarter, the EDPA issued its Final Decision on Registration and a commencement window registration period of 1 March to 30 September 2024. To allow ease of registration, the EDPA established an online registration period together with a comprehensive Registration Guide published on the EDPA for step-by-step guidance on the registration process.

By end of the financial year, fourteen (14) organisations had registered as data controllers and includes five (5) state owned organisations, six (6) private companies, two (2) private clinics and one (1) financial institution.

Figure 62: Registered Entities



Advisory Guidelines on the appointment of Data Protection Officers

Section 48(1) of the Act provides that "the head of a data controller may, subject to this Act, by order designate one or more officers or employees to be Data Protection Officers of the controller, to exercise, to discharge or perform any of the powers, duties or functions of the head of the data controller under this Act". Pursuant to this provision, the EDPA issued guidelines to assist them in the appointment of Data Protection Officers.

The Data Protection Officers drive a culture of compliance within their entities and are contact persons between the Authority and the data controller or the data processor and are responsible for upholding the rights of data subjects.

Enforcement and Compliance

Enforcement Notice:

The EDPA demonstrated its commitment to enforcing data protection laws by issuing an enforcement notice and imposing a fine to a particular data controller for a data breach.

Data Breach Notifications:

In terms of Section 17 of the Act, a data controller or data processor is obliged to notify the EDPA in the event it suffers a data breach. During this period, the EDPA received five (5) data breaches notifications from data controllers.

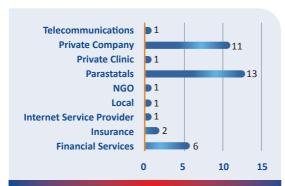
Authorisations in terms of Section 30

In terms of Section 30(1) the Commission may authorise a data controller to process personal information, where the Commission is satisfied that, in the circumstances of the case -

- the public interest in the processing outweighs, to a substantial degree, any interference with the privacy of the data subject that could result from such processing; or
- the processing involves a clear benefit to the data subject or a third party that outweighs, to a substantial degree, any interference with the privacy of the data subject or third party that could result from such processing of the Act.

During this period, the EDPA issued ten (10) authorisations under Section 30(1)(a) after having satisfied itself that public interest was being pursued.

Figure 63: Capacity Building by Type of Organisations



Authorisation for Data Transfers and Adequacy Decisions

One of the EDPA's responsibilities under the Act is authorising requests from data controllers to transfer personal information across borders. During the reporting period, the EDPA received three (3) such request for authorisation in accordance with Section 32. Upon thorough assessment, the EDPA was satisfied that the requirements for international transfers as stipulated in Section 32 were fulfilled. This includes confirming the receiving country or entity provides an adequate level of data protection, and/or that appropriate safeguards such as standard contractual clauses are in place.

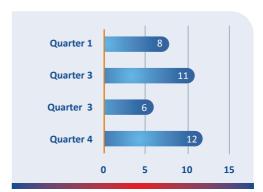
By properly assessing transfer requests in line with the Act, the EDPA aim to strike the right balance of enabling legitimate cross-border business operations while guarding against privacy risks that could arise from moving personal information out of Eswatini. The EDPA remains committed to ensure that trans-border flow of personal data complies with both the Eswatini's data protection legal frameworks.

Public Awareness and Outreach

Awareness Sessions with Data Controllers and Data Processors

To raise awareness about the legal obligations of data controllers and data processors, the EDPA has prioritised engagement with these entities. This ensures that organisations understand their obligations under the data protection law and can effectively implement compliance measures to govern their processing requirements. During this period thirty-seven (37) organisations, which includes financial institutions, parastatals, telecommunication providers and private clinics, were engaged on the requirements of the Act.

Figure 64: Capacity Building Provided to Entities Each Quarter



Public Awareness Initiatives

A comprehensive outreach was prioritised to familiarise citizens and businesses with their rights and responsibilities in the digital era. A series of regional roadshows were conducted in Buhleni, Nhlangano and Siteki coinciding with World Consumer Rights Day. Interpersonal engagements at these events effectively conveyed key privacy concepts. Print media articles and radio features supplemented through traditional and online platforms.

The EDPA participated in Eswatini TV Kusile breakfast shows and ESCCOM Radio Programmes at EBIS and VOC, reaching out to vast television and radio audiences. Further, Social media promotion including a comprehensive Data Protection Toolkit, adverts and quizzes on Facebook, LinkedIn and Twitter optimised online accessibility.

Commemoration of International Data Protection Day and Data Protection week

The EDPA commemorated the International Data Protection Day this year. In January 2024, Eswatini joined the global celebration by hosting an event at Esibayeni Lodge under the theme "Take Control of Your Data". The Data Protection Day marks the anniversary of the Council of Europe's 'Convention 108', the first legally binding international agreement on privacy protections. By

hosting a local event, the EDPA aimed to raise awareness on data protection and Eswatini's role in upholding individuals' right to control their personal information.

Over one hundred (100) stakeholders attended the event, including representatives from civil society, private sector organisations, and government. The Chief Executive delivered a presentation highlighting the goals of the Data Protection Act and recapped the EDPA's progress over the past year. A lively panel discussion then engaged attendees on practical privacy challenges and compliance best practices. Overall, the event generated valuable discussions around strengthening Eswatini's data protection regime.

Building on the momentum of Data Protection Day, the EDPA declared the week of 22-28 January as Eswatini's inaugural National Data Protection Week. This initiative aimed to extend awareness activities through a sustained, nationwide focus on privacy issues.

During the week, data controllers, processors and other actors were encouraged to host their own events, distribute informational materials, or implement privacy-enhancing measures. The EDPA supported these efforts by publishing the Chief Executive Article in print media on the importance of protection personal information. The EDPA also utilised the website and social media platforms to amplify outreach activities around the country.





The Commission, as the National Cybersecurity Agency (NCA), is mandated by the Computer Crime and Cybercrime Act, 2022 to regulate and coordinate matters of national cybersecurity.

Reported Incidents

These incidents were reported by individuals, small businesses, and large organisations to the Royal Eswatini

Police Service (REPS) and the National Cybersecurity Agency.







Cyber Risk Monitoring



The Commission uses a tool to measure the cyber risk for the entire address pool of Eswatini, comparing it with other countries and continuously monitors 30 companies that are key to economy of Eswatini including government, finance, manufacturing, energy, academia, and telecommunications. The platform enables the companies to quantify their cyber risk and measure the impact of their security efforts.

The cybersecurity posture on the platform for Eswatini improved by 20 points in 2023 and brought the country to 3rd place within the Southern African Region.

The sector that reflects the highest number of vulnerabilities is the telecommunications sector with the finance sector reflecting the lowest cyber risk.

Computer Crime and Cybercrime Regulations

The Agency drafted the Computer Crime and Cybercrime Act of 2022 Regulations and held a stakeholder consultation meeting in March 2024.

Cybersecurity Awareness

National Cybersecurity Awareness Month

In partnership with the various stakeholders the Commission hosted the annual Cybersecurity Awareness Campaign with the theme **Tivikele**, **BeCyberSmart**. The campaign saw an increase in the number of participating stakeholders compared to the previous year.

The objectives of the campaign were to amongst other things: -

 Raise awareness about the offences on the Computer Crime and Cybercrime Act, 2022. Increase and reinforce awareness of cybersecurity issues and provide solutions to citizens. The campaign used different communication platforms to raise awareness to the public and partnered with other organisations that were doing the same during this month.

Enhance Eswatini's cybersecurity readiness, protection of infrastructure and incident response capabilities. In November 2023, eleven (11) individuals from key organisations in Eswatini participated in the SADC Cyber Drill in Mozambique. The event included two days of comprehensive capacity building sessions on Digital Forensics as well as the Cyberdrill where Eswatini gained skills and competed against other countries on incidence response and crisis management. Such initiatives assist the country to gauge its preparedness in response to national cyber incidents, enhance capabilities of organisations and present an opport-unity to learn from peer countries on strategies to deal with cybersecurity.

Increase and reinforce awareness on the effects of cyber bullying as well as responsible online behaviour amongst the youth and raise awareness on the rise of child trafficking. The campaign visited four high schools including Usutu Forest, Enjabulweni, Our lady and U-Tech.

Increase and strengthen the cyber workforce through capacity building. The initiatives undertaken include:

- Government accountants, secretaries and librarians were trained on Cybersecurity.
- Parliamentarian training on legal framework for cybersecurity, obligations of parliamentarians on National Cybersecurity and general cybersecurity awareness and trends in Eswatini.
- Three (3) free online cybersecurity certified course were offered to the public.

Dates	Enrolled	Unenrolled	Completed
17 – 21 July 2023	351	3	104
31 July – 1 August 2023	125	5	14
1 - 4 August 2023	145	6	14

Public Cyber Awareness

In partnership with the DPM's office, the Commission visited seventy-one (71) Tinkhundla in the Hhohho and Lubombo regions where 6 315 elderly and disabled people were trained on how to use their mobile devices safely and securely. This constitutes 51 percent of the total population of the elderly and disabled. During the festive season, the Commission partnered with EBIS to raise awareness on fraud and scams at the Mankayane Bus Rank.

Capacity Building

The Commission introduced a mandatory awareness training programme for all employees. Topics covered include social engineering, phishing, ransomware, social media safety, physical security, public Wi-Fi. There were also numerous simulations to test users' response to phishing. The Commission also trained its Board on cyber risk and mitigation measures.

The Judiciary and Law enforcement were capacitated on the cybercrime trends, Computer Crime and Cybercrime Act as well as the offences.

The NCA participated in a Security Symposium for Ezulwini Town Board capacitating the residents on how they can better secure themselves from physical security to digital security.

To raise the importance of including cybersecurity as part of the business strategy, the NCA hosted awareness raising and capacity building sessions with over forty (40) organisations for both public and private sector.

Incident Reporting

The Cybersecurity Incident Response Team (CIRT) website www.ncsirt.org.sz was revamped and it enables individuals, businesses to log cyber incidents. The criminal related incidents are then forwarded to REPS. The online incident reporting platform speeds up the process of reporting cyber incidents.

The NCA issued advisories on current critical cyber threats to the organisations that are being monitored on the Bitsight platform.

International Cooperation

To enhance regional cooperation, coordination, and collaboration on computer security incidents, the NCA became a member of the SADC Regional Computer Incident Response Team (SR-CIRT). This team is made up of National Cyber incident response teams of SADC member states and aims to strengthen the regional cybersecurity awareness, confidence, ability, and speed of response to computer security incidents.

The NCA also signed a memorandum of agreement with the Republic of Mozambique.





















The Commission is continuously trying to improve its regulation, supervision, and development functionality stance in the ICT sector. To effectively executive on its mandate, the Commission understands the need to continuously capacitate the sector on the latest technological trends impacting the dynamic ICT landscape globally. It is in this regard, that the Commission is looking at advancing the following initiatives in the coming future:

Embrace digital transformation to harness the full benefits of using technology to deliver efficient services to end users. Henceforth, the key focus areas for the Commission in the next financial year is to deliver on initiatives that will ensure service providers adopt and adapt new and emerging technologies to deliver quality, secure and resilient services to keep up with the demand for digital services as part of basic utilities anywhere, anytime.

The Commission will have to prepare itself to ensure that the regulatory environment is conducive for players in the sector to provide and harness the innovations brought by emerging technologies in the industry. This will include collaborating on a drive with industry to foster innovative practices as a way of service. This will ensure that there is availability of locally developed solutions in the market.

Capacity building on security and protection of digital assets, data, networks, financials, etc. The focus here is to ensure the public receives the basic minimum skills (capacitation) to deal with challenges in the digital environment.



FINANCIAL STATEMENTS

For the year ended 31 March 2024

CONTENTS

	Page
Directors' Responsibility Statement	93
Independent Auditors' Report	94 - 95
Directors' Report	99- 97
Statement of Comprehensive Income	9.8
Statement of Financial Position	99
Statement of Changes in Accumulated Funds	109
Statement of Cash Flows.	101
Summary of Significant Accounting Policies	102 - 106
Notes to the Financial Statements	107 - 114
Detailed Statement of Financial Performance	115 - 116

BOARD OF DIRECTORS' RESPONSIBILITY STATEMENT

for the year ended 31 March 2024

The Directors are required in terms of the Eswatini Communications Act 10 of 2013 to maintain adequate accounting records and are responsible for the content and integrity of the financial statements and related financial information included in this report. It is their responsibility to ensure that the annual financial statements fairly present the state of affairs of the Commission as at the end of the financial year and the results of its operations and cash flows for the period then ended, in conformity with International Financial Reporting Standards applicable for Small and Medium Enterprises. The external auditors are engaged to express an independent opinion on the financial statements.

The annual financial statements are prepared in accordance with International Financial Reporting Standards applicable for Small and Medium Enterprises and are based upon appropriate accounting policies consistently applied and supported by reasonable and prudent judgments and estimates.

The Directors acknowledge that they are ultimately responsible for the system of internal financial control established by the Commission and place considerable importance on maintaining a strong control environment. To enable the Directors to meet these responsibilities, the Board of Directors sets standards for internal control aimed at reducing the risk of error or loss in a cost-effective manner. The standards include the proper delegation of responsibilities within a clearly defined framework, effective accounting procedures and adequate segregation of duties to ensure an acceptable level of risk. These controls are monitored throughout the Commission and all employees are required to maintain the highest ethical standards in ensuring the Commission's business is conducted in a manner that in all reasonable circumstances is above reproach. The focus of risk management in the Commission is on identifying, assessing, managing and monitoring all known forms of risk across the Commission. While operating risk cannot be fully eliminated, the Commission endeavours to minimise it by ensuring that appropriate infrastructure, controls, systems and ethical behaviour are applied and managed within predetermined procedures and constraints.

The Directors are of the opinion, based on the information and explanations given by management, that the system of internal control provides reasonable assurance that the financial records may be relied on for the preparation of the annual financial statements. However, any system of internal financial control can provide only reasonable, and not absolute, assurance against material misstatement or loss.

The Directors have reviewed the Commission's cash flow forecast for the year to 31 March 2024 and, in the light of this review and the current financial position, they are satisfied that the Commission has or has access to adequate resources to continue in operational existence for the foreseeable future.

The external auditors are responsible for independently reviewing and reporting on the Commission's annual financial statements. The financial statements have been examined by the Commission's external auditors and their report is presented on pages 94 to 95.

The financial statements set out on pages 96 to 116, which have been prepared on the going concern basis, were approved by the Board of Directors on 29 July 2024 and were signed on its behalf by

Sibongile Ndlela-Simelane

Chairperson

Mvilawemphi Dlamini Chief Executive

93 |

INDEPENDENT AUDITORS' REPORT

To the Directors of Eswatini Communications Commission

Opinion

We have audited the financial statements of Eswatini Communications Commission, which comprise the statement of financial position as at 31 March 2024, the statement of comprehensive income, statement of changes in funds and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies as set out on pages 102 to 106.

In our opinion, the financial statements present fairly, in all material respects, the financial position of Eswatini Communications Commission as at 31 March 2024, and its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards applicable for SMEs, and in the manner required by the Eswatini Communications Commission Act No.10 of 2013.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the *Auditors Responsibilities for the Audit of the financial Statements* section of our report. We are independent of the Commission in accordance with the International Ethics Standards Board for *Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards* (IESBA Code) together with the ethical requirements that are relevant to audits of financial statements in Eswatini. We have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

The directors are responsible for the other information. The other information comprises the statement of responsibility by the board of directors, the Director's Report, and the detailed income statement which we obtained prior to the audit report date. Other information does not include the financial statements and our auditors' report thereon. Our opinion on the financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the annual financial statements, or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information; we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Board of Directors for the financial statements

The Commission's directors are responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards applicable for SMEs, and in the manner required by the Eswatini Communications Commission Act No.10 of 2013, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the Commission's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management and the directors either intend to liquidate the Commission or to cease operations, or have no realistic alternative but to do so.



INDEPENDENT AUDITORS' REPORT

To the Directors of Eswatini Communications Commission

(continued)

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatements whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level assurance but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud
 or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is
 sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement
 resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery,
 intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are
 appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the
 Commission's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of Directors.
- Conclude on the appropriateness of the Board of Directors' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Commission's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Commission to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements including disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

SNG Grant Thornton

Chartered Accountants (Eswatini)

SNG Grant Thornton

29 July 2024

DIRECTORS' REPORT

for the year ended 31 March 2024

The Directors have pleasure in presenting their report together with the financial statements for the year ended 31 March 2024.

1. Review of activities

The Eswatini Communication Commission (ESCCOM) is an independent regulatory body established by an Act of Parliament (Eswatini Communications Commission Act 10 of 2013) as part of Government's reform strategy for communications. The Commission is engaged in the business to regulate and supervise functions of all electronic communications, postal, radio and television broadcasting services and operates principally in Eswatini. It is charged with the responsibility for policy, regulation, oversight, professional development and information management and dissemination in the field of electronic communications.

The operating results and state of affairs of the Commission are fully disclosed in the financial statements.

2. Board of Directors

The Directors of the Commission during the year were as follows:

Mrs. Sibongile Ndlela-Simelane – (Appointed 01 August 2022)

Mr. Bheki Ndzinisa – Member
Mrs. Bongiwe Dlamini – Member
Mr. John Mathwasa – Member
Rev Senzo Hlatshwayo – Member
Mr. December Mavimbela – Member
Mr. Mvilawemphi Dlamini – Chief Executive

3. Secretary

The Secretary of the Commission is Mr. Ozzie Thakatha

4. The address of the Commission is as follows:

Business address

4th Floor Sibekelo Building Mbabane Office Park Eswatini

5. Bankers

Standard Bank Eswatini Limited Nedbank Eswatini Limited

6. Registration number

Eswatini Communications Act No 10 of 2013

Postal address

P O Box 7811 Mbabane H100

DIRECTORS' REPORT

for the year ended 31 March 2024 (continued)

7. Investment Managers

African Alliance Eswatini Stanlib Eswatini Status Capital Building Society Old Mutual Investment Group (Eswatini) (Pty) Ltd

8. Auditors

SNG Grant Thornton Chartered Accountants (Eswatini)
P.O. Box 331
Mbabane
Kal Grant street

9. Going Concern

The directors have not identified conditions that would impact on the Commission's ability to continue as a going concern in the foreseeable future. Adequate resources are available for the Commission to carry out its future planned projects.

10. Subsequent events

At the date of finalisation of the financial statements there were no material events that occurred subsequent to the reporting date that required adjustments to the amounts recognised in the financial statements.

STATEMENT OF COMPREHENSIVE INCOME

for the year ended 31 March 2024

Figures in Emalangeni	2024	2023
Income	134 453 947	122 692 437
Other income	13 032 251	16 960 920
Total income	147 486 198	139 653 357
Operating expenses	(132 451 076)	(102 004 787)
Operating surplus/ (loss)	15 035 122	37 648 570
Transfer from designated funds	(8 250 611)	(26 054 336)
Surplus/ (loss) for the year	6 784 511	11 594 234

STATEMENT OF FINANCIAL POSITION

at 31 March 2024

Figures in Emalangeni	Notes	2024	2023
Assets			
Non-current assets	2	050 705 407	242 204 707
Property, plant, and equipment	2	369 706 127	212 301 707
Investments	3	20 000 000	20 000 000
		389 706 127	232 301 707
Current assets			
Accounts receivable	4	156 595 077	193 170 271
Investments	3	17 416 752	86 893 415
Cash and cash equivalents	5	168 014	1 823 621
		174 179 843	281 887 307
Total assets		563 885 970	514 189 014
Reserves and fund balances			
Accumulated reserves		95 121 602	88 337 091
Designated funds	6	-	127 104 455
Capital reserves	7	339 873 026	209 325 194
Capital grant	8	-	15 203
		434 994 628	424 781 943
Current liabilities			
Accounts payable	9	102 827 706	85 991 358
Short Term loan		20 876 834	-
Employee benefits	10	3 386 163	3 415 713
Bank overdraft	5	1 800 639	_
Total current liabilities		128 891 342	89 407 071
Total liabilities		128 891 342	89 407 071
Total equity and liabilities		578 885 970	514 189 014

STATEMENT OF CHANGES IN ACCUMULATED FUNDS - for the year ended 31 March 2024

Figures in Emalangeni	Accumulated Funds
2024	
Balance at 01 April	88 337 091
Changes in equity:	-
Surplus for the year	6 784 511
Balance at end of year	95 121 602
2023	
Balance at 01 April	76 742 857
Changes in equity:	
Surplus for the year	11 594 234
Balance at end of year	88 337 091

STATEMENT OF CASH FLOWS

for the year ended 31 March 2024

Figures in Emalangeni	Notes	2024	2023
Cook Cook Cook Cook Cook Cook Cook Cook			
Cash flows from operating activities			
Cash used in operations	11	(67 201 108)	(60 235 871)
Interest received		6 797 737	11 425 167
Interest paid		(411 459)	
Net cashflows from operating activities		(60 814 830)	(48 810 704)
Cash flows from investing activities			
Purchase of property, plant, and equipment	2	(163 527 540)	(95 520 116)
Sale of property and equipment		-	634 067
Decrease in investments		69 476 661	34 079 806
Net cash utilised in investing activities		(94 050 879)	(60 806 243)
Cash flows from financing activities			
Increase in capital reserves		130 547 832	87 632 904
Decrease in capital grant		(15 203)	(15 203)
Increase in long-term liabilities		20 876 834	
Net cash from financing activities		151 409 463	87 617 701
Net decrease in cash and equivalents		(3 456 246)	(21 999 246)
Cash at the beginning of the year		1 823 621	23 822 867
Total cash at end of the year	5	(1 632 625)	1 823 621

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - for the year ended 31 March 2024

1. REPORTING ENTITY

Eswatini Communications Commission (ESCCOM) is a government parastatal established in terms of the Eswatini Communications Act 10 of 2013 to regulate and supervise functions of all electronic communication, postal, radio and television broadcasting services.

1.1 Basis of preparation

a) Statement of compliance

The financial statements are prepared in accordance with the International Financial Reporting Standards applicable for Small and Medium Enterprises (IFRS for SMEs) and in accordance with the Eswatini Communications Commission Act No. 10 of 2013.

The financial statements were authorised for issue by the Board of Directors on 29th July 2024.

The following are the principal accounting policies adopted in the preparation of these financial statements as set out below.

b) Basis of measurement

The financial statements are prepared under the historical cost basis.

c) Functional and presentation currency

These financial statements are presented in Emalangeni, which is the Commission's functional currency. All financial information presented in Emalangeni has been rounded to the nearest Lilangeni unless otherwise indicated.

d) Estimates and judgements

In preparing the financial statements, management is required to make estimates and assumptions that affect the amounts represented in the financial statements and related disclosures. Use of available information and the application of judgment is inherent in the formation of estimates. Actual results in the future could differ from these estimates.

Information about significant areas of estimates and judgement in applying accounting policies that have significant effects on amounts recognised in the financial statements is included in the following notes:

Note 2 – Estimate of useful lives and residual values of property, plant and equipment.

Note 4 – Provision for doubtful debts.

SUMMARY OF SIGNIFICANT ACCOUNTING **POLICIES** - for the year ended 31 March 2024 (continued)

1.2 Property, plant, and equipment

The cost of an item of property, plant and equipment is recognised as an asset when:

- it is probable that future economic benefits associated with the item will flow to the Commission; and
- the cost of the item can be measured reliably.

Property, plant and equipment is initially measured at cost and subsequently at cost less accumulated depreciation and impairment.

Costs include the cash outflow incurred initially to acquire or construct an item of property, plant and equipment and costs incurred subsequently to add to, replace part of, or service it. If a replacement cost is recognised in the carrying amount of an item of property, plant and equipment, the carrying amount of the replaced part is derecognised.

Property, plant and equipment are depreciated on the straight-line basis over their expected useful lives to their estimated residual value. The depreciation charge is recognised in profit and loss in the relevant period.

Property, plant and equipment is carried at cost less accumulated depreciation and any impairment

The useful lives of items of property, plant and equipment have been assessed as follows:

Item	Average useful life
Leasehold improvements	10 years
Furniture and fixtures	10 years
Motor vehicles	5 years
Office equipment	10 years
IT equipment and software	3 years
Quality of Service	8 years
Broadcasting Management Systems	8 years
Spectrum monitoring equipment	15 years

The residual value, useful life and depreciation method of each asset are reviewed at the end of each reporting period. If the expectations differ from previous estimates, the change is accounted for as a change in accounting estimate.

The gain or loss arising from the derecognition of an item of property, plant and equipment is included in profit or loss when the item is derecognised. An item of property, plant and equipment is derecognised on disposal or when no future economic benefits are expected from its use or disposal.

1.3 Capital reserves

Capital projects that are carried out to pursue the mandate of the Commission are capitalised into a capital reserve account as costs are incurred.

Amounts are amortised in accordance with the useful lives of the capitalised in accordance with the useful lives of the capitalised items and released into the income statement annually.



SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - for the year ended 31 March 2024 (continued)

1.4 Financial instruments

The Commission's financial instruments include cash deposits with financial institutions, trade and other receivables, investments, trade and other payables and government bonds.

Trade and other receivables

Trade receivables are measured at initial recognition at fair value and are subsequently measured at amortised cost using the effective interest rate method. Appropriate allowances for estimated irrecoverable amounts are recognised in profit or loss when there is objective evidence that the asset is impaired. Significant financial difficulties of the debtor, probability that the debtor will enter bankruptcy or financial reorganisation, and default or delinquency in payments (more than 90 days overdue) are considered indicators that the trade receivable is impaired. The allowance recognised is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the effective interest rate computed at initial recognition.

Trade and other payables

Trade payables are initially measured at fair value, and are subsequently measured at amortised cost, using the effective interest rate method.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and demand deposits, and other short term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of changes in value. These are initially and subsequently recorded at fair value.

Investments

Investments are measured initially at their fair values and subsequently, at amortised cost.

1.5 Tax

The Commission is exempt from income tax according to the Section 12(1) (a) (iii) read together with Section 2 of the Income Tax Order 1975, as amended.

1.6 Leases

The Commission rents office space where its business is conducted. This is classified as an operating lease.

Operating lease payments are recognised as an expense on a straight line basis over the lease term.

1.7 Impairment of assets

The Commission assesses at each end of the reporting period whether there is any indication that an asset may be impaired. If any such indication exists, the Commission estimates the recoverable amount of the asset. If there is any indication that an asset may be impaired, the recoverable amount is estimated for the individual asset. If it is not possible to estimate the recoverable amount of the individual asset, the recoverable amount of the cash generating unit to which the asset belongs is determined.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - for the year ended 31 March 2024 (continued)

1.7 Impairment of assets (continued)

The recoverable amount of an asset or a cash generating unit is the higher of its fair value less costs to sell and its value in use. If the recoverable amount of an asset is less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. That reduction is an impairment loss.

An impairment loss of assets carried at cost less any accumulated depreciation or amortisation is recognised immediately in profit or loss. Any impairment loss of a revalued asset is treated as a revaluation decrease.

1.8 Employee benefits

Short-term employee benefits

The cost of short term employee benefits, (those payable within 12 months after the service is rendered, such as paid sick leave, bonuses, and non monetary benefits such as medical care), are recognised in the period in which the service is rendered and are not discounted.

Statutory obligations

The Commission contributes to a statutory fund, Eswatini National Provident Fund (ENPF) in accordance with the Eswatini National Provident Fund Order of 1974. Employer contributions are expensed in the statement of comprehensive income in the period when they are incurred.

Retirement benefits

The Commission provides retirement benefits for its employees through a defined contribution plan managed through its fund. This fund is funded by the Commission and employee contributions. The Commission's contributions are charged to the income statement when they are due and payable.

1.9 Revenue

Revenue is recognised when it is probable that the economic benefits associated with the transaction will flow to the Commission and the amounts of revenue can be reliably measured.

The Commission's income consists of annual mobile licence fees, spectrum fees, type approval and renewals which is recognised in the period in which it relates.

Interest income

Interest is recognised, is accrued on a time proportion basis by reference to the principal outstanding and effective interest rate at the reporting period.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - for the year ended 31 March 2024 (continued)

1.10 Related parties

The major related parties to the Commission apart from its directors is the Government of Eswatini through the ministry of information, communications and technology which exercises a significant influence over its financial and operating decisions and Universal Access Services which the Commission oversees and funds from revenue collections.

Changes in accounting policies and disclosures

Amendments mandatory effective for the year ended 31 March 2024

At the date of authorisation of the financial statements of Eswatini Communications Commission for the year ended 31 March 2024, the following Standards and Interpretations were in issue but not yet effective:

Effective for the financial year commencing 1 April 2026 and beyond

Presentation and disclosure in financial statements-IFRS 18

Effective for the financial year commencing 1 April 2025

• None

Effective for the financial year commencing 1 April 2024

- Non-current liabilities with covenants Amendments to IAS 1
- Classification of liabilities as current or non-current Amendments to IAS 1
- Lease liability in sale and leaseback Amendments to IFRS 16

All Standards and Interpretations will be adopted at their effective date (except for those Standards and Interpretations that are not applicable to the Eswatini Communications Commission). These are not expected to have a material impact on the financial statements in the next financial period.

for the year ended 31 March 2024

PROPERTY, PLANT AND EQUIPMENT 2

		2024			2023	
	Cost/	Accumulated	Carrying	Cost/	Accumulated	Carrying
	Valuation	depreciation	value	Valuation	depreciation	value
Land Plant and	17 187 094	-	17 187 094	17 187 094	-	17 187 094
machinery	10 692 777	(5 893 587)	4 799 190	10 067 171	(4 589 688)	5 477 483
Furniture and fixtures	1 157 669	(827 569)	330 100	1 157 669	(720 545)	437 124
Motor vehicles	4 531 085	(2 967 287)	1 563 798	4 531 085	(2 378 603)	2 152 482
Office equipment	557 961	(306 243)	251 718	557 961	(250 658)	307 303
IT equipment & software	4 480 082	(4 024 247)	455 835	4 150 716	(3 596 640)	554 076
Spectrum monitoring equipment	45 623 368	(24 875 144)	20 748 224	45 623 368	(21 681 505)	23 941 863
Leasehold improvements	1 197 544	(924 469)	273 075	1 197 544	(808 183)	389 361
Broadcasting Management system	2 617 228	(390 870)	2 226 358	1 930 326	(81 174)	1 849 152
Assets under construction	321 870 735	-	321 870 735	160 005 769	-	160 005 769
Total	409 915 543	(40 209 416)	369 706 127	246 408 703	(34 106 996)	212 301 707

Reconciliation of property, plant and equipment - 2024

	Opening balance	e Additions	Disposals	Depreciation	Total
Land	17 187 094	_	_	_	17 187 094
Plant and machinery	5 477 483	625 606		(1 303 899)	4 799 190
Furniture and fixtures	437 124	-	-	(107 024)	330 100
Motor vehicles	2 152 482	-	-	(588 685)	1 563 797
Office equipment	307 303	-	-	(55 585)	251 718
IT equipment & software	554 076	350 067	(13 226)	(435 081)	455 836
Spectrum monitoring					
equipment	23 941 863	-	-	(3 193 639)	20 748 224
Leasehold improvements	389 361	-	-	(116 286)	273 075
Broadcast Management					
system	1 849 152	686 901	-	(309 695)	2 226 358
Assets under construction	160 005 769	161 864 966	-	-	321 870 735
	212 301 707	163 527 540	(13 226)	(6 109 895)	369 706 127

for the year ended 31 March 2024 (continued)

2 PROPERTY, PLANT AND EQUIPMENT (Continued)

Reconciliation of property, plant and equipment - 2023

	Opening balance	Additions	Disposals	Depreciation	Total
Land	17 187 094		-	-	17 187 094
Plant and machinery	5 822 078	852 714	-	(1 197 310)	5 477 482
Furniture and fixtures	529 335	13 570	-	(105 780)	437 125
Motor vehicles	1 869 669	1 309 476	(465 000)	(561 663)	2 152 481
Office equipment	336 307	24 039	-	(53 043)	307 303
IT equipment & software	996 291	155 963	-	(598 178)	554 076
Spectrum monitoring					
equipment	25 968 662	1 109 521	-	(3 136 320)	23 941 863
Leasehold improvements	438 935	61 581	-	(111 155)	389 362
Broadcast Management					
system	-	1 930 326	-	(81 174)	1 849 152
Assets under construction	69 942 843	90 062 926	-	-	160 005 769
	123 091 214	95 520 116	(465 000)	(5 844 623)	212 301 707

Land is situated on Lot 10 of the office's township, District of Hhohho, Eswatini and measures 3 921 square meters

for the year ended 31 March 2024 (continued)

Figu	res in Emalangeni	2024	2023
3.	INVESTMENTS		
	Non-current assets		
	Government bonds-held to maturity	20 000 000	20 000 000
	Current - assets Government treasury bond -SG06 Stanlib Eswatini - Money Market African Alliance - Lilangeni fund Status Capital Building Society - Fixed Period Shares Status Capital Building Society - Golden Savings Impairment of Status Capital Old Mutual - Income fund	2 038 156 1 659 747 17 576 419 8 914 785 (14 311 248) 1 538 893 17 416 752	20 000 000 17 865 555 7 282 295 16 213 186 9 314 940 - 16 217 439 86 893 415
	Investments relate to two Government Treasury Bonds purchased by the Commission as detailed below and other money market funds. - Bonds SG026 of E20 000 000 earns interest of 9% per annum with a maturity date of August 2024, and - Bonds SG84 of E20 000 000 earns interest of 9.85% per annum with a maturity date of February 2026.		
4.	ACCOUNTS RECEIVABLE		
	Trade receivables Provision for impairment	162 544 055 (7 502 193) 155 041 862	196 056 121 (7 175 078) 188 881 043
	Prepayments Rental deposit Fuel deposit Accrued interest-EPTC Other receivables UAS receivable	1 039 213 110 943 17 133 209 186 169 174 7 566 156 595 077	553 602 103 685 9 354 1 052 465 2 169 174 400 948 193 170 271
	Analysis of impairment		
	General Impairment Gross receivables Impairment	2 554 920 - 2 554 920	3 092 809 (3 092 809)
	Specific Impairment Gross receivables Impairment	48 204 908 - 48 204 908	113 010 481 (1 316 575) 111 693 906

for the year ended 31 March 2024 (continued)

Figu	res in Emalangeni	2024	2023
5.	CASH AND CASH EQUIVALENTS		
	Overdraft		
	Nedbank Eswatini Limited	(1 800 639)	31 466
	Cash balances		
	Nedbank – call a/c	14 313	936 163
	Nedbank – set top box	67 254	261 727
	Standard Bank – current	75 402	583 525
	Standard Bank – call	11 045	10 740
		168 014	1 792 155
	Total cash and cash equivalents 5	(1 632 625)	1 823 621

for the year ended 31 March 2024

6. **DESIGNATED FUNDS**

Reconciliation - 2024

	Opening balance	Received during the year	Utilised during the year	Transferred to Capital reserves	Closing balance
Details Licensing fees	127 104 455	134 453 947	(110 580 909)	(150 977 493)	-

Reconciliation - 2023

Details

Licencing fees 193 097 825 122 692 437 (96 638 101) (92 047 706) 127 104 455

The designated funds represent licence fees earmarked for future projects of the Commission. Cost incurred on such projects are subsequently transferred to capital reserves as explained in note 8 below.

		2024	2023
7.	CAPITAL RESERVES		
	Opening balance Transfers in during the year Amortised into income statement	209 325 194 150 977 493 (20 429 661) 339 873 026	121 692 292 92 047 706 (4 414 804) 209 325 194
8.	CAPITAL GRANT		
	Opening balance Realised in the income statements	15 203 (15 203)	30 406 (15 203) 15 203
	Capital grant received represent a grant in a form of depreciable fixed assets which were bought by government to help set up the Commission. The grant is recognised in the income statement on a straight line basis over the useful life of the assets.		
9.	ACCOUNTS PAYABLE		
	Trade payables Amounts held on behalf of third parties Accrued expenses Short term loan VAT payable	2 942 398 1 567 253 74 394 320 20 876 834 23 923 735 123 704 540	1 999 214 253 060 51 073 007 - 32 666 077 85 991 358

for the year ended 31 March 2024 (continued)

10. EMPLOYEE BENEFITS

	Opening balance	Additions	Utilised during the year	Closing balance
Bonus and 13 th Cheque Provision Provision for leave pay	2 467 838 947 875	2 693 339 1 101 392	(2 591 278) (1 233 003)	2 569 899 816 264
	3 415 713	3 794 731	(3 824 281)	3 386 163
2023				
Bonuses and 13 th Cheque Provision Provision for leave pay	2 297 954 699 164	2 484 648 1 504 361	(2 314 764) (1 255 650)	2 467 838 947 875
	2 997 118	3 989 009	(3 570 414)	3 415 713

Leave pay provision

The leave pay provision relates to the vested leave pay to which employees are entitled to. The provision arises as employees render services that increase their entitlement to future compensated leave. The provision is also utilised when employees, who are entitled to leave pay, leave the employment of the Commission.

Bonus provision

The bonus provision consists of a performance-based bonus, which is determined by reference to the overall performance with regard to a set of pre-determined key performance measures. Bonuses are payable annually after the Commission's annual results have been approved. Payment of bonus must be approved by the Board of Directors.

for the year ended 31 March 2024

	Figures in Emalangeni	2024	2023
11.	CASH USED IN OPERATIONS		
	Surplus for the period Adjustments for:	6 784 511	11 594 234
	Depreciation Profit / (loss) on sale of assets Interest received Interest paid Changes in working capital: Increase in accounts receivable Increase in accounts payable Decrease in designated funds	6 109 895 13 226 (6 797 737) 411 459 6 521 354 36 575 195 16 836 348 (127 104 455)	5 844 623 (169 067) (11 425 167) ————————————————————————————————————
	Decrease in provisions	(29 550) (73 722 462) (67 201 108)	418 595 (66 080 494) (60 235 871)
12.	RELATED PARTY TRANSACTIONS		
	Board of directors' fees Included in expenses	1 736 972	1 696 864
	Ministry of ICT- Set top box Included in payables/bank balances	1 567 253	253 060
	Universal Access Services Transaction included in payables or expenses	20 000 000	15 000 000

13. **RISK MANAGEMENT**

Capital risk management

The Commission's objectives when managing capital are to safeguard the Commission's ability to continue as a going concern in order to provide returns for Commission and benefits for other stakeholders and to maintain an optimal capital structure to reduce the cost of capital.

There are no externally imposed capital requirements.

Liquidity risk

The Commission's risk to liquidity is a result of the funds available to cover future commitments. The Commission manages liquidity risk through an ongoing review of future commitments and credit facilities.

for the year ended 31 March 2024 (continued)

13. RISK MANAGEMENT (Continued)

Credit risk

Credit risk consists mainly of cash deposits, cash equivalents, derivative financial instruments, and trade debtors. The Commission only deposits cash with major banks with high quality credit standing and limits exposure to any one counter party.

14. GOING CONCERN

The directors have not identified conditions that would impact on the Commission's ability to continue as a going concern in the foreseeable future. Adequate resources are available for the Commission to carry out its future planned projects.

15. SUBSEQUENT EVENTS

At the date of finalisation of the financial statements there were no material events that occurred subsequent to the reporting date that required adjustments to the amounts recognised in the financial statements.

DETAILED INCOME STATEMENT

for the year ended 31 March 2024

Income Licence fees 134 453 947 122 692 437 Other income Government grant 15 203 4 418 804 Licence fees 6 797 737 11 425 167 Gains on disposal of assets - 1 69 067 Sundry income 50 000 127 596 Bad debts recovered 1 362 077 809 083 Advertising and promotional services 2 534 461 2 524 079 Advertising and promotional services 2 534 462 2 524 079 Advertising and promotional services 2 534 462 2 524 079 Bank charges 1 39 246 1 32 755 Board expenses 1 907 720 1 696 684 Broadcasting support 1 729 199 568 085 Capacity building 1 387 580 1 340 432 Cleaning expenses 1 12 230 95 415 Computer expenses 69 606 1 23 240	Figures in Emalangeni	2024	2023
Chicen fees 134 453 947 122 692 437 Other income Comment grant 15 203 15 203 Capital reserves amortisation 4 807 234 4 414 804 Interest received 6 797 737 11 425 167 Gains on disposal of assets - 169 067 Sundry income 50 000 127 596 Bad debts recovered 1 362 077 809 083 Advertising and promotional services 2 534 462 2 524 079 Advertising and promotional services 2 534 462 2 524 079 Advertising and promotional services 2 534 462 2 524 079 Advertising and promotional services 2 534 462 2 524 079 Advertising and promotional services 2 534 462 2 524 079 Advertising and promotional services 2 13 880 245 961 Bank charges 1 39 246 132 755 Bank charges 1 907 720 1 696 864 Broadcasting support 1 729 199 568 085 Gapacity building 1 387 580 1 340 432 Cleaning expenses 1 102 230 95 1	Income		
Government grant 15 203 15 203 Capital reserves amortisation 4 807 234 4 414 804 Interest received 6 797 737 11 425 167 Gains on disposal of assets - 169 067 Sundry income 50 000 127 596 Bad debts recovered 1 362 077 809 083 Advertising and promotional services 8 42 524 079 Advertising and promotional services 2 534 462 2 524 079 Advertising and promotional services 1213 880 245 961 Bank charges 139 246 132 755 Bank charges 1 907 720 1 696 864 Broadcasting support 1 729 199 568 085 Capacity building 1 387 580 1 340 432 Cleaning expenses 1 12 230 95 415 Computer expenses 6 966 123 240 Communication costs 1 400 127 2 594 361 Communication costs 1 400 127 2 594 361 Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility -	Licence fees	134 453 947	122 692 437
Government grant 15 203 15 203 Capital reserves amortisation 4 807 234 4 414 804 Interest received 6 797 737 11 425 167 Gains on disposal of assets - 169 067 Sundry income 50 000 127 596 Bad debts recovered 1 362 077 809 083 Advertising and promotional services 8 42 524 079 Advertising and promotional services 2 534 462 2 524 079 Advertising and promotional services 1213 880 245 961 Bank charges 139 246 132 755 Bank charges 1 907 720 1 696 864 Broadcasting support 1 729 199 568 085 Capacity building 1 387 580 1 340 432 Cleaning expenses 1 12 230 95 415 Computer expenses 6 966 123 240 Communication costs 1 400 127 2 594 361 Communication costs 1 400 127 2 594 361 Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility -			
Capital reserves amortisation 4 807 234 4 414 804 Interest received 6 797 737 11 425 167 Gains on disposal of assets - 169 067 Sundry income 50 000 127 596 Bad debts recovered 1 362 077 809 083 Toperating expenses Advertising and promotional services 2 534 462 2 524 079 Auditors' remuneration 213 880 24 5961 Bank charges 139 246 132 755 Board expenses 1 907 720 1 696 864 Broadcasting support 1 729 199 568 085 Capacity building 1 387 580 1 340 432 Cleaning expenses 9 606 123 240 Computer expenses 6 96 66 123 240 Communication costs 1 400 127 2 594 361 Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility - 212 354 Courier 37 253 72 597 Cyber security - 2 105 55 Depre	Other income		
Interest received			
Gains on disposal of assets - 169 067 Sundry income 50 000 127 596 Bad debts recovered 1362 077 809 083 147 486 198 139 653 357 Operating expenses Advertising and promotional services 2 534 462 2 524 079 Auditors' remuneration 213 880 245 961 Bank charges 139 246 132 755 Board expenses 1 907 720 1 696 864 Broadcasting support 1 729 199 568 085 Capacity building 1 387 580 1 340 432 Cleaning expenses 96 606 123 240 Computer expenses 69 606 123 240 Corrice 340 535 60	·		
Sundry income 50 000 127 596 Bad debts recovered 1 362 077 809 083 Operating expenses 147 486 198 139 653 357 Operating expenses Advertising and promotional services 2 534 462 2 524 079 Auditors' remuneration 213 88 245 961 Bank charges 139 246 132 755 Board expenses 1 907 720 1 696 864 Broadcasting support 1 729 199 568 085 Capacity building 1 387 580 132 40 Cleaning expenses 9 112 230 95 415 Computer expenses 69 606 123 240 Computer expenses 69 606		6 797 737	
Bad debts recovered 1362 077 147 486 198 809 083 139 653 357 Operating expenses Temperature (1972 199 199 199 199 199 199 199 199 199 19	·	-	
Operating expenses 147 486 198 139 653 357 Advertising and promotional services 2 534 462 2 524 079 Auditors' remuneration 213 880 245 961 Bank charges 139 246 132 755 Board expenses 1 907 720 1 696 864 Broadcasting support 1 729 199 568 085 Capacity building 1 387 580 1 340 432 Cleaning expenses 69 606 123 240 Computer expenses 69 606 123 240 Communication costs 1 400 127 2 594 361 Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility - 212 354 Courier 37 253 72 597 Cyber security - 2 10 555 Coprorate Social Responsibility - 2 10 555 Cyber security - 2 10 555 Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 <			
Operating expenses 2 534 462 2 524 079 Advertising and promotional services 2 534 462 2 524 079 Auditors' remuneration 213 880 245 961 Bank charges 1 39 246 132 755 Board expenses 1 907 720 1 696 864 Broadcasting support 1 729 199 568 085 Capacity building 1 387 580 1 340 432 Cleaning expenses 69 606 123 240 Computer expenses 69 606 123 240 Communication costs 1 400 127 2 594 361 Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility - 212 354 Courier 37 253 72 597 Cyber security - 210 555 Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance	bad debts recovered		
Advertising and promotional services	Onesting system	= 147 480 198	
Auditors' remuneration 213 880 245 961 Bank charges 139 246 132 755 Board expenses 1 907 720 1 696 864 Broadcasting support 1 729 199 568 085 Capacity building 1 387 580 1 340 432 Cleaning expenses 69 606 123 240 Computer expenses 69 606 123 240 Communication costs 1 400 127 2 594 361 Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility - 212 354 Courier 37 253 72 597 Cyber security - 210 555 Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500	Operating expenses		
Bank charges 139 246 132 755 Board expenses 1 907 720 1 696 864 Broadcasting support 1 729 199 568 085 Capacity building 1 387 580 1 340 432 Cleaning expenses 69 666 1 23 240 Computer expenses 69 666 123 240 Communication costs 1 400 127 2 594 361 Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility - 212 354 Courier 37 253 72 597 Cyber security - 210 555 Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 Finance cost 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1051 0	Advertising and promotional services	2 534 462	2 524 079
Board expenses 1 907 720 1 696 864 Broadcasting support 1 729 199 568 085 Capacity building 1 387 580 1 340 432 Cleaning expenses 112 230 95 415 Computer expenses 69 606 123 240 Communication costs 1 400 127 2 594 361 Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility - 212 354 Courier 37 253 72 597 Cyber security - 210 555 Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Itcences 1 716 153 -	Auditors' remuneration	213 880	245 961
Broadcasting support 1 729 199 568 085 Capacity building 1 387 580 1 340 432 Cleaning expenses 112 230 95 415 Computer expenses 69 606 123 240 Communication costs 1 400 127 2 594 361 Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility - 212 354 Courier 37 253 72 597 Cyber security - 210 555 Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 <	Bank charges	139 246	132 755
Capacity building 1 387 580 1 340 432 Cleaning expenses 112 230 95 415 Computer expenses 69 606 123 240 Communication costs 1 400 127 2 594 361 Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility - 212 354 Courier 37 253 72 597 Cyber security - 210 555 Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Moto	Board expenses	1 907 720	1 696 864
Cleaning expenses 112 230 95 415 Computer expenses 69 606 123 240 Communication costs 1 400 127 2 594 361 Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility - 212 354 Courier 37 253 72 597 Cyber security - 210 555 Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 -			
Computer expenses 69 606 123 240 Communication costs 1 400 127 2 594 361 Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility - 212 354 Courier 37 253 72 597 Cyber security - 210 555 Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998			
Communication costs 1 400 127 2 594 361 Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility - 212 354 Courier 37 253 72 597 Cyber security - 210 555 Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 1 3 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135			
Consulting and professional fees 623 445 4 319 864 Corporate Social Responsibility - 212 354 Courier 37 253 72 597 Cyber security - 210 555 Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000			
Corporate Social Responsibility - 212 354 Courier 37 253 72 597 Cyber security - 210 555 Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000			
Courier 37 253 72 597 Cyber security - 210 555 Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000		023 443	
Cyber security - 210 555 Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000		- 37 253	
Depreciation 6 109 895 5 844 623 Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000			
Disbursement costs 400 568 - Employee costs 37 251 886 35 516 092 EPTC contribution - 1 000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000		6 109 895	
EPTC contribution - 1000 000 ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000			-
ESPPRA tender fees 67 279 62 000 Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000	Employee costs	37 251 886	35 516 092
Finance cost 1 294 874 - Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000		-	1 000 000
Household survey - 2 627 357 Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000	ESPPRA tender fees	67 279	62 000
Innovation challenge 207 500 600 000 Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000	Finance cost	1 294 874	-
Insurance 967 204 1 051 028 Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000		-	2 627 357
Interest paid 411 459 - Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000			600 000
Legal fees - 600 748 Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000			1 051 028
Licences 1 716 153 - Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000		411 459	-
Loss in disposal of assets 13 226 - Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000		4 746 453	600 748
Ministry of ICT costs 846 955 642 998 Motor vehicle expenses 629 087 743 135 National support 335 824 105 000			-
Motor vehicle expenses 629 087 743 135 National support 335 824 105 000	·		6/2 000
National support 335 824 105 000	·		
• •			
inational Addicasing ayatem Froject at 25 and 25 an	National Addressing System Project	52 855	32 956
Office expenses and refreshments 285 953 278 493	· · · · · · · · · · · · · · · · · · ·		

DETAILED INCOME STATEMENT

for the year ended 31 March 2024 (continued)

Figures in Emalangeni	2024	2023
Organisational strategy	61 294	3 034 574
Printing and stationery	43 356	92 036
Provision for impairment	16 000 441	1 456 407
Project expenses	-	41 121
Public Enterprise loan guarantee	1 008 405	920 193
Rates	354 399	334 973
Rent	1 458 211	1 370 371
Repairs and maintenance	3 455 231	3 140 547
Security	48 154	46 429
Site visits	110 450	49 618
Spectrum waiver	21 560 369	-5 010
Staff welfare	417 897	914 660
Subscriptions and memberships	4 377 486	4 356 860
Stakeholder engagement	262 456	217 355
Travel, trainings, conferences, and workshops-international	11 448 309	11 881 057
Travel, trainings, conferences, and workshops-International	286 986	527 718
, , , , , , , , , , , , , , , , , , , ,	457 099	79 564
Uniforms and protective clothing Universal Access Service	101 000	
	10 000 000	10 000 000
Utilities	242 869	322 264
Total expenses	132 451 076	102 004 787
Transfers from reserves	(8 250 611)	(26 054 336)
Net surplus for the year	6 784 511	11 594 234

Not subject to audit opinion



FINANCIAL STATEMENTS

For the year ended 31 March 2024

	Page
Committee's Responsibility Statement	118
Independent Auditors' Report	119 - 120
Directors' Report	121 - 122
Statement of Comprehensive Income	123
Statement of Financial Position	124
Statement of Cash Flows	125
Summary of Significant Accounting Policies	126 - 129
Notes to the Financial Statements	130 - 132
Detailed Income Statement	133

COMMITTEE'S RESPONSIBILITY STATEMENT

for the year ended 31 March 2024

The Committee is required in terms of the Eswatini Communications Act 10 of 2013 to maintain adequate accounting records and are responsible for the content and integrity of the financial statements and related financial information included in this report. It is their responsibility to ensure that the financial statements fairly present the state of affairs of the Fund as at the end of the financial year and the results of its operations and cash flows for the period then ended, in conformity with International Financial Reporting Standards for Small and Medium Enterprises. The external auditors are engaged to express an independent opinion on the financial statements.

The financial statements are prepared in accordance with International Financial Reporting Standards for Small and Medium Enterprises (IFRS for SMEs) and are based upon appropriate accounting policies consistently applied and supported by reasonable and prudent judgments and estimates.

The Committee acknowledge that they are ultimately responsible for the system of internal financial control established by the Fund and place considerable importance on maintaining a strong control environment. To enable the Director to meet these responsibilities, the Committee sets standards for internal control aimed at reducing the risk of error or loss in a cost-effective manner. The standards include the proper delegation of responsibilities within a clearly defined framework, effective accounting procedures and adequate segregation of duties to ensure an acceptable level of risk. These controls are monitored throughout the Fund and all employees are required to maintain the highest ethical standards in ensuring the Fund's business is conducted in a manner that in all reasonable circumstances is above reproach. The focus of risk management in the Fund is on identifying, assessing, managing and monitoring all known forms of risk across the Fund. While operating risk cannot be fully eliminated, the Fund endeavours to minimise it by ensuring that appropriate infrastructure, controls, systems and ethical behaviour are applied and managed within predetermined procedures and constraints.

The Committee is of the opinion, based on the information and explanations given by management, that the system of internal control provides reasonable assurance that the financial records may be relied on for the preparation of the annual financial statements. However, any system of internal financial control can provide only reasonable, and not absolute, assurance against material misstatement or loss.

The Committee has reviewed the Fund's cash flow forecast for the year to 31 March 2024 and, in light of this review and the current financial position, they are satisfied that the Fund has or has access to adequate resources to continue in operational existence for the foreseeable future.

The external auditors are responsible for independently reviewing and reporting on the Fund's financial statements. The financial statements have been examined by the Fund's external auditors and their report is presented on pages 119 to 120.

The annual financial statements set out on pages 121 to 132, which have been prepared on the going concern basis, were approved by the Committee on 29 July 2024 and were signed on its behalf by

MO.

Sibongile Ndlela-Simelane

Chairperson

Mvilawemphi Dlamini

Chief Executive

INDEPENDENT AUDITORS' REPORT

To the Committee of Universal Access and Service Fund

Opinion

We have audited the financial statements of Universal Access and Service Fund, which comprise the statement of financial position as at 31 March 2024, and the statement of comprehensive income, statement of changes in funds and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies as set out on pages 126 to 129.

In our opinion, the financial statements of Universal Access Service for the year ended 31 March 2024 present fairly, in all material respects, the financial position of its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards applicable to Small and Medium Enterprises, and in the manner required by the Eswatini Communications Commission Act No.10 of 2013

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditors Responsibilities for the Audit of the financial Statements section of our report. We are independent of the fund in accordance with the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards (IESBA Code) together with the ethical requirements that are relevant to audits of financial statements in Eswatini. We have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

The committee is responsible for the other information. The other information comprises the statement of responsibility by the committee, the Director's Report, and the detailed income statement which we obtained prior to the audit report date. Other information does not include the financial statements and our auditors' report thereon. Our opinion on the financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information; we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the committee for the financial statements

The Commission's directors are responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards applicable Small Medium Enterprises, and in the manner required by the Eswatini Communications Commission Act No.10 of 2013, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

INDEPENDENT AUDITORS' REPORT

To the Committee of Universal Access and Service Fund (continued)

In preparing the financial statements, the directors are responsible for assessing the Fund's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management and the directors either intend to liquidate the Fund or to cease operations, or have no realistic alternative but to do so

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatements whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level assurance but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud
 or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is
 sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement
 resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery,
 intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that
 are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness
 of the Commission's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committees' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Commission's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Commission to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements including disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

SNG Grant Thornton

Chartered Accountants (Eswatini)

SNG Grant Thornton

29 July 2024



DIRECTORS' REPORT

for the year ended 31 March 2024

The committee submits its report for the year ended 31 March 2024.

1. Review of activities

Main business and operations

The Universal Access and Service Fund is a body established by an Act of Parliament (Eswatini Communications Commission Act 10 of 2013) as part of Government's reform strategy to increase access to communication services.

The Fund is engaged in the business of monitoring and enforcing compliance with specific obligations, licence conditions and objectives; designating universal service providers with obligations to provide universal services; monitoring and enforcing compliance with and the carrying out of universal service plans by the universal service providers and operates principally in Eswatini.

It is charged with the responsibility for policy, regulation, oversight, professional development and information management and dissemination in the field of electronic communications.

The operating results and state of affairs of the entity are fully disclosed in the financial statements.

2. Committee

The Universal Access and Service fund did not have a committee in office for the year ended 31 March 2024 after the elapse of the previous committee's term of office in October 2022.

The committee for Eswatini Communications Commission was responsible for overseeing the operations of the Fund for the year ended 31 March 2024.

The Directors of the Commission during the year were as follows:

Mrs. Sibongile Ndlela-Simelane (Appointed 01 August 2022)

Mr. Bheki Ndzinisa Member Mrs. Bongiwe Dlamini Member Mr. John Mathwasa Member Rev Senzo Hlatshwayo Member Mr. December Mavimbela Member Mr. Mvilawemphi Dlamini Chief Executive

Company secretary: Mr Ozzie Thakatha

3. **Business Address**

4th Floor, Sibekelo Building **Postal address** Mbabane Office Park P O Box 7811 Mbabane Mbabane Eswatini H100

DIRECTORS' REPORT

for the year ended 31 March 2024 (continued)

4. Bankers

Nedbank Eswatini Limited P.O. Box 68 Mbabane H100

5. Investment Managers

Stanlib Eswatini P.O. Box A294 Swazi Plaza Mbabane H101

6. Auditors

SNG Grant Thornton Chartered Accountants (Eswatini) P.O. Box 331 Mbabane H100

7. Going Concern

The fund made a deficit of E1 121 085 for the period ended 31 March 2024. However, the total assets exceed total liabilities by E35 888 375. The directors are not aware of any events that could result in the entity ceasing to be a going concern in the foreseeable future since it has adequate funds to sustain its planned future projects. Therefore, the financial statements have been prepared on a going concern basis.

8. Subsequent events

The committee has not identified any events or conditions that could require adjustment or additional disclosures in the financial statements as at 31 March 2024.

STATEMENT OF COMPREHENSIVE INCOME (

for the year ended 31 March 2024

Figures in Emalangeni	2024	2023
Income	19 071 055	18 864 247
Other income	1 072 524	1 396 826
Total income	20 143 579	20 261 073
Operating expenses	(21 264 664)	(26 190 341)
(Deficit)	(1 121 085)	(5 929 268)
Transfer from/ (to) reserves	1 121 085	5 929 268

STATEMENT OF FINANCIAL POSITION

at 31 March 2024

Figures in Emalangeni	Notes	2024	2023
Assets			
Non-current assets			
Property, plant, and equipment	2	531 591	718 579
Current assets			
Trade and other receivables	3	39 992 590	32 930 456
Investments	4	5 308 014	13 841 335
Cash and cash equivalents	5	250 290	145 717
		45 550 894	46 917 508
Total assets		46 082 485	47 636 087
Reserves and fund balances			
Reserves	6	35 888 376	37 009 462
Current liabilities			
Trade and other payables	7	10 194 109	10 626 625
Total equity and liabilities		46 082 485	47 636 087

STATEMENT OF CASH FLOWS

for the year ended 31 March 2024

Figures in Emalangeni	Notes	2024	2023
Cash flows from operating activities			
Cash generated from operations	8	(9 501 271)	(16 125 389)
Interest received		1 072 524	1 272 326
Net cash (utilised)/generated from operating activities		(8 428 748)	(14 853 063)
Cash flows from investing activities			
Purchase of property, plant and equipment		-	(28 083)
Procceds from disposal of assets		-	250 000
Decrease in investments		8 533 320	14 480 403
Net cash from/(used) investing activities		8 533 320	14 702 320
Net movement in cash and cash equivalents		104 573	(150 743)
Cash at the beginning of the year		145 717	296 460
Total cash at the end of the year	5	250 290	145 717

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - for the year ended 31 March 2024

1. REPORTING ENTITY

Universal Access Service Fund (UAS) is responsible for monitoring and enforcing compliance with specific obligations, licence conditions, and objectives; designating Universal Service providers with obligations to provide Universal Services' monitoring and enforcing compliance with and carrying out of Universal Service plans by service providers.

1.1 Basis of preparation

a) Statement of compliance

The financial statements are prepared in accordance with the International Financial Reporting Standards applicable for Small and Medium Enterprises (IFRS for SMEs) and in accordance with the Eswatini Communications Commission Act.

The financial statements were authorised for issue by the Board on 29th July 2024.

The principal accounting policies adopted in the preparation of these financial statements are set out below

b) Basis of measurement

The financial statements are prepared under the historical cost basis.

c) Functional and presentation currency

These financial statements are presented in Emalangeni, which is the entity's functional currency. All financial information presented in Emalangeni has been rounded to the nearest Lilangeni unless otherwise indicated.

d) Estimates and judgements

In preparing the financial statements, management is required to make estimates and assumptions that affect the amounts represented in the financial statements and related disclosures. The use of available information and the application of judgment is inherent in the formation of estimates. Actual results in the future could differ from these estimates which may be material to the annual financial statements. Significant judgments include:

Note 3 – Provision for doubtful debts.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - for the year ended 31 March 2024 (continued)

1.2 Property, plant, and equipment

The cost of an item of property, plant, and equipment is recognised as an asset when:

- · it is probable that future economic benefits associated with the item will flow to the Commission; and
- · the cost of the item can be measured reliably.

Property, plant and equipment is initially measured at cost and subsequently at cost less accumulated depreciation and impairment.

Costs include the cash outflow incurred initially to acquire or construct an item of property, plant and equipment and costs incurred subsequently to add to, replace part of, or service it. If a replacement cost is recognised in the carrying amount of an item of property, plant and equipment, the carrying amount of the replaced part is derecognised.

Property, plant and equipment are depreciated on the straight-line basis over their expected useful lives to their estimated residual value. The depreciation charge is recognised in profit and loss in the relevant period.

Property, plant and equipment is carried at cost less accumulated depreciation and any impairment losses.

The useful lives of items of property, plant and equipment have been assessed as follows:

Item	Average useful life
Furniture and fixtures Motor vehicles IT equipment and software	10 years 5 years 3 years

The residual value, useful life, and depreciation method of each asset are reviewed at the end of each reporting period. If the expectations differ from previous estimates, the change is accounted for as a change in accounting estimate.

The gain or loss arising from the derecognition of an item of property, plant, and equipment is included in profit or loss when the item is derecognised. An item of property, plant, and equipment is derecognised on disposal or when no future economic benefits are expected from its use or disposal.

SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - for the year ended 31 March 2024 (continued)

1.3 FINANCIAL INSTRUMENTS

The Fund's financial instruments include cash deposits with financial institutions, trade and other receivables, investments, and trade and other payables.

Trade and other receivables

Trade receivables are measured at initial recognition at fair value and are subsequently measured at amortised cost using the effective interest rate method. Appropriate allowances for estimated irrecoverable amounts are recognised in profit or loss when there is objective evidence that the asset is impaired. Significant financial difficulties of the debtor, probability that the debtor will enter bankruptcy or financial reorganisation, and default or delinquency in payments (more than 90 days overdue) are considered indicators that the trade receivable is impaired. The allowance recognised is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the effective interest rate computed at initial recognition.

Trade and other receivables are classified as loans and receivables.

Trade and other payables

Trade payables are initially measured at fair value, and are subsequently measured at amortised cost, using the effective interest rate method.

Investments

Investments are measured initially at their fair values and subsequently at amortised cost.

1.4 TAX

The fund is exempt from income tax according to the Section 12(1) (a) (iii) read together with Section 2 of the Income Tax Order 1975, as amended.

1.5 IMPAIRMENT OF ASSETS

The fund assesses at each end of the reporting period whether there is any indication that an asset may be impaired. If any such indication exists, the fund estimates the recoverable amount of the asset.

If there is any indication that an asset may be impaired, the recoverable amount is estimated for the individual asset. If it is not possible to estimate the recoverable amount of the individual asset, the recoverable amount of the cash generating unit to which the asset belongs is determined.

The recoverable amount of an asset or a cash generating unit is the higher of its fair value less costs to sell and its value in use.

If the recoverable amount of an asset is less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. That reduction is an impairment loss.

An impairment loss of assets carried at cost less any accumulated depreciation or amortisation is recognised immediately in profit or loss. Any impairment loss of a revalued asset is treated as a revaluation decrease.

SUMMARY OF SIGNIFICANT ACCOUNTING **POLICIES** - for the year ended 31 March 2024 (continued)

REVENUE/ INCOME 1.6

Revenue is recognised when it is probable that the economic benefits associated with the transaction will flow to the Commission and the amounts of revenue can be reliably measured.

Interest income

Interest is recognised, is accrued on a time proportion basis by reference to the principal outstanding and effective interest rate at the reporting period.

1.7 **RELATED PARTIES**

The major related parties to the Commission is the Government of Eswatini through the ministry of information, communications and technology which exercises a significant influence over its financial and operating decisions and the Eswatini Communications Commission and Eswatini Communications Commission.

CHANGES IN ACCOUNTING POLICIES AND DISCLOSURES 1.8

Amendments mandatory effective for the year ended 31 March 2024

The fund did not adopt any new standards and amendments to standards during current year.

for the year ended 31 March 2024 (continued)

PROPERTY, PLANT AND EQUIPMENT 2

		2024			2023	
		Accumulated	Carrying	Cost/	Accumulated	Carrying
	Valuation	depreciation	value	Valuation	depreciation	value
Furniture and fixtures	54 062	(29 225)	24 837	54 062	(23 818)	30 243
Motor vehicles	829 738	(345 256)	484 482	829 737	(179 308)	650 429
Office equipment	21 696	(10 649)	11 047	21 696	(8 479)	13 217
IT equipment & software	45 679	(34 454)	11 225	45 679	(20 989)	24 690
Total	951 175	(419 584)	531 591	951 174	(232 595)	718 579

Reconciliation - 2024

	Opening balance	Additions	Disposals	Depreciation	Total
Furniture and fixtures	30 243	_	-	(5 406)	24 837
Motor vehicles	650 429	-	-	(165 947)	484 482
Office equipment	13 217	-	-	(2 170)	11 047
IT equipment & software	24 690	-	-	(13 465)	11 225
Total	718 579	-	-	(186 988)	531 591
		·	·	•	

Reconciliation - 2023

	Opening balance	Additions	Disposals	Depreciation	Total
Furniture and fixtures	35 650	-	-	(5 406)	30 243
Motor vehicles	997 461	28 083	(125 500)	(249 615)	650 429
Office equipment	15 386	-	-	(2 169)	13 217
IT equipment & software	38 155	-	-	(13 465)	24 690
	1 086 652	28 083	(125 500)	(270 655)	718 579

for the year ended 31 March 2024

	Figures in Emalangeni	2024	2023
3.	ACCOUNTS RECEIVABLES		
	Trade receivables Provision for impairment	20 535 546 (542 956)	18 377 441 (446 985)
	ESCCOM contribution	19 992 590 20 000 000 39 992 590	17 930 456 15 000 000 32 930 456
		Not	
	Analysis of Impairment General Provision	impaired	Impaired
	Gross receivables Impairment	155 646	234 954 (234 954)
	Specific provision	155 646	-
	Gross receivables Impairment	9 878 192	10 266 755 (308 002) 10 266 755
4.	INVESTMENTS		
	Stanlib Eswatini – Money Market Fund	5 308 014	13 841 335
5.	CASH AND CASH EQUIVALENTS		
	Nedbank Eswatini Limited Current account Nedbank Eswatini Limited Call account	242 395 7 895 250 290	123 699 22 018 145 717
6.	RESERVES		
	Opening balance Transferred in current year Realised in the income statement	37 009 462 (1 121 085)	42 938 730 (5 929 268)
		35 888 377	37 009 462
7 .	TRADE AND OTHER PAYABLES		
	Trade payables Accruals VAT payable	7 701 024 973 884 1 519 201 10 194 109	144 456 8 196 992 2 285 177 10 626 625

for the year ended 31 March 2024

	Figures in Emalangeni	2024	2023
8.	CASH GENERATED FROM OPERATIONS		
	Surplus for the period	(1 121 085)	(5 929 268)
	Adjust for:		
	Depreciation	186 988	270 655
	Interest Income	(1 072 524)	(1 272 326)
	Profit on sale of motor vehicle	-	(124 499)
		(2 006 621)	(7 055 438)
	Changes in working capital:		
	Increase in accounts receivable	(7 062 134)	(3 333 721)
	(Decrease) / increase in payable	(432 516)	(5 736 230)
		(9 501 271)	(16 125 389)
9.	RELATED PARTY TRANSACTIONS		
	ESCCOM receipts Included in revenue and/or receivables	20 000 000	15 000 000

10. RISK MANAGEMENT

Capital risk management

The Fund's objectives when managing capital are to safeguard the Fund's ability to continue as a going concern in order to provide returns for the Fund and benefits for other stakeholders and to maintain an optimal capital structure to reduce the cost of capital.

There are no externally imposed capital requirements.

Liquidity risk

The Fund's risk to liquidity is a result of the funds available to cover future commitments. The Fund manages liquidity risk through an ongoing review of future commitments and credit facilities.

Credit risk

Credit risk consists mainly of cash deposits, cash equivalents, derivative financial instruments, and trade debtors. The Fund only deposits cash with major banks with high quality credit standing and limits exposure to any one counter party.

DETAILED INCOME STATEMENT

for the year ended 31 March 2024

Figures in Emalangeni	2024	2023
Income		
UAS levy	9 071 055	8 864 247
ESCCOM	10 000 000	10 000 000
Interest received	1 072 524	1 272 326
Other Income – Sale of motor vehicle	20 143 579	<u>124 499</u> 20 261 073
	20 143 5/9	20 201 0/3
Operating expenses		
Bank charges	9 399	116 618
Brand Promotion	6 946	286 148
Broadband WiFi hotspots	1 921 497	-
Brandcasting Monitors for ETVA	1 098 007	1 447 915
Broadcasting Support	2 305 333	9 312
Capacity Building Initiatives	1 921 497	-
Devices for Learners with Disabilities	-	1 877 418
Devices to support ICT in Education	-	3 575 312
Digitalisation of Health Sector	-	53 775
Digitalisation of the Agriculture Sector	-	967 615
Depreciation	186 988	270 655
Elderly end-user devices	698 582	1 999 072
EPTC Support	-	3 588 724
GSM upgrade	6 391 332	9 000 000
Devices with special needs	107 646	-
End user Devices for Tinkhundla service	104 634	-
Equipping content studio	3 679 758	-
Motor vehicle expense	104 889	-
Provision for doubtful debts	95 971	107 593
ICT Hub	1 750 000	-
Tinkhundla service centres and health facilities	-	575 460
Tinkhundla Digital Centres	32 404	-
Support transformation Education Initiative	2 894 424	-
UAS strategic plan	624 600	-
	21 264 664	26 190 341
(Deficit) for the year	(1 121 085)	(5 929 268)
Transfer from/ (to) reserves	1 121 085	5 929 268

Not subject to audit opinion

NOTES

NOTES			

NOTES



Office Address:

4th Floor, Sibekelo Building, Mhlambanyati Road, Mbabane

Postal Address:

P. O. Box 7811 Mbabane Eswatini



+268 2406 7000



info@esccom.org.sz



www.esccom.org.sz



f Eswatini Communications Commission



in Eswatini Communications Commission



@ESCCOM_eswatini