

# **UNIFIED TELECOMMUNICATION SERVICES LICENCE**



issued to

**TELONE (PRIVATE) LIMITED**

**by the Postal and Telecommunications Regulatory  
Authority of Zimbabwe,  
In terms of the Postal and Telecommunications Act,  
[Chapter 12:05]**

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**Licence No. UT202109001**

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## **1. DEFINITIONS**

**1.1** In this licence, unless the subject matter or context otherwise requires, the following terms shall have the following meanings:

- (a) **Act** – means the Postal and Telecommunications Act [Chapter 12:05]
- (b) **Area code** – means a set of 2 or 3 digits, preceded with '0' identifying any part of Zimbabwe where a telecommunications service is supplied.
- (c) **Authority** – means the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ).
- (d) **Bandwidth** – means a measure of how much information can be sent through a connection. It is usually measured in bits-per-second.
- (e) **Basic telephone service** – means a telecommunication service comprising technical features that are the minimum necessary to allow the establishment of a telephony channel for providing a telecommunication service for the conveyance of voice grade signals between two items of customer premises equipment connected to the unified telecommunication network.
- (f) **Bit (binary digit)** – means a single digit number in base-2, either a one (1) or a zero (0) and is the smallest unit of computerized data.
- (g) **Byte** – means a set of bits that represent a single character. Usually there are 8 bits in a byte, sometimes more, depending on how the measurement is being made.
- (h) **Calling Line Identity (CLI)** – a facility that enables identification of the number from which a call is being made.
- (i) **Carrier pre-selection (CPS)** – the facility offered to customers which allows them to opt for certain defined classes of call to be carried by an operator selected in advance (and having a contract with the customer), without having to dial a routing prefix or follow any other different procedure to invoke such routing.
- (j) **Carrier selection** – the possibility for customers to choose their (preferred) long-distance or international operator through telephony dialling or other means such as pre-selection.
- (k) **Centrex** – a service provided over the Public Operator Network as an alternative to customers having their own Private Branch Exchange (PBX), with the Public Telecommunication Network providing the switching of calls between terminals on the customer's site as well as calls to and from other customers of the Public Telecommunication Networks.
- (l) **Community service** – means a telecommunications service providing access to information or assistance of significant community value.
- (m) **Country code** – means a set of digits that identifies the country to which an international call is made or coming from.
- (n) **Customer premises equipment (CPE)** – means equipment used on the premises of a consumer to originate, route, or terminate a telecommunication service.

- (o) **Digital** – the coded representation of a waveform by, for example, binary digits in the form of pulses of light, as opposed to analogue which is the direct representation of a waveform.
- (p) **Domain name** – means the unique name that identifies an Internet site. Domain names always have 2 or more parts, separated by dots. The part on the left is the most specific, and the part on the right is the most general. A given machine may have more than one domain name, but a given domain name points to only one machine.
- (q) **Electronic mail**, most commonly referred to as email or e-mail, is a method of exchanging digital messages from an author to one or more recipients. Modern email operates across the Internet or other computer networks.
- (r) **Emergency service organization** – means a service mentioned in clause 94 (1) of the Act for provision of assistance in connection with emergencies.
- (s) **Gateway** – a facility which adapts signals and messages of one network to the protocols and conventions of other networks or services.
- (t) **Infrastructure – means:**
  - a) Ducts, pits, tunnels and manholes;
  - b) Towers, masts, poles and antennae;
  - c) Land, buildings and ancillary equipment at sites on which radio communications facilities have been established;
  - d) Reasonable space within the licensee's, exchange buildings or other sites for the purposes of locating equipment of another licensee required to establish interconnection between the licensee's and that other licensee's network at that exchange or site;
  - e) Other telecommunication or ancillary installations, including the in-building risers, cable trays and cable entry points into buildings, reasonably necessary for the efficient provision and establishment of fixed telecommunication networks.
- (u) **Internet Access Provider (IAP)** – means a licensed service provider who provides a data and Internet infrastructure for access by customers.
- (v) **Internet** – means the vast collection of inter-connected networks that all use the Transmission Control Protocol/Internet Protocol (TCP/IP) or compatible protocols.
- (w) **Internet Protocol (IP) Address** - a unique string of numbers and or letters separated by full stops that identifies each electronic device/computer using the Internet Protocol to communicate over a network.
- (x) **ISDN** – Integrated services Digital network. Standard defined by the ITU for the modern telecommunications bearer network. Is end – to – end digital and integrates different type of services e.g. circuit and packet switched services.



- (y) **Internet Service Provider (ISP)** – means an institution that provides Internet services using access capacity from a licensed operator.
- (z) **International Telecommunications Union (ITU)** – means the United Nations specialised agency for telecommunications.
- (aa) **Leased line**– means a telecommunications line that is rented exclusively 24 hours, seven (7) days a week, for use from one location to another location.
- (bb) **Licensee** – means a holder of licence issued by the Authority.
- (cc) **MODEM** – means MOdulator and DEModulator, a device that connects a computer to a phone line, thus allowing the computer to talk to other computers through the telecommunication system.
- (dd) **National and international operator call connection service** – means a telecommunications service provided to a customer to enable national and international calls to be made:
  - (a) with the assistance of an operator; or
  - (b) by means of an automated voice response system or another technology-based system.
- (ee) **Network availability** – means a measure of the degree to which the Data and Internet network is operable and not in a state of failure or outage, in a given observation period.
- (ff) “Non-geographic services” means Telecommunications services that are numbered from (national) number ranges that are not identified with one specific geographic region, city area or local community. A country-wide free phone service or an emergency number services, are examples of non – geographic services.
- (gg) **Number portability** – means the ability by a customer of a telecommunications service to retain existing telecommunications numbers without impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another, or changing location or service.
- (hh) **Numbering plan/scheme** – A plan/scheme that structures the number space available to a country, operator or other organisation.
- (ii) **Operator service** – means a telecommunications service provided by an operator or which requires the assistance of an operator to complete a call made by a customer.
- (jj) **Peri-urban** is all areas or territory officially recognized as growth points or relating to, characteristic of, but not constituting a town.
- (kk) **Premium rate service** – means a telecommunications service for which the call charge for calls made by a standard telephone service is at a premium rate, independent of content or delivery technology.
- (ll) **Ring back price service** – means a telecommunications service for which an end – customer who has made and completed a call receives a call advising the end – customer of the cost of the completed call.
- (mm) **Rural** – means all areas or territory that is neither urban nor Peri-urban

- (nn) **Service Providers** – service providers offer services to end user customers involving the use of mobile and fixed networks and services. The role of service providers may vary between that of airtime reseller to the provision of sophisticated value added services. Service providers may be independent or form part of a network operator.
- (oo) **System accessibility** – means the ease with which users are able to access the network.
- (pp) **Telecommunication** – means the transmission, between or among points specified by a customer, of information of the customer's choosing, without change in the form or content of the information as sent and received.
- (qq) **Telecommunications carrier** – means any provider of a telecommunications service.
- (rr) **Telecommunications equipment** – means equipment, other than customer premises equipment, used by a carrier to provide telecommunications services, and includes software integral to such equipment.
- (ss) **Telecommunication network** – means all such telecommunication installations and telecommunication lines established, maintained, possessed or used whether owned by the licensee, leased, or otherwise acquired by the licensee for the purpose of providing public fixed telecommunication network services.
- (tt) **Telecommunications service** – means the offering of telecommunications for a fee directly to the public, or to such classes of customers as to be effectively available directly to the public, regardless of the facilities used.
- (uu) **Toll free helplines** – helplines run on a not for profit basis providing access to advice, information, listening support, befriending, counselling and/or referral in the fields of health and social welfare where calls are free of charge to the caller.
- (vv) **Toll free number** – a number which can be reached free of charge to the caller often beginning 0800.
- (ww) **Toll free service** – means a telecommunications service in which:
  - (a) a customer issued with a number is charged for calls to the number for the service; and
  - (b) the call charge for calls made to the number for the service from a standard telephone service (other than a public mobile telecommunications service) is zero.
- (xx) **Transmission Control Protocol/Internet Protocol (TCP/IP)** – means the suite of protocols that defines the Internet.
- (yy) **Unified Telecommunication Network** – means the infrastructure of physical switching and transmission facilities that is used to provide the telecommunication services to the public.

## **2. INTERPRETATIONS**

### **2.1. General**

- 2.1.1. Any reference to this licence shall include its attachments and schedules.
- 2.1.2. The use of headings herein and the division into clauses is for the convenience of reference only and shall not affect the construction or interpretation of the licence. References to clauses and appendices are to clauses and appendices of the licence, unless expressly provided for, to the contrary.
- 2.1.3. In this licence, unless otherwise stated, words and terms used, shall have the same meaning as defined in the Postal and Telecommunications Act, [Chap 12:05]
- 2.1.4. Words importing the singular shall include the plural and vice versa. Words denoting persons shall include juristic persons and associations of persons and vice versa.

### **2.2. Licence Terms And Conditions**

- 2.2.1. The licence terms and conditions contained herein have, to a large extent been formulated on the basis of the licensee's application and the information provided therein, which information the Authority shall use as a basis for granting, among other things:
  - a) the initial tariff calculation;
  - b) future tariff approvals;
  - c) roll-out targets; and
  - d) any other commitments that the licensee may make in his applications.

### **2.3. Law**

- 2.3.1. This licence shall be governed by the laws of Zimbabwe.
- 2.3.2. The Licensee shall comply with all laws of Zimbabwe applicable to its operations, including all decisions, rules and instructions issued in accordance with the Postal and Telecommunications Act, [Chapter 12:05].

## **3. DOMICILIUM CITANDI ET EXECUTANDI**

### **3.1. Physical Contacts**

- 3.1.1. The Authority chooses for the purpose of this licence, the following address as its domicilium citandi et executandi:

1008 Performance Close  
Mount Pleasant Business Park  
Mount Pleasant  
Harare



- 3.1.2. **TelOne (Pvt) Limited** chooses for the purpose of this licence, the following address as its domicilium citandi et executandi:

Runhare House  
107 Kwame Nkrumah Avenue/Cnr Simon Muzenda Street  
P.O. Box CY331  
Causeway  
Harare

- 3.1.3. Either party shall give fourteen (14) days written notice of change of address.

### **3.2. Notices and Correspondence**

All Notices and correspondences shall be in writing and addressed to the **Director General**, for POTRAZ and to the **Managing Director**, for **TelOne (Private) Limited**, at the above addresses respectively.

## **4. COMMENCEMENT AND PERIOD OF LICENCE**

- 4.1.1. Notwithstanding the date of signing of this licence document, the commencement date of this licence shall be **28 September 2021**.
- 4.1.2. This licence shall be valid for a period of twenty (20) years calculated from the commencement date, and may be renewed by the Authority, upon application by the Licensee, in writing to the Authority, made at least three (3) years before the expiration of the term of the licence.
- 4.1.3. The Licensee shall give notice of the intention not to renew the licence, at least three (3) years before the expiration of the licence period.
- 4.1.4. The Licensee shall give notice of its intention to terminate the licence at least twelve (12) months before the date of the proposed termination date.
- 4.1.5. Notwithstanding sub-paragraph 4.1.4, the licence may be terminated on shorter notice period in terms of paragraph 14.4 below.

## **5. INFRASTRUCTURE AND NETWORK ROLLOUT**

### **5.1. Licensed Network**

- 5.1.1. The licensee is authorised to: build, own and operate passive telecommunication infrastructure as part of a nation-wide public telecommunications network. The licensee is authorised to provide, lease or resell passive telecommunication infrastructure as a service.
- 5.1.2. build, own and operate a nation-wide electronic communications network for purposes of providing both wholesale and retail services and applications.

- 5.1.3. provide end-user electronic communication services such as voice, video, data, Internet, messaging services, Digital Financial Services - among other customer facing services.
- 5.1.4. operate and maintain telecommunication facilities that allow electronic communication traffic to be interchanged between Zimbabwe and other countries. The licence authorises the licensee to enter into agreements with International Carriers who will terminate their traffic onto the licensee's network in accordance with **SI 94 of 2021**.
- 5.1.5. The Licensee shall, in advance, notify the Authority of any significant changes to the Licensed Network and shall provide the Authority with information about the intended changes and their effect on the operation of the network.
- 5.1.6. The licensee shall comply with physical planning, environmental, security, public health, civil aviation and other requirements as set out by relevant government authorities. On receipt of permits from authorities responsible for the above, the licensee shall file the same with the Authority before setting to carry out works in public places in accordance with the relevant local Authority by-laws.

## **5.2. Network Roll-out Obligations**

- 5.2.1. The Licensee shall establish and maintain a nationwide telecommunications network.
- 5.2.2. The Licensee shall submit, for the Authority's records, network schematic diagrams with actual topographical and physical coordinates of its planned network before embarking on its construction using the World Geodetic System (GDS) 84 coordinate system or such other system as the Authority may specify from time to time.
- 5.2.3. The Licensee shall ensure that at least thirty percent (30%) of investment on network rollout is deployed in rural areas.
- 5.2.4. The Licensee shall meet the rollout targets as set in **Schedules "B", "H" and "I"**.
- 5.2.5. The licensee shall comply with any additional rollout obligations that may be associated with the assignment of Radio Frequency Spectrum.

## **5.3. Network Administration**

### **5.3.1. Plans and records of the network**

- 5.3.1.1. The Licensee shall keep plans and records, including but not limited to overall network plans and cable route maps, of the telecommunication and radio-communication installations provided under this licence and any other details concerning the network as reasonably required by the

Authority. The information is to include, but not limited to, information from operational support systems and traffic flow information.

5.3.1.2. While establishing international systems, the Licensee shall ensure that the Network Control & Management Centre is located in Zimbabwe.

5.3.1.3. When required by the Authority or a person authorised by law, the Licensee shall make the network information available, within reasonable time.

### **5.3.2. Changes to the Network**

5.3.2.1. The Licensee shall seek approval from the Authority for proposed material changes to the network and shall provide the Authority with information on the proposed changes, in the manner and form stipulated by the Authority.

5.3.2.2. The Licensee shall not, without the prior consent in writing of the Authority, make any material changes that might reasonably be anticipated to affect:

- a) any telecommunication service or installation connected to the network;
- b) another Licensee;

5.3.2.3. The Licensee shall notify affected stakeholders of any approved service disruptions and the expected duration of the disruption.

### **5.3.3. Network Location**

5.3.3.1. Without derogation from the rights and powers conferred under the Third Schedule of the Act, a Licensee shall obtain the consent of the concerned Ministry, local Authority, district office or other private concern, before commencement of any installation works for its network under, in, over or upon any land.

5.3.3.2. The Licensee shall keep accurate records of the location of the network installed under, in, over or upon any land.

5.3.3.3. The Licensee shall, at the request of the relevant local authority, the Authority or any person who intends to undertake works in the vicinity of the network and who is authorised to do so by the appropriate authorities or the Authority, provide free of charge, information about the location of the network in diagrammatic or other approved form.

5.3.3.4. The Licensee shall mark or otherwise identify every cable laid by the Licensee or any contractor on its behalf to distinguish it from any other cable laid or installed by other licensed network operators.

#### **5.3.4. Installation of Customer Premises Equipment and Cables**

- 5.3.4.1. Installation and cabling of customer premises may be done through approved contractors, agents, dealers and service providers.
- 5.3.4.2. The licensee shall provide for a termination and testing point at the customer premise.
- 5.3.4.3. Only type-approved customer premise equipment shall be installed.
- 5.3.4.4. Cabling shall be done to approved cabling standard.
- 5.3.4.5. Without derogation from the provisions of the Third Schedule of the Act, the Licensee shall ensure that the network, or any part of it, if installed under, in, over and upon any public street or other state land, shall be at a depth, course, route and position as may be determined by the relevant authorities.
- 5.3.4.6. Without prejudice and in addition to the provisions of the law, in the course of providing, establishing, operating, adjusting, altering, replacing, removing or maintaining the network for the purpose of this licence, or any part of it, the Licensee shall:
  - a) Exercise all reasonable care, and cause as little inconvenience as possible, to the public and as little damage to property as possible.
  - b) Make good any physical damage caused to any person having a lawful interest in the land or being lawfully thereon and reinstate the land within a reasonable time in a good workmanship manner. When to any person having an interest or right in the land affected.

#### **5.3.5. Works in Public Streets**

- 5.3.5.1. Where in the course of installing or maintaining the network the Licensee needs to open or break up any public street, the Licensee shall:
  - a) apply to the relevant authorities for permission to open or break up the public street;
  - b) complete the works for which the Licensee has opened or broken up the public street with all due speed and diligence, fill in the ground and remove all construction related debris and/or refuse caused by its works;
  - c) maintain the site of the works in a safe manner including the fencing of the site and the installation of adequate warning lighting at night;
  - d) Reinstate the street immediately after the completion of the works to the satisfaction of the relevant authorities.
- 5.3.5.2. If the Licensee fails, within any period specified by the relevant authorities, to observe any of the requirements of **Clause 5.4**, the relevant authorities may take action to remedy the failure. The Licensee



shall reimburse the relevant Authorities, any such amount as may be certified by that relevant Authority to be the reasonable cost of executing any works under the terms of this clause.

5.3.5.3. The Licensees shall co-ordinate and co-operate with any other Licensees under the Act and any other authorised person in respect of road openings and shall comply with any regulations or guidelines issued by the Authority.

5.3.5.4. After obtaining the approval of the relevant authorities, the licensee may proceed to break up or open any public street in the course of installing or maintaining the network. The licensee shall however not remove, displace or interfere with any telecommunication line, water pipe, drain, sewer, tube, casing, duct, wire, cable or any other installations installed by any other person, without that other person's consent.

#### **5.4. Public Safety**

5.4.1. The Licensee shall take proper and adequate safety measures for safeguarding life and property in connection with all installations, equipment and apparatus operated or used, including safeguarding against exposure to any electrical or electromagnetic radiation hazard emanating from the installations, equipment or apparatus used under this licence.

5.4.2. The Licensee shall comply with the safety requirements laid down in any safety specification issued by the Authority and any directions of the Authority or other relevant authorities in relation to any public safety matter.

5.4.3. The Licensee shall ensure that its licensed network facilities comply with the relevant environmental laws.

#### **5.5. Infrastructure Sharing**

5.5.1. The Licensee shall take into account the need for equipment co-location and/or infrastructure sharing with other licensees and shall comply with legal requirements on Infrastructure Sharing as prescribed in the Infrastructure Sharing Regulations as amended from time to time or any guidelines issued by the Authority from time to time.

5.5.2. The Licensee may share passive and/or active infrastructure such as building, tower, dark fibre, duct space, right of way and transmission lines among others, established and operated by it with other Licensees under the scope of this Authorization.

5.5.3. The Licensee shall allow other licensees to co-locate, share infrastructure and other facilities on terms that are reasonable, non-discriminatory and just.



- 5.5.4. The Licensee shall ensure that any infrastructure sharing and/or co-location arrangement is provided under an appropriate written agreement that shall, among other things, guarantee, reasonable access and security. For this purpose, the Licensee shall publish and readily make available and accessible on its website a Template for Co-location/Infrastructure Sharing Offer in a format acceptable to the Authority and file any agreement entered into within thirty (30) days of execution.

#### **5.6. Assignment and Use of Radio Frequency Resources**

- 5.6.1. The Authority is responsible for the administration of radio frequency resources in Zimbabwe.
- 5.6.2. When in need of radio frequency resources, the Licensee shall apply to the Authority for assignment of such resources. Unless otherwise authorised, the Licensee shall only use assigned radio frequency spectrum.
- 5.6.3. The radiocommunication systems deployed and operated by the Licensee shall operate in terms of technical, operating and regulatory conditions stipulated by the Authority.
- 5.6.4. The Authority may by Notice, require the Licensee to cease operating certain radiocommunication systems or stations. The Authority shall provide reasons for its action/decision in the said Notice.

#### **5.6.5. Requirements for Radiocommunication Installations**

- 5.6.5.1. Each radio communication systems/stations operated by the Licensee shall, at all times, comply with such technical, operational and regulatory conditions specified in either **Schedule "F"** of this licence or in the addendum containing the spectrum assignment.
- 5.6.5.2. All radiocommunication systems are subject to type-approved by the Authority. Radiocommunication systems/stations shall be designed, constructed, maintained and operated in such a way that its use shall not cause any harmful interference to any telecommunication service.
- 5.6.5.3. Only the Licensee or his appointed agents shall operate radiocommunication systems covered by this licence. The Licensee shall ensure that persons operating the radiocommunication systems observe conditions of this licence at all times.
- 5.6.5.4. The Licensee shall not change -
- a) The location of any radio communication installation for telecommunication services without the prior approval of the

Authority. The Authority shall consider and respond to request for such a change within seven (7) days.

#### **5.7. Assignment and Use of Numbering Resources**

- 5.7.1.1. The Authority is responsible for administration numbering resources in Zimbabwe.
- 5.7.1.2. When in need of numbering resources, the Licensee shall apply to the Authority for assignment of such resources. The Licensee shall only use assigned numbers and/or codes.
- 5.7.1.3. An assignment of numbering resources to a Licensee conveys an on-going right of use and a reasonable notice period shall be given when withdrawing or changing allocated numbers.
- 5.7.1.4. The Authority shall make all assignments of numbering resources under non-discriminatory terms and conditions.

#### **5.7.2. Calling Line Identity**

- 5.7.2.1. The Licensee shall always provide Calling Line Identity (CLI).
- 5.7.2.2. The Licensee shall co-operate with other public telecommunications Licensees to allow telephone numbers to be associated with an outgoing call to convey the calling line identity information.

#### **5.8. Interconnection**

- 5.8.1. The Licensee shall permit a requesting Licensee to interconnect its systems/platforms with his systems/platforms to enable the establishment and provision of licensed services by the said requesting Licensee.
- 5.8.2. The Licensee shall ensure that interconnection is done promptly, efficiently and at charges that are based on reasonable relevant tariffs incurred to fairly compensate the Licensee for those costs.
- 5.8.3. The Licensee shall provide facilities and services reasonably necessary for the prompt and efficient interconnection of the service and the network with the telecommunication networks or services of the other Licensees. Such facilities and services may include:
  - a) carriage services for codes, messages or signals across and between the interconnected networks;
  - b) those necessary to establish, operate and maintain points of interconnection between the Licensee's network and the networks of the other entities, including the provision of transmission capacity to connect between the Licensee's network and networks of the other entities;
  - c) billing information reasonably required to enable the other entities to bill their customers;

d) ancillary facilities and services required to support the above types of interconnection facilities and services.

5.8.4. The interconnection agreement shall include, without limitation, the following: -

- a) The method to be adopted to establish and maintain the interconnection.
- b) The connecting points of the network in which the connection is to be made.
- c) The necessary capacity to ensure reasonable quality of the signal taking into account the overall capacity of the interconnecting networks.
- d) The form in which signals must be transmitted and received at the terminal points of the network, including numbering arrangements and signalling methods.
- e) The way to ensure that any signal is received with a quality consistent with the recommendations of the International Telecommunication Union (ITU).
- f) The collection arrangements between the parties for signals transmitted to third parties by virtue of interconnection, within or outside Zimbabwe.
- g) The payment and payment methodology between the licensees.

5.8.5. The Licensee shall permit licensed operators in Zimbabwe to interconnect with his network pursuant to the terms and conditions agreed upon between the parties.

5.8.6. All interconnection or other agreements between the Licensee and any other person licensed or otherwise permitted to provide public or private telecommunications service in Zimbabwe shall be filed for approval with the Authority. The Licensee shall not give effect to any such agreement until it has been approved by the Authority. The Authority shall be deemed to have approved any such agreement thirty (30) days after it is filed unless it gives written notice of disapproval to the Licensee prior to the expiry of that thirty (30) day period.

The approved interconnection agreement remains valid until replaced by another approved agreement.

## **5.9. Licensed Services**

5.9.1. The licensee is authorised to provide fixed and mobile broadband services over a heterogeneous network whose constituent technologies are subject to approval by the Authority.

5.9.2. The licensee may also provide add-on products and services to the basic core functions provided such as USSD, SMS, Please Call Me Back, Voice Mail, Audiotex, Unified Messaging services, Video Conferencing and any other Value Added Services over its network to subscribers on a non-discriminatory basis.

5.9.3. The Licensee may provide both domestic and international communication services.

5.9.4. These Licensed Services shall be provided only by means of the Licensed Network.

5.9.5. The Licensee shall interconnect with other licensed telecommunication networks in accordance with the provisions of Clause 8.7.

#### **5.10. International Traffic**

5.10.1. The licensee shall comply with legal requirements on International Gateways.

5.10.2. The licensee shall comply with legal requirements on Regional and National Internet Exchange Point(s).

5.10.3. The Licensee shall comply with Telecommunications Traffic Monitoring System (TTMS) regulations or any other law providing for telecommunications traffic monitoring and other ancillary matters.

#### **5.11. Limitations**

5.11.1. This licence does not cover the provision of broadcasting services

5.11.2. This licence shall not be construed as granting an exclusive right to the Licensee to provide services covered under the licence.

5.11.3. This licence replaces any licence or any exemption from licensing, however described, which the Authority or its predecessors, may have granted to the Licensee for providing the service.

5.11.4. The grant of this licence does not authorise the Licensee to do anything that infringes on any right to provide telecommunication circuits or services, granted under any other licence issued by the Authority.

#### **5.12. Resale of Service**

5.12.1. The Licensee may enter into resale arrangements with agents, dealers and service providers. It shall be the duty of the Licensee to ensure that the rights and obligations in the contracts with such agents, dealers and service providers, do not affect the Licensee's ability to comply with the law and licence conditions.

#### **5.13. Agents, Dealers and Service Providers**

5.13.1. The Licensee shall be responsible for the commissions or omissions of its agents, dealers or service providers and more specifically:

- (a) The liability of the Licensee for any acts or omissions of any agent, dealer, contractor, or service provider, in relation to the exercise of the rights granted under this licence, shall be limited to acts or



omissions which constitute contraventions of the conditions of this licence.

- (b) The Licensee shall incorporate adequate provisions in its contracts with its agents, contractors and service providers, to ensure that the exercise of any of the rights granted in terms of this licence, are not in breach of any of the conditions of this licence;
- (c) Should an agent, dealer, contractor or service provider of the Licensee commit any act or omission in breach of any term or condition of this licence, the Licensee shall, upon becoming aware thereof, act as expeditiously as is reasonably possible, to remedy the breach and the Licensee shall be afforded reasonable time for such purpose;

5.13.2. The Authority shall, upon becoming aware of any breach of any condition of the licence, by agents, dealers, contractors or service providers of the Licensee, or any complaints lodged with the Authority in relation thereto, notify the Licensee in writing to correct such a breach.

5.13.3. Failure by the Authority to notify the Licensee of a contravention, shall not in any way negate or limit the power of the Authority in respect of such contravention under this licence or otherwise.

## **6. SERVICE STANDARDS**

### **6.1. CUSTOMER SERVICE**

#### **6.1.1. Customer Assistance**

6.1.1.1. The Licensee shall maintain adequate trained personnel to receive and respond promptly to complaints from customers. The Licensee shall take all commercially reasonable action to promptly remedy and avoid the recurrence of the cause of all customer complaints that relate to the quality, availability or delivery of its service. The Licensee shall also take all commercially reasonable actions necessary to guarantee that amounts owed to customers are paid in full, should this operating licence be revoked.

6.1.1.2. The Licensee shall establish efficient procedures that duly take account of the predominant local languages so that customers can receive assistance from its personnel during normal business hours. These procedures shall be included in the licensee's standard terms and conditions for the provision of telecommunication services.

6.1.1.3. These procedures shall include without limitation

- a) Procedures for dealing with customer complaints;
- b) Customers' right of appeal to the Authority;
- c) Any other information as maybe prescribed by legislation.



6.1.1.4. The Licensee shall install/implement an equipment identity register and establish a database of all its subscribers/customers which should contain the following details : -

- a) Subscriber name
- b) International Equipment Identity Number and type of handsets
- c) Residential / Business address
- d) National Identity Registration number, where applicable
- e) Serial Number of Handsets or SIM card number
- f) Subscriber number with which handset is associated

The equipment identity register and subscriber database shall be maintained in terms of the Subscriber Registration Regulations.

6.1.1.5. The Licensee shall cooperate with other operators and law enforcement agencies in the recovery and blocking of the use of stolen handsets on its network.

#### **6.1.2. Customer Contract**

6.1.2.1. The Licensee shall not intentionally interrupt the operations of the Licensed Systems/platforms or any part thereof, or the services provided to any Requesting Licensee, in the normal course of business. The Licensee shall not in the normal course of business suspend the provision of any type of connectivity without having first sought and obtained approval from the Authority in writing and subsequently providing reasonable advance notice to persons likely to be affected by such interruption or suspension.

6.1.2.2. In the event of an unintentional/unforeseen interruption of the Licensed systems or part thereof, which are significant in nature, the Licensee shall inform the public and notify the Authority in writing within twenty-four (24) hours outlining the cause of such interruption and the steps being taken to rectify such interruption.

6.1.2.3. The Licensee shall make the service available without discrimination to customers or to members of the public who wish to become customers. The service shall be provided to all customers on a non-discriminatory basis and on the same terms and conditions.

6.1.2.4. The relationship between the Licensee and the customers shall be governed by the terms of a customer contract that incorporates standard terms and conditions approved by the Authority.

6.1.2.5. Except where prior approval of the Authority is granted, the licensee shall only offer the Licensed Services through a customer contract.

### **6.1.3. Content of Customer Contracts**

6.1.3.1. Where applicable, the customer contract shall include, without limitation, provisions for:

- a) Security deposits;
- b) Confidentiality of customer information;
- c) Refunds or other rebates for service problems or over billing;
- d) Payment terms, including any applicable interest or administrative charges;
- e) Minimum contract period;
- f) Customer and licensee rights;
- g) The supply time for initial connection;
- h) Information on service quality levels offered; and
- i) Comprehensive outline of the complaints handling process.

6.1.3.2. The Licensee shall file with the Authority its draft Customer Contracts for approval. Where the Authority fails to respond in writing to a written request for the amendment of a customer contract within thirty (30) days, the amendment shall be deemed to have been approved. The approved Contract shall become the Licensee's Standard Customer Contract.

6.1.3.3. Standard customer contracts may be amended by the Licensee with the approval of the Authority. Where the Authority fails to respond in writing to a written request for the amendment of a customer contract within thirty (30) days, the amendment shall be deemed to have been approved.

6.1.3.4. A copy of the approved standard Customer Contract shall be provided to any interested party upon request.

6.1.3.5. After the effective date, the approved Customer Contract shall be provided to any new customer prior to commencement of service, to or receipt of any payment or deposit, from such customer.

### **6.1.4. Customer Privacy**

6.1.4.1. The Licensee shall use all reasonable endeavours to ensure that information obtained or received in the provision of the service by itself or its Agents, is kept confidential, i.e., not disclosed or made accessible to third parties or used otherwise than for the purposes or furtherance of the provision of the service, except for the purpose of credit rating.

6.1.4.2. The Licensee shall not disclose information relating to a customer except with the consent of the customer. The Authority, except for the prevention or detection of crime or the apprehension or prosecution of offenders, shall approve the format of consent.

6.1.4.3. The Licensee shall not monitor or disclose the contents of any communication conveyed over the Licensed Network except:

- a) where it may be necessary for the purposes of maintaining or repairing any part of the Licensed Network or monitoring the Licensee's quality of service; or
- b) where a request to do so has been made by a person authorised to make such a request by law.

## **6.2. Billing and Accounting**

### **6.2.1. Itemised Bills or Usage Record**

6.2.1.1. The Licensee shall provide, to each of its post-paid customers, except to the extent that a customer has agreed or requested otherwise, a basic level of itemised billing that indicates the date and time a service was consumed and volume and/or duration. The customer shall not be charged for the first three (3) printed pages and charges will be incurred for subsequent pages printed in terms of the prevailing tariff.

6.2.1.2. The Licensee shall ensure that each itemised bill shows a sufficient level of detail to allow verification and control of the charges incurred in using its telecommunications network.

6.2.1.3. In the case of pre-paid customers, a detailed account record shall be provided upon request, at no cost to the customer for the first three printed pages and subsequent pages will be charged at the prevailing tariff.

### **6.2.2. Non-payment of Bills**

6.2.2.1. Where a Licensee's customer has not paid the Licensee all or part of a bill for services provided, any measures taken by the Licensee shall:

- a) be proportionate and non-discriminatory;
- b) be in accordance with the Approved Customer Contract.
- c) give due warning in advance of any consequent service interruption or disconnection to the customer; and
- d) except in cases of fraud, persistent late payment or non-payment, ensure, as far as is technically possible, that any service interruption is confined to the service concerned.

6.2.2.2. The licensee shall publish the measures by:

- a) Placing a copy of such information in a publicly accessible part of every major office of the licensee in such manner and in such place that it is readily available for inspection free of charge by members of the public during normal business hours.
- b) Sending a copy of such information as physical or electronic format to any consumer who may request such a copy.

### **6.3. Services for Persons with Special Needs**

- 6.3.1. In the provision of Licensed Services, the Licensee shall give due regard to the requirements of people with Special Needs.

### **6.4. Additional Facilities**

- 6.4.1. The licensee shall, subject to technical feasibility and economic viability, make available to customers the facilities below:

- a) Calling-Line identification i.e. the calling party's number is presented to the called party prior to the call being established;
- b) Direct dialling-in (or facilities offering equivalent functionality) i.e. customers on a private branch exchange (PBX) or similar private system can be called directly from the public switched network, without the intervention of the PBX attendant; and
- c) Call forwarding i.e. incoming calls sent to another destination in the same or another location (e.g. on no reply or on busy).

### **6.5. Quality of Service Obligations**

- 6.5.1. The Licensee shall comply with legal requirements on Quality of Service standards stipulated in **Schedule "D"** as more fully prescribed in the Quality of Service Regulations as amended from time to time.
- 6.5.2. The Licensee shall provide an interface(s), as specified by the Authority, for the monitoring Quality of Service.

## **7. FEES**

### **7.1. Initial licence fees / licence renewal fees**

The fees payable by the Licensee to the Authority shall comprising two components that is:

- a) A non-refundable application fees payable at the prevailing official exchange rate applicable at the time of payment.
- b) Initial licence fees as the case might be payable to the Authority, or when so directed by the Authority, to Treasury, on or before issue of licence, or on such later date(s) agreed to by the Authority and stipulated in **Schedule "J"** to this licence.
- c) Spectrum access fees

### **7.2. Annual licence fees**

The fees payable by the Licensee to the Authority shall be as follows:

- a) Number usage fees

Where applicable, the Licensee shall pay an annual number usage fee, in advance, at the rate prescribed by the Authority from time to time, as appropriate.

b) Spectrum usage fees

Where applicable, the Licensee shall pay an annual frequency usage fee, in advance, at the rate prescribed by the Authority from time to time, as appropriate.

c) An annual licence fee of 2% (two percent) of the audited annual gross turnover payable monthly as prescribed.

d) A contribution of 1.5% (one and half a percent) of the audited annual gross turnover, as a direct contribution to the Universal Services Fund, payable monthly as prescribed.

e) VSAT terminal fees

Where applicable, the Licensee shall pay VSAT terminal fees, in advance, at the rate prescribed by the Authority from time to time.

## **8. PROVISION OF UNIVERSAL ACCESS AND SERVICE**

### **8.1. Universal Service Provision**

8.1.1. The Licensee shall endeavour to provide telecommunication services to the people of Zimbabwe as a universal service. Such services shall comprise voice, video, data and Internet.

### **8.2. Universal Service Obligations**

8.2.1. The Licensee shall provide over the Licensed Network the following Licensed Services on a non-discriminatory basis;

- a) Internet
- b) Voice telephony service,
- c) Video telephony services,
- d) Data communication services.
- e) Access to the public emergency call service and the directory information service, as prescribed by the Authority,
- f) The installation and connection to an item of terminal connection equipment or an item of customer premises equipment capable of making use of the basic telephone services, using fixed cellular technology.
- g) The maintenance or repair of that item of customer premises equipment supplied by the licensee.

#### **8.2.2. Rollout obligations**

a) The Licensee shall establish and maintain a network for nationwide service provision.



- b) The Licensee shall ensure that thirty percent (30%) of total network is deployed in rural areas.
- c) The Licensee shall meet the rollout targets as set in **Schedule “B”, “H” and “I”**.

The licensee shall comply with additional obligations associated with Spectrum Assignments.

### **8.3. Non-Discrimination**

- 8.3.1. The Licensee shall provide the Licensed Services on a non-discriminatory basis.

### **8.4. Emergency Call Services**

- 8.4.1. The Licensee shall provide a public emergency call service through which any member of the public may at any time, without incurring any charge, communicate in the event of an emergency, with the service provider in the area serviced by the Licensee.
- 8.4.2. The Licensee, in collaboration with other licensed operators, shall provide a uniform emergency call service for all areas where his network is present.
- 8.4.3. The Licensee shall ensure that emergency call services are routed to local response points and centres in all such areas.
- 8.4.4. In case of a major disaster such as earthquakes, floods and similar events or any other situation of emergency or a crisis of local, regional or national scope that require special attention, the Licensee shall provide the necessary connectivity to Government giving priority to the support activities required to overcome the emergency. For this purpose, the Licensee shall co-ordinate with and follow the instructions of the Authority.
- 8.4.5. In case the emergency or crisis is related to aspects of national security, the Licensee shall co-ordinate with the competent entity indicated by the Authority and provide the necessary connectivity in accordance with the instructions of the Authority or the competent entity indicated.

## **9. TARIFFS**

### **9.1. Tariff Regime**

- 9.1.1. The Licensee shall submit tariff proposals for approval by the Authority in accordance with **Schedule G** as read with Section 100 of the Act, or as maybe directed by the Authority in terms of Section 4(1)(i) of the Act.

### **9.2. Tariff Filing**

- 9.2.1. The Licensee shall file the rates, as well as the relevant terms and conditions with the Authority pursuant to which the Licensee proposes to offer Licensed Services that are subject to the tariff regime. Such tariffs shall be filed at least twenty-one (21) days before the proposed date on which

such tariffs are to become effective in a form specified by the Authority. The grounds on which the Authority may disapprove a proposed tariff may include the following:

- (a) Proposed terms and conditions violate applicable laws, including, without limitation, policy directions, regulations and the tariffs regime, in a material respect;
- (b) The calculations contain mathematical errors.

9.2.2. Disapproval of proposed tariffs by the Authority shall be in writing. If the Authority does not deliver to the Licensee a notice in writing of the proposed tariff disapproval within fourteen (14) days of the filing, the rates shall be deemed approved.

### **9.3. Publication of Tariffs**

9.3.1. The Licensee shall publish any new tariff rates at least seven (7) days before they come into force.

### **9.4. Display of Approved Tariffs**

- 9.4.1. The licensee shall clearly display its tariffs for its customers and the public to see at;
- (a) Business premises of Licensee
  - (b) Approved dealers/agents etc.
  - (c) Licensee's website, etc.

## **10. PROVISION OF INFORMATION**

### **10.1. Confidentiality**

10.1.1. The Authority shall hold all information furnished by the Licensee to the Authority and marked "confidential", or "in confidence". The Authority may release such information only to the extent it is required by law.

10.1.2. The Licensee shall hold all information furnished by the Authority marked "confidential", or "in confidence". The Licensee may not release such information or part thereof to any part except to the extent required by law.

10.1.3. This requirement of confidentiality shall continue after the termination or expiry of this licence or revocation of the licence.

### **10.2. Reporting**

10.2.1. The Licensee shall submit regular biannual Regulatory Reports on its service provision, in writing to the Authority and on any occasions as the Authority may require.

## **11. MONITORING AND INSPECTIONS**

### **11.1. General Inspections**

11.1.1. Monitoring and inspections shall be carried out in terms of the Act.

11.1.2. The Licensee shall establish and maintain information records with respect to its operations. The information is to be in a format prescribed by the Authority from time to time, for a minimum period of three (3) years from the date such records came into being, for purposes of availing such information on request by the Authority, any person authorised by the Authority or any law enforcement agency.

11.1.3. The Licensee shall, upon request, grant unlimited access to all its facilities, installation, office records, and any equipment associated with its network in Zimbabwe, to all authorised inspectors of the Authority during normal working hours or, following prior written notice, for access after working hours, for purposes of verifying the performance by the Licensee of its obligations under this licence.

11.1.4. The Licensee may provide a representative to be present at any such inspection, testing, reading or measurement.

The mere fact that the Licensee has not provided a representative as provided in Clause 11.1.4 above, shall not invalidate the findings of the Authority's inspectors.

### **11.2. Lawful Interception of Communication**

11.2.1. The Licensee shall comply with the requirements of the Interception of Communications Act.

### **11.3. Billing Monitoring**

11.3.1. The Licensee shall allow, on reasonable notice from the Authority, or qualified personnel appointed by the Authority, +during the Licensee's normal business hours, to inspect its billing processes, including carrying out tests and trial runs with respect to the operation of such billing processes. The Licensee shall allow such personnel access to such of its premises, plant or equipment, as may be reasonably required for the purposes of carrying out any such monitoring and inspections.

### **11.4. Billing Accuracy**

11.4.1. The Licensee shall take all reasonable steps to ensure that any billing equipment used in connection with the service is accurate and reliable.

- 11.4.2. The Authority shall, on reasonable notice to the licensee, conduct tests on billing equipment, to assess its accuracy, reliability and conformity with applicable technical standards, specified by the Authority.
- 11.4.3. The Licensee shall cooperate with the Authority in carrying out such tests and shall provide the required skilled personnel and any such assistance as may be required to carry out a successful test.
- 11.4.4. The Licensee shall keep such records of any billing, in such form as may be specified by the Authority and shall supply such records to the Authority on the written request of the Authority.
- 11.4.5. Any requested documents on billing, shall be submitted to the Authority within fourteen (14) days of request
- 11.4.6. The Authority may monitor, inspect and test the service or any equipment associated with the Licensee's network in Zimbabwe, without prior notice to the Licensee.

## **12. SECURITY CONDITIONS**

- 12.1. The Licensee shall be fully responsible for the security of their networks. The Licensee shall have organizational policy on security and security management of their networks including Network forensics, Network Hardening, Network penetration test, Risk assessment etc. Actions to fix problems and to prevent such problems from recurring should be part of the policy. The Licensee shall submit its policy document to Authority on request within a reasonable time from receipt of the request.
- 12.2. The Licensee shall maintain all commercial records / Call Detail Records (CDRs)/ Exchange Detail Records (EDRs)/ IP Detail Records (IPDRs) with regard to the communications exchanged on the network. Such records shall be archived for at least one year for scrutiny by the Authority for security reasons and may be destroyed thereafter unless directed otherwise by the Authority.

## **13. NOTIFICATION OF CHANGE OF SHAREHOLDING**

- 13.1. The Licensee shall notify the Authority of any changes greater than ten (10) per centum on the proportion of the shareholding structure in the Licensee.
- 13.2. The Licensee shall notify the Authority prior to any entity acquiring ownership or control of all or a majority of the stock of the Licensee such that the Licensee shall stand as a subsidiary in relation to that entity.

## **14. GENERAL CONDITIONS**

### **14.1. Change of Information**

- 14.1.1. Any changes in information submitted to the Authority by the Licensee at the time of application for this licence should be reported to the Authority with immediate effect.
- 14.1.2. Substantial changes, where a shareholder acquires or transfers more than ten (10) percent of the shareholding at any stage of the licence tenure, must be communicated to the Authority in writing before implementation.

### **14.2. Transfer of Licence**

- 14.2.1. The licence shall not be assigned or otherwise transferred or pledged.

### **14.3. Amendment**

- 14.3.1. The Authority may amend the licence conditions in accordance with the Act, as read with relevant Regulations.

### **14.4. Revocation / Suspension of the Licence**

- 14.4.1. The Authority may revoke or suspend this licence:
- (a) In terms of section 43 of the Act as read with applicable Regulations
  - (b) **On a material breach as specified in the Act or Clause 14.7.**
  - (c) On written notice to the Licensee,
    - (i) If the Licensee by act or omission, is in recurrent, persistent or material contravention of any of the terms or conditions of this licence; or
    - (ii) If the Licensee agrees in writing to such cancellation, or
    - (iii) If the Licensee is placed into liquidation, whether voluntarily or compulsorily or is placed under judicial management; or
    - (iv) If the Licensee takes steps to de-register its company or the company is de-registered;
    - (v) For reasons of breaching national security
  - (d) Notice of cancellation or suspension shall not be less than sixty (60) days.

### **14.5. Exercise of Powers**

- 14.5.1. In exercising any powers granted to the Authority in terms of the law, the Authority shall;
- (a) Act reasonably, having regard to all surrounding circumstances,



- (b) Prior to exercising any power, afford the Licensee every reasonable opportunity to make representations to the Authority in respect of all relevant issues,
- (c) Provide timely information at the request of the Licensee and furnish written reasons for any decisions made.

14.5.2. Within a period of ninety (90) days of the date of cancellation of this licence, the Authority may re-tender the licence.

#### **14.6. Force Majeure**

14.6.1. Any failure by the Licensee to comply with any obligation, terms or conditions of the licence, shall be excused to the extent that it is caused by an event which is beyond the control of the Licensee, including extreme weather conditions, fire, war or civil strife. The Licensee shall use reasonable endeavours to minimise the impact on its operations, of any event of this nature and to remedy, if possible, the failure, or make good the delay. The Licensee shall keep the Authority informed of any problems that may be encountered, their consequences on its operations and the steps it is taking to address the problems.

#### **14.7. Penalties**

14.7.1. The Licensee shall be required to pay penalties prescribed in the Regulations for any breaches of the law or provisions of this licence document.

#### **14.8. Indemnity**

14.8.1. The Licensee shall indemnify the Authority against any losses, claims, charges or expenses, actions, damages or demands, that may be made against the Authority by any third party, as a result of, or in relation to the activities of the Licensee, its service providers, servants, or agents, in connection with the provision of the service or the construction, operation, development, extension, or use of the telecommunication network.

#### **14.9. Fair Trading**

14.9.1. The Licensee shall not show undue preference to, or exercise undue discrimination against, particular persons or persons of any class or description in respect of:

- (a) the provision of any telecommunication services, (including, without limitation, maintenance services), in accordance with any obligations imposed by this licence,
- (b) The quality and terms of any interconnection services provided by the Licensee to a network operator under any agreement between them.

14.9.2. The Licensee may be deemed to have shown undue preference or undue discrimination as described in **Clause 14.9.1** if the Authority determines that the licensee unfairly favours to a material extent, any business owned by it, to place at a significant competitive disadvantage, persons lawfully competing with that business.

14.9.3. The Licensee shall not make it a condition of:

- (a) Providing any telecommunication service in Zimbabwe by means of the Licensed Network,
- (b) Supplying any telecommunication apparatus in Zimbabwe for connection to the Licensed Network, or
- (c) Connecting any telecommunication apparatus or system in Zimbabwe to the Licensed Network;

that any person requesting the telecommunication service, apparatus or connection concerned, should acquire from the Licensee, or any other person specified by it, any telecommunication service, other than the particular telecommunication service requested, except where the telecommunication service requested cannot otherwise be provided, or the telecommunication apparatus requested cannot otherwise reasonably be used, without the other telecommunication service.

14.9.4. **Clause 14.9.3** shall not prevent the Licensee from imposing any terms and conditions as are permitted under **Clause 8.1** and the guidelines contemplated there under;

14.9.5. The Licensee shall not alone or together with others, engage in or continue or knowingly acquiesce in any anti-competitive practices and, in particular, the Licensee shall:

- (a) not engage in any cross-subsidization;
- (b) not engage in the abuse of its dominant position, if any;
- (c) not enter into any exclusive arrangements with third parties for the location of its facilities that are acquired to provide the service;
- (d) not enter into any agreements or undertakings with any person, including any supplier of services, that compete with the service, which have as their objective or effect, the fixing of prices or any other restraint on competition;
- (e) not engage in any anti-competitive tied or linked sale practices, provided that, the Licensee may bundle services, as long as the bundled services are also available separately; and
- (f) not use information obtained from competitors, if the object or effect of such use is anti-competitive.

14.9.6.If the Licensee is aggrieved by the decision of the Authority, he may appeal to the Minister in terms of **Section 96 of the Act**.



## 15. ISSUE OF LICENCE

This Unified Telecommunications Services Licence is issued to **TelOne (Private) Limited**, by the Postal and Telecommunications Regulatory Authority of Zimbabwe, in terms of the Postal and Telecommunications Act [Chapter 12:05].

Thus signed at **Harare** on this ..... day of ..... 2021.

**For and on behalf of the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ):**

.....  
**POTRAZ Director General**

.....  
**POTRAZ Board Member**

## Acknowledgement

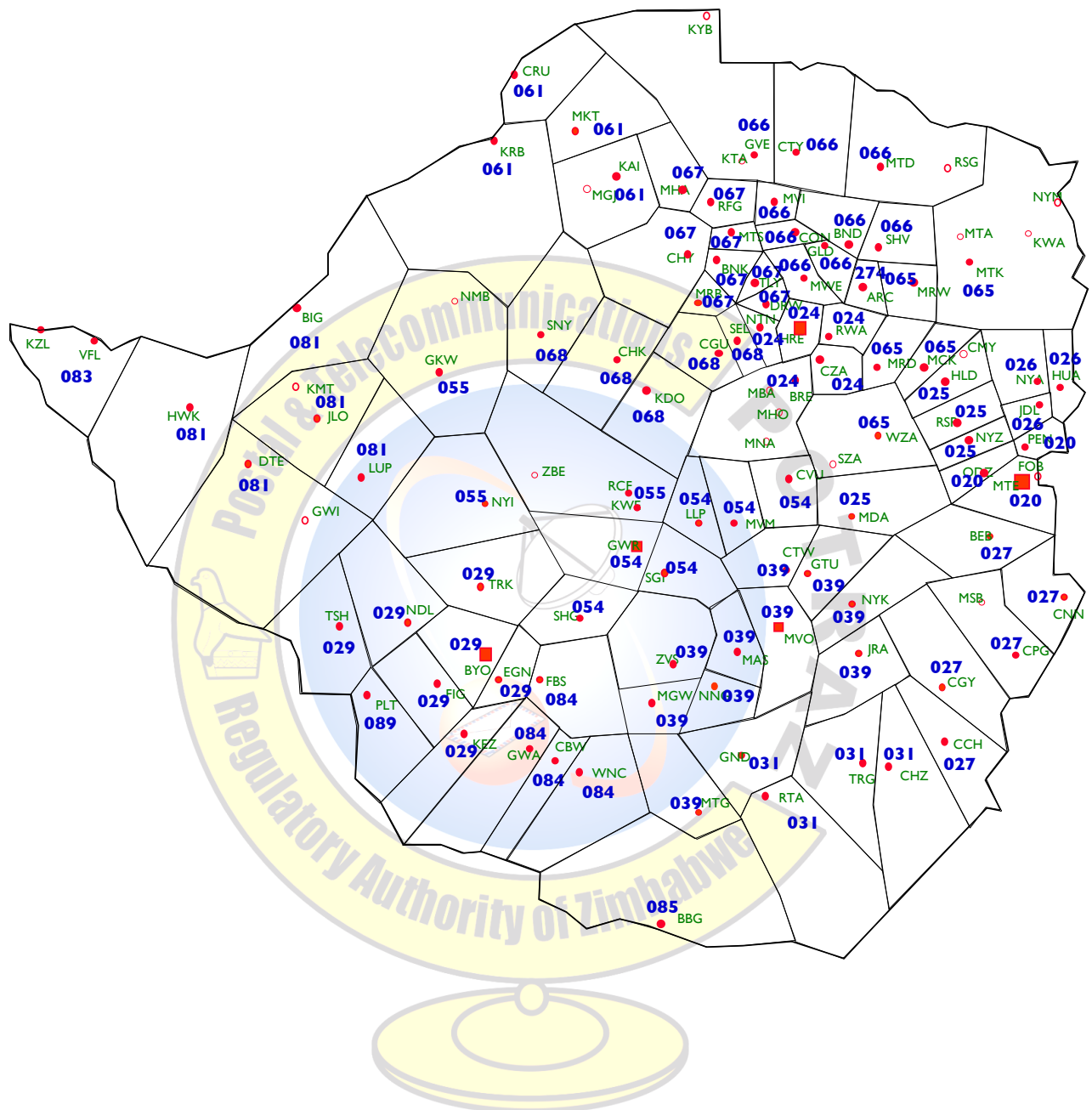
The Licensee acknowledges having read and understood the terms and conditions of the licence on this ----- day of ----- 2021.

**Signed:** \_\_\_\_\_  
For and on behalf of **TelOne (Private) Limited**

**Designation:** \_\_\_\_\_

**As Witnesses: 1:**-----

**2:**-----





## 17. SCHEDULE B: ROLLOUT TARGETS – FIGURES

Detailed rollout plan for the next five (5) years to achieve network coverage of 100%.

Technology distribution	Current	2021	2022	2023	2024	2025	Total	%age coverage
<b>Fibre access (homes passed)</b>	40,000	30,000	30,000	15,000	15,000	10,000	100,000	
Homes passed (Urban)	40,000	29,500	28,000	13,500	12,000	7,500	90,500	91%
Homes passed (Rural)		500	2,000	1,500	3,000	2,500	9,500	10%
<b>Wireless access (connectable users)</b>	5,000	35,000	35,000	32,000	32,000	32,000	166,000	
Connectable users (Urban)	5,000	27,500	25,000	20,250	26,000	18,450	117,200	71%
Connectable users (Rural)		7,500	10,000	11,750	6,000	13,550	48,800	29%
<b>Total Access lines brought into service</b>	<b>45000</b>	<b>65,000</b>	<b>65,000</b>	<b>47,000</b>	<b>47,000</b>	<b>42,000</b>	<b>266,000</b>	

## 18. SCHEDULE C: ROLLOUT TARGETS – SERVICE AREAS

With the exception of the areas under the municipalities in table 1 below, all other areas are classified as rural areas.

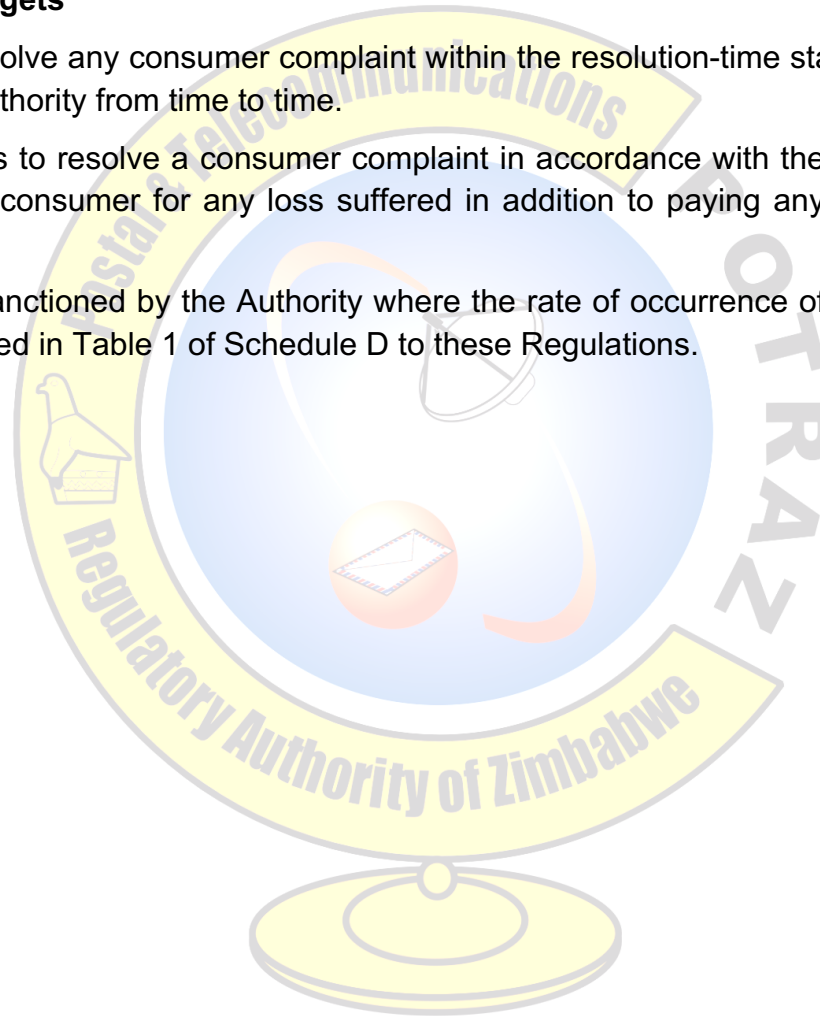
**Table 1: Urban centres**

#	City/Town	#	City/Town
1	Harare	16	Gwanda
2	Bulawayo	17	Zvishavane
3	Chitungwiza	18	Beitbridge
4	Gweru	19	Hwange
5	Mutare	20	Plumtree
6	Masvingo	21	Karoi
7	Kwekwe	22	Mhangura
8	Redcliff	23	Norton
9	Chinhoyi	24	Ruwa
10	Kariba	25	Chiredzi
11	Victoria Falls	26	Shurugwi
12	Kadoma	27	Nyanga
13	Chegutu	28	Rusape
14	Bindura	29	Chipinge
15	Marondera		

## **19. SCHEDULE D: QUALITY OF SERVICE**

### **19.1. Quality of Service Targets**

- 19.1.1.** The Licensee shall resolve any consumer complaint within the resolution-time stated in these Regulations or as may be approved by the Authority from time to time.
- 19.1.2.** Where a Licensee fails to resolve a consumer complaint in accordance with the terms of this licence, the Licensee shall compensate the consumer for any loss suffered in addition to paying any fines that may be imposed by the Authority.
- 19.1.3.** A Licensee shall be sanctioned by the Authority where the rate of occurrence of a particular complaint exceeds the maximum number stated in Table 1 of Schedule D to these Regulations.



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Parameter	QoS Standard	2021	2022	2023	2024	2025
Network availability	Over 99%	Over 99%	Over 99%	Over 99%	Over 99%	Over 99%
Service Provisioning/ Activation Time	7 Days from date of Application	7 Days	7 Days	7 Days	7 Days	7 Days
Response time in case of Major Faults	2 hours or lower	≤ 2 hours	≤ 2 hours	≤ 2 hours	≤ 2 hours	≤ 2 hours
Fault incidences per 100 subs/month	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5
Percentage of Faults cleared within 1 day	≥ 50%	≥ 50%	≥ 50%	≥ 50%	≥ 50%	≥ 50%
Percentage of Faults cleared in within 3	≥ 90%	≥ 90%	≥ 90%	≥ 90%	≥ 90%	≥ 90%
Percentage of Fault cleared within 7	100%	100%	100%	100%	100%	100%
Mean Time to Restore Service (MTTR)	≤24Hrs	≤24Hrs	≤24Hrs	≤24Hrs	≤24Hrs	≤24Hrs
Percentage of billing complains	<2%	<2%	<2%	<2%	<2%	<2%
Resolution of billing/charging/Credit & validity complaints	100% within 4 weeks	100% within 4 weeks	100% within 4 weeks	100% within 4 weeks	100% within 4 weeks	100% within 4 weeks
Waiting time to be physically attended to Customer	< 30 minutes.	< 30 minutes.	< 30 minutes.	< 30 minutes.	< 30 minutes.	< 30 minutes.
Uplink or Downlink	Uplink Speed > 95% of the data rate agreed with consumer as per Service Level Agreement (SLA)  Downstream data rate > 95% of the data rate agreed with consumer as per Service Level Agreement (SLA)	Uplink Speed > 95% of the data rate  Downstream data rate > 95% of the data rate	Uplink Speed > 95% of the data rate  Downstream data rate > 95% of the data rate	Uplink Speed > 95% of the data rate  Downstream data rate > 95% of the data rate	Uplink Speed > 95% of the data rate  Downstream data rate > 95% of the data rate	Uplink Speed > 95% of the data rate  Downstream data rate > 95% of the data rate
Contention Ratio (Committed Rate and Maximum Data)	Must be clearly specified in Service Level Agreement (SLA)	Specified in (SLA)	Specified in (SLA)	Specified in (SLA)	Specified in (SLA)	Specified in (SLA)
Accessibility of call centre/ customer care	≥ 95%	≥ 95%	≥ 95%	≥ 95%	≥ 95%	≥ 95%
Percentage of calls answered by the operators (voice to voice) within 60 seconds	≥ 90%	≥ 90%	≥ 90%	≥ 90%	≥ 90%	≥ 90%

**20. SCHEDULE F: DEFINITIONS OF TOWN NAMES**

1	ARC	Arcturus	24	CZA	Chitungwiza	48	KEZ	Kezi	71	MSB	Middle Sabi	94	RCF	Red Cliff
2	BBG	Beit Bridge	25	DRW	Darwendale	49	KMT	Kamativi	72	MTA	Mutawatawa	95	RFG	Raffingora
3	BEB	Birchenough Bridge	26	DTE	Dete	50	KRB	Kariba	73	MTD	Mount Darwin	96	RSG	Rushinga
4	BIG	Binga	27	EGN	Esigodini	51	KTA	Kachuta	74	MTE	Mutare	97	RSP	Rusape
5	BND	Bindura	28	FBS	Filabusi	52	KWA	Kotwa	75	MTG	Mataga	98	RTA	Rutenga
6	BNK	Banket	29	FIG	Figtree	53	KWE	Kwekwe	76	MTK	Mutoko	99	RWA	Ruwa
7	BRE	Beatrice	30	FOB	Forbes	54	KYB	Kanyemba	77	MTS	Mutorashanga	100	SEL	Selous
8	BYO	Bulawayo	31	GKW	Gokwe	55	KZL	Kazungula	78	MVI	Mvurwi	101	SGI	Shurugwi
9	CBW	Collin-Bawn	32	GLD	Glendale	56	LLP	Lalapanzi	79	MVM	Mvuma	102	SHG	Shangani
10	CCH	Checheche	33	GND	Ngundu	57	LUP	Lupane	80	MVO	Masvingo	103	SHV	Shamva
11	CGU	Chegutu	34	GTU	Gutu	58	MAS	Mashava	81	MWE	Mazowe	104	SNY	Sanyati
12	CGY	Chipangayi	35	GVE	Guruve	59	MBA	Mubaira	82	NDL	Nyamandlovhu	105	SZA	Sadza
13	CHK	Chakari	36	GWA	Gwanda	60	MCK	Macheke	83	NMB	Nembudziya	106	TLY	Trelawney
14	CHY	Chinhoyi	37	GWI	Gwai	61	MDA	Murambinda	84	NNG	Nyaningwe	107	TRG	Triangle
15	CHZ	Chiredzi	38	GWR	Gweru	62	MGJ	Magunje	85	NTN	Norton	108	TRK	Turk Mine
16	CMY	Chendambuya	39	HLD	Headlands	63	MGW	Mberengwa	86	NYA	Nyanga	109	TSH	Tsholotsho
17	CNN	Chimanimani	40	HRE	Harare	64	MHA	Mhangura	87	NYI	Nkayi	110	VFL	Victoria Falls
18	CON	Concession	41	HUA	Hauna	65	MHO	Mhondoro	88	NYK	Nyika	111	WNC	West Nicholson
19	CPG	Chipinge	42	HWK	Hwange	66	MKT	Makuti	89	NYM	Nyamapanda	112	WZA	Wedza
20	CRU	Chirundu	43	JDL	Juliasdale	67	MNA	Mamina	90	NYZ	Nyazura	113	ZBE	Zhombe
21	CTW	Chatsworth	44	JLO	Jotsholo	68	MRB	Murombedzi	91	ODZ	Odzi	114	ZVI	Zvishavane
22	CTY	Centenary	45	JRA	Jerera	69	MRD	Marondera	92	PEN	Penhalonga			
23	CVU	Chivhu	46	KAI	Karoi	70	MRW	Murewa	93	PLT	Plumtree			
			47	KDO	Kadoma									



## 21. SCHEDULE F: RADIO INSTALLATIONS AND EQUIPMENT

Name	Site A	Radio A	Site B	Radio B	Frequency Go	Frequency Return	Capacity (Mbps)
Chipangayi-Chibuwe	Chipangayi	DXR	Chibuwe	DXR	1430.5	1495.5	2
C/Beacon-L/Rock	Castle Beacon	DXR	L/Rock	DXR	1428.5	1493.5	2
Wedza-Mt St Marys	Wedza	IRT2000 MARS	Mt St Marys	DXR	1432.5	1497.5	2
Juliasdale-Kwaranguza	Juliasdale	DXR	Kwaranguza	DXR	1517.5	1452.5	2
Nusa - Mutasa	Nusa	DXR	Mutasa	DXR	1460.5	1525.5	2
Nusa - Eastern Highlands	Nusa	DXR	Eastern Highlands	DXR	1460.5	1525.5	2
Murambinda-Bedza	Murambinda	DXR	Bedza	DXR	1460.5	1525.5	2
Bedza-Buhera	Bedza	DXR	Buhera	DXR	1499.5	1435.5	2
Mbembesi-Isabella	Mbembesi	AWA	Isabella	AWA	1493.5	1428.5	2
Zvishavane Peak-Buchwa	Zvishavane Peak	Pasolink Neo	Buchwa	Pasolink Neo	7442	7596	100
Buchwa - Mbuya Nehanda	Buchwa	Pasolink Neo	Mbuyanehandu	Pasolink Neo	7442	7596	100
Masvingo-Glenlivet	Masvingo Exchange	Pasolink Neo	Glenlivet	Pasolink Neo	7358	7519	100
Glenlivet - Masaka	Glenlivet	Pasolink Neo	Masaka	Pasolink Neo	7442	7596	8
Masaka - Renco	Masaka	Pasolink Neo	Renco	Pasolink Neo	7442	7596	8
Rutenga-Mwenezani Est	Rutenga	DXR	Mwenezani Est	DXR	726.75	796.75	2
Rutenga - Mwenezi	Rutenga	DXR	Mwenezi	DXR	726.75	796.75	2
Zvishavane Peak-Mimosa	Zvishavane Peak	Pasolink Neo	Mimosa	Pasolink Neo	7442	7596	100
Chenoia-Zvishavane Peak	Chenoia	Pasolink Neo	Zvishavane Peak	Pasolink Neo	7442	7596	100
Sebanga- Chinoia	Sebanga	SRT1c	Chinoia	SRT1c	7709	7541	155
Gweru-Sebanga	Gweru	SRT1c	Sebanga	SRT1c	7569	7737	155
Wedza-Sadza	Wedza	NEC	Sadza	NEC	13059	12793	2
Beatrice-Mubayera	Beatrice	DXR	Mubayera	DXR	1490.5	1428.5	2
Susamoya - Kotwa	Susamoya	Pasolink Neo 7-8G	Kotwa	Pasolink Neo 7-8G	7596	7442	100
Susamoya - Nyamapanda	Susamoya	Pasolink Neo 7-8G	Nyamapanda	Pasolink Neo 7-8G	7596	7442	100
Gweru-Lower Gweru	Gweru	NEC	Lower Gweru	NEC Pasolink	7596	7442	100
Gweru-Nhala	Gweru	NEC Pasolink	Nhala	NEC Pasolink	7483	7637	100
Nhala-Sino-Zim	Nhala	Pasolink Neo	Sino-Zim	Pasolink Neo	7442	7596	100
Kwekwe-kaguvi	Kwekwe	DXR	Kaguvi	DXR	1436.5	1501.5	2

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Name	Site A	Radio A	Site B	Radio B	Frequency Go	Frequency Return	Capacity (Mbps)
Gwengula - Jena Mines	Gwengula	NEC Pasolink	Great Zimbabwe	NEC Pasolink	7442	7596	100
Gwengula-Loreto	Gwengula	NEC	Loreto	NEC	7498	7652	34
Gwanda ZBC-Gwanda Exch	Gwanda ZBC	Pasolink Neo 7-8G	Gwanda Exch	Pasolink Neo 7-8G	7498	7652	100
Gwanda ZBC - Collenbawn	Gwanda ZBC	Pasolink Neo 7-8G	Collenbawn	Pasolink Neo 7-8G	7624	7470	100
Whites Run-Mbalabala	Whites Run	Pasolink Neo 7-8G	Mbalabala	NL111/175	7386	7547	34
Mbalabala-Gwanda ZBC	Mbalabala	Pasolink Neo 7-8G	Gwanda ZBC	NL111/175	7547	7386	34
Gwanda ZBC-Gwanda Exch	Gwanda ZBC	Pasolink Neo 7-8G	Gwanda Exch	NEC	7463	7624	100
Bulawayo- Nyamandlovu	Bulawayo	RTN 980	Nyamandlovu	RTN 980	5969.675, 6028.975	6221.715, 6281.015	1292
Nyamandlovu-Mbembesi	Nyamandlovu	RTN 980	Mbembesi	RTN 980	5969.675, 6028.975	6221.715, 6281.015	1292
Mbembesi-Kenmaur	Mbembesi	RTN 980	Kenmaur	RTN 980	5969.675, 6028.975	6221.715, 6281.015	1292
Kenmaur-Mabikwa	Kenmaur	RTN 980	Mabikwa	RTN 980	5969.675, 6028.975	6221.715, 6281.015	1292
Mabikwa-Gwaai	Mabikwa	RTN 980	Gwaai	RTN 980	5969.675, 6028.975	6221.715, 6281.015	1292
Gwaai-Crossroads	Gwaai	RTN 980	Crossroads	RTN 980	5969.675, 6028.975	6221.715, 6281.015	1292
Crossroads-Sikabala	Crossroads	RTN 980	Sikabala	RTN 980	5969.675, 6028.975	6221.715, 6281.015	1292
Sikabala-Chisuma	Sikabala	RTN 980	Chisuma	RTN 980	5969.675, 6028.975	6221.715, 6281.015	1292
Chisuma-Vic Falls	Chisuma	RTN 980	Victoria Falls	RTN 980	5969.675, 6028.975	6221.715, 6281.015	1292
Nyamandlovu-Godzo	Nyamandlovu	RTN 950	Godzo	RTN 950	7442	7596	161
Godzo - Tsholotsho	Godzo	RTN 950	Tsholotsho	RTN 950	7442	7596	161
Kenmaur-Lupane	Kenmaur	RTN 950	Lupane	RTN 950	7442	7596	161
Gwaai-Dete	Gwaai	RTN 950	Dete	RTN 950	7442	7596	161
Sikabala-Hwange	Sikabala	RTN 950	Hwange	RTN 950	5945.2	6197.24	161
Crossroads-Kamativi	Crossroads	RTN 950	Kamativi	RTN 950	7442	7596	161

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Name	Site A	Radio A	Site B	Radio B	Frequency Go	Frequency Return	Capacity (Mbps)
Kamativi-Binga	Kamativi	RTN 950	Binga	RTN 950	7680	7526	161
Chisuma RPT-Vic Falls Airport	Chisuna	RTN 980	Vic Falls Airport	RTN 980	7526	7680	161
Cecil Kopje-Nusa	Cecil Kopje	RTN950	Nusa	RTN950	5960.025H	6212.065H	323
Nusa-Juliasdale	Nusa	RTN950	Juliasdale	RTN950	6212.065V	5960.025V	323
Nusa-Hauna	Nusa	RTN950	HAUNA	RTN950	6256.54V	6004.5V	161
Juliasdale-Troutback	Juliasdale	RTN950	Troutback	RTN950	6137.925V	6389.965V	323
Troutback-Nyanga	Troutback	RTN950	Nyanga	RTN950	6212.065H	5960.025H	323
Kwekwe-Gwengula	Kwekwe	RTN980	Gwengula	RTN980	6389.965, 6389.965	6137.925, 6137.925	646
Gwengula-Zhombe	Gwengula	RTN950	Zhombe	RTN950	5960.025H	6212.065H	323
Zhombe-Ngondoma	Zhombe	RTN950	Ngondoma	RTN950	6212.065V	5960.025V	323
Ngondoma-Gokwe ZBC	Ngondoma	RTN950	Gokwe ZBC	RTN950	5960.025H	6212.065H	323
Gokwe ZBC-Gokwe	Gokwe ZBC	RTN950	Gokwe	RTN950	6389.965H	6137.925H	323
Gokwe-Chibururu	Gokwe	RTN950	Chibururu	RTN950	6212.065V	5960.025V	323
Chibururu-Nembudziya	Chibururu	RTN950	Nembudziya	RTN950	6137.925	6137.925	646
Gwengula-Malisa	Gwengula	RTN950	Malisa	RTN950	5960.025V	6212.065V	323
Malisa-Nkayi	Malisa	RTN950	Nkayi	RTN950	6212.065V	5960.025V	323
Sayanyama-Mutoko	Sayanyama	RTN950	Mutoko	RTN950	6389.965H	6137.925H	323
Mutoko - Susamoya	Mutoko	RTN950	Susamoya	RTN950	5960.025V	6212.065V	323
Susamoya - Mtawatawa	Susamoya	RTN950	Mutawatawa	RTN950	6137.925	6389.965	323
Mtawatawa - Madziwa	Mtawatawa	RTN950	Madziwa	RTN950	6212.065	5960.025	323
Marondera-Wedza	Marondera	RTN950	Wedza	RTN950	6212.065V	5960.025V	323
Mt Darwin(Exch)-Mt Darwin(Tsekari)	Mt Darwin(Exch)	RTN950	Mt Darwin(Tsekari)	RTN950	5960.025H	6212.065H	323
Mt Darwin-Rushinga	Mt Darwin(Tsekari)	RTN950	Rushinga	RTN950	6389.965V	6137.925V	323
Mimosa-Mberengwa Peak	Mimosa	RTN980	Mberengwa Peak	RTN950	5960.025, 5960.025	6212.065, 6212.065	646
Mberengwa Peak-Mataga	Mberengwa Peak	RTN950	Mataga	RTN950	6212.065V	5960.025V	323
Kariba - Padenga UCF	Kariba	RTN950	Padenga	RTN950	6137.925V	6389.965V	323
Chemakunguwo-Chirundu Rise	Chemakunguwo	NEC Pasolink	Makuti	NEC Pasolink	7624	7470	100

**Unified Telecommunication Service Licence**  
**TelOne (Pvt) Ltd**

Name	Site A	Radio A	Site B	Radio B	Frequency Go	Frequency Return	Capacity (Mbps)
Mhangura - Nangadza	Mhangura	NEC Pasolink	Nangadza	NEC Pasolink	7442	7596	100
Chibururu-Sanyati	Chibururu	RTN950	Sanyati	RTN950	6212.065V	5960.025V	323
Chibururu - Defe	Chibururu	NEC Pasolink	Defe	NEC Pasolink	7442	7596	100
Mutare-Cloudlands	Mutare	RTN950	Cloudlands	RTN980	6212.065, 6271.365	5960.025, 6019.325	323
Cloudlands-Rimiti	Cloudlands	RTN980	Rimiti	RTN980	6212.065, 6271.365	5960.025, 6019.325	323
Rimiti-Fairview	Rimiti	RTN980	Fairview	RTN980	6212.065, 6266.5	5960.025, 6014.46	323
Fairview-Meadows	Fairview	RTN980	Meadows	RTN980	6212.065, 6271.365	5960.025, 6019.325	323
Meadows-Chipangayi	Meadows	RTN980	Chipangayi	RTN980	6137.925, 6074.0	6326.04, 6389.965	323
Chipangayi-Checheche	Chipangayi	RTN980	Checheche	RTN980	6212.065, 6271.365	5960.025, 6019.325	323
Checheche-Fair Range	Checheche	RTN980	Fairrange	RTN980	5960.025, 6019.325	6212.065, 6271.365	323
Fair Range-Chiredzi	Fairrange	RTN980	Chiredzi	RTN950	6475.0, 6535.0	6815.0, 6875.0	323
Fairview-Chimanimani	Fairview	RTN980	Chimanimani	RTN950	6373.0	6120.96	161
Meadows-Chipinga	Meadows	RTN980	Chipinga	RTN950	6389.965	6137.925	323
Chipangayi-Birchenough Bridge	Chipangayi	RTN980	Birchenough	RTN950	6217.04	5965.0	161

## 22. SCHEDULE G: TARIFF PLAN

### TelOne Five Year Tariff Plan

- All TelOne tariffs for Voice and Broadband service are approved by the regulator using the TPI and LRIC Pricing models. We project this to continue in the next 5 years
- Foreign Services being offered by TelOne will carry the ZWL Pricing based on the Foreign Exchange Auction System as and when changes occur.

This submission on the TelOne Five Year Tariff Plan is based on internal generated assumptions based on the national economic documents available at our disposal.

### Assumptions

	2020	2021	2022	2023	2024	2025
Exchange Rates	81.79	110	135	149.5	160.72	170.04
Anticipated growth in operating costs		150%	25%	10%	10%	5%
Anticipated increase in tariffs		50%	25%	10%	10%	5%
<b>Tariff Growth Factor</b>		<b>1.5</b>	<b>1.25</b>	<b>1.1</b>	<b>1.1</b>	<b>1.05</b>

- Exchanges Rates are based on forecasts extracted from the National Strategic Document
- Operating costs are largely driven by exchange rates and inflation. Anticipated growth in operating costs is therefore derived from exchange rate movements.
- Anticipated increase in tariffs shall be based on the growth in operating costs.

These assumptions have been implemented on existing product lines and will now read as depicted in Appendix 1 below:-



## APPENDIX 1: TELONE FIVE YEAR TARIFF PLAN

**Table1: Voice Tariffs**

	Current (ZWL)	2021	2022	2023	2024	2025	Current (ZWL)	2021	2022	2023	2024	2025
<b>Voice Calls</b>	<b>Peak</b>						<b>Off Peak</b>					
Local calls - per minute	4.02	6.03	7.54	8.29	9.12	9.58	3.88	5.82	7.28	8.00	8.80	9.24
Internet calls per minute (Dial up)	4.02	6.03	7.54	8.29	9.12	9.58	3.88	5.82	7.28	8.00	8.80	9.24
TelOne VoIP to Landline	2.41	3.62	4.52	4.97	5.47	5.74	2.31	3.47	4.33	4.76	5.24	5.50
Landline to TelOne VoIP	3.21	4.82	6.02	6.62	7.28	7.65	3.08	4.62	5.78	6.35	6.99	7.34
Landline to Mobile calls per minute	4.67	7.01	8.76	9.63	10.60	11.12	3.94	5.91	7.39	8.13	8.94	9.39
Landline to VoIP calls per minute	4.67	7.01	8.76	9.63	10.60	11.12	3.94	5.91	7.39	8.13	8.94	9.39
VoIP to Mobile calls per minute	2.80	4.20	5.25	5.78	6.35	6.67	2.36	3.54	4.43	4.87	5.35	5.62
<b>Sub regional Outgoing Group 1</b>												
Fixed	14.68	22.02	27.53	30.28	33.31	34.97	8.63	12.95	16.18	17.80	19.58	20.56
Mobile	29.54	44.31	55.39	60.93	67.02	70.37	22.61	33.92	42.39	46.63	51.30	53.86
<b>Sub regional Outgoing Group 2</b>												
Fixed	32.72	49.08	61.35	67.49	74.23	77.95	25.83	38.75	48.43	53.27	58.60	61.53
Mobile	42.28	63.42	79.28	87.20	95.92	100.72	32.31	48.47	60.58	66.64	73.30	76.97
<b>International Outgoing</b>												
<b>Group 1 Fixed</b>	14.68	22.02	27.53	30.28	33.31	34.97	8.63	12.95	16.18	17.80	19.58	20.56
Mobile	29.54	44.31	55.39	60.93	67.02	70.37	22.61	33.92	42.39	46.63	51.30	53.86
<b>Group 2 Fixed</b>	32.72	49.08	61.35	67.49	74.23	77.95	25.83	38.75	48.43	53.27	58.60	61.53
Mobile	42.28	63.42	79.28	87.20	95.92	100.72	32.31	48.47	60.58	66.64	73.30	76.97
<b>Group 3 Fixed</b>	58.20	87.30	109.13	120.04	132.04	138.64	49.49	74.24	92.79	102.07	112.28	117.89
Mobile	64.57	96.86	121.07	133.18	146.49	153.82	50.63	75.95	94.93	104.42	114.87	120.61
<b>Group 4 Fixed</b>	90.04	135.06	168.83	185.71	204.28	214.49	78.53	117.80	147.24	161.97	178.16	187.07
Mobile	95.35	143.03	178.78	196.66	216.33	227.14	84.96	127.44	159.30	175.23	192.75	202.39
<b>Group 5</b>	821.74	1,232.61	1,540.76	1,694.84	1,864.32	1,957.54	815.01	1,222.52	1,528.14	1,680.96	1,849.05	1,941.51
<b>Voice On-net Bundle Charge</b>	167	250	313	344	378	397						

**Table 2: Residential Broadband Tariffs**

Package Name	Download Speed	Download Cap	Current (ZWL)	2021	2022	2023	2024	2025
Home Basic	2Mbps	10GB	1,082	1,623	2,029	2,232	2,455	2,578
Home Basic Night	2Mbps	20GB	1,407	2,110	2,638	2,902	3,192	3,352
Home Extra	2Mbps	15GB	1,190	1,786	2,232	2,455	2,701	2,836
Home Plus	3Mbps	30GB	1,840	2,760	3,450	3,795	4,174	4,383
Home Plus Night	3Mbps	60GB	2,381	3,571	4,464	4,911	5,402	5,672
Home Premier	4Mbps	60GB	3,139	4,708	5,885	6,473	7,121	7,477
Home Premier Night	4Mbps	120GB	4,004	6,006	7,508	8,259	9,085	9,539
Home Boost	8Mbps	200GB	4,545	6,818	8,523	9,375	10,312	10,828
Infinity Pro	8Mbps	500GB	6,602	9,903	12,378	13,616	14,978	15,727
Intense	20Mbps	Uncapped*(FUP)	8,983	13,474	16,843	18,527	20,379	21,398

All uncapped residential packages are subject to Fair Use Policy (FUP) as stipulated in our terms and conditions on our website

**Table 3: SME Broadband Packages**

Package Name	Download Speed	Download Cap	Current (ZWL)	2021	2022	2023	2024	2025
Infinity Supreme	20Mbps	Uncapped	11,255	16,883	21,104	23,214	25,536	26,812
Intense Extra	50Mbps	Uncapped	15,043	22,565	28,206	31,027	34,129	35,836

**Table 4: Blaze LTE Packages**

Package Name	Download Speed	Download Cap	Current (ZWL)	2021	2022	2023	2024	2025
Blaze Lite	15Mbps	8GB	974	1,461	1,826	2,009	2,210	2,320
Blaze Xtra	15Mbps	15GB	1,515	2,273	2,841	3,125	3,437	3,609
Blaze Boost	15Mbps	20GB	1,948	2,922	3,653	4,018	4,420	4,641
Blaze Ultra	15Mbps	40GB	3,139	4,708	5,885	6,473	7,121	7,477
Blaze Trailblazer	15Mbps	100GB	4,762	7,143	8,929	9,821	10,804	11,344
Blaze Supernova	20Mbps	Unlimited	9,416	14,123	17,654	19,420	21,362	22,430

**Table 5: Enterprise Broadband**

Package Name	Current (ZWL)	2021	2022	2023	2024	2025
1MB	62,771	94,157	117,696	129,465	142,412	149,532

**Table 6: Public WiFi**

WIFI	Current (ZWL)	2021	2022	2023	2024	2025
1GB	108	162	203	223	246	258
2.5GB	216	325	406	446	491	516
6GB	325	487	609	670	737	773
Internet Café	108	162	203	223	246	258

## 23. SCHEDULE H: SUPPLEMENTARY ROLL-OUT PLAN

Table 1: Planned FTTH Rollout

City/town	Capacity (Homes Passed)					Total
	2021	2022	2023	2024	2025	
Harare	12,000	12,000	10,000	6,000	5,000	45,000
Mutare	5,000	4,000	1,000	1,000		11,000
Chipinga			200		300	500
Hauna					200	200
Rusape		500		500		1,000
Murambinda			300			300
Mazowe		200		300		500
Marondera	500	1,000		500		2,000
Chivhu		250		250		500
Beatrice				200		200
Bindura	500	1,500		500	500	3,000
Mount Darwin				200		200
Chinhoyi	1,000	1,500	500	500		3,500
Karoi			250		250	500
Kadoma	300	200	200		300	1,000
Kariba		300		200		500
Banket					200	200
Victoria Falls	1,000	1,000		500	500	3,000
Hwange			250		250	500
Plumtree				300		300
Gwanda		200			300	500
Esigodini				100	100	200
Beitbridge	500			500		1,000
Masvingo	2,000	2,000	500	500		5,000
Chiredzi	500	500	500	500		2,000
Zvishavane	500	500				1,000
Gutu		200			300	500
Nyika				100	400	500
Gweru	2,000	2,000	500	500		5,000
Kwekwe	300	200	200	300		1,000
Gokwe		300		300	300	900
Bulawayo	4,000	2,000	1,000	1,000	1,000	9,000
<b>Total</b>	<b>30,100</b>	<b>30,350</b>	<b>15,400</b>	<b>14,750</b>	<b>9,900</b>	<b>100,500</b>

**Table 2: Planned Wireless Access Rollout**

REF NO.	ABR.	TOWN	Target Coverage Year (Cumulative Base stations)				
			2021	2022	2023	2024	2025
1	ARC	Arcturus					1
2	BBG	Beitbridge	1	1		1	
3	BEB	Birchenough Bridge			1		
4	BIG	Binga			1		
5	BND	Bindura	1	1		1	1
6	BNK	Banket		1			
7	BRE	Beatrice	1			1	
8	BYO	Bulawayo	10	5	10	15	15
9	CBW	Collin-Bawn			1	1	
10	CCH	Checheche		1			
11	CGU	Chegutu			1		
12	CGY	Chipangayi			1		
13	CHK	Chakari				1	
14	CHY	Chinhoyi	1	1			
15	CHZ	Chiredzi			1	1	
16	CMY	Chendambuya					1
17	CNN	Chimanimani	1		1		
18	CON	Concession				1	
19	CPG	Chipinge	1				
20	CRU	Chirundu	1				
21	CTW	Chatsworth					1
22	CTY	Centenary			1		
23	CVU	Chivhu	1				1
24	CZA	Chitungwiza	3	1	1	1	
25	DRW	Darwendale					1
26	DTE	Dete	1				
27	EGN	Esigodini					1
28	FBS	Filabusi			1		1
29	FIG	Figtree					1
30	FOB	Forbes					1
31	GKW	Gokwe	1	1			
32	GLD	Glendale				1	
33	GND	Ngundu			1		
34	GTU	Gutu	1	1			
35	GVE	Guruve					1
36	GWA	Gwanda		1	1		1
37	GWI	Gwai					1
38	GWR	Gweru	2	2	2	1	
39	HLD	Headlands					1
40	HRE	Harare	20	20	20	20	20
41	HUA	Hauna		1	0		

**Public Fixed Telecommunication Service Licence**  
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REF NO.	ABR.	TOWN	Target Coverage Year (Cumulative Base stations)				
			2021	2022	2023	2024	2025
42	HWK	Hwange		1			
43	JDL	Juliasdale			1		
44	JLO	Jotsholo					1
45	JRA	Jerera		1			
46	KAI	Karoi		1			
47	KDO	Kadoma		1		1	1
48	KEZ	Kezi	1				
49	KMT	Kamativi					1
50	KRB	Kariba		1	1		
51	KTA	Kachuta					1
52	KWA	Kotwa					1
53	KWE	Kwekwe	1	1	1	1	
54	KYB	Kanyemba					1
55	KZL	Kazungula					1
56	LLP	Lalapanzi			1		
57	LUP	Lupane			1		
58	MAS	Mashava				1	
59	MBA	Mubaira					1
60	MCK	Macheke				1	
62	MGJ	Magunje					1
63	MGW	Mberengwa		1	1		
64	MHA	Mhangura			1		
65	MHO	Mhondoro					1
66	MKT	Makuti					1
67	MNA	Mamina					1
68	MRB	Murambinda			1		
69	MRD	Marondera	1	1		1	1
70	MRW	Murehwa			1		
71	MSB	Middle Sabi					1
72	MTA	Mutawatawa					1
73	MTD	Mount Darwin			1	1	
74	MTE	Mutare	2	2	1	1	
75	MTG	Mataga			1		
76	MTK	Mutoko		1			
77	MTS	Mutorashanga					1
78	MVI	Mvurwi			1		
79	MVM	Mvuma		1			
80	MVO	Masvingo	2	1	1	1	1
81	MWE	Mazowe		1			
82	NDL	Nyamandlovu					1
83	NMB	Nembudziya	1				
84	NNG	Nyanigwe			1		
85	NTN	Norton	1			1	



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REF NO.	ABR.	TOWN	Target Coverage Year (Cumulative Base stations)				
			2021	2022	2023	2024	2025
86	NYA	Nyanga			1		
87	NYI	Nkayi		1			
88	NYK	Nyika		1			
89	NYM	Nyamapanda				1	
90	NYZ	Nyazura					1
91	ODZ	Odzi					1
92	PEN	Penhalonga		1			
93	PLT	Plumtree		1		1	
94	RCF	Red Cliff				1	
95	RFG	Raffingora					1
96	RSG	Rushinga					1
97	RSP	Rusape	1		1		
98	RTA	Rutenga		1	1		
99	RWA	Ruwa	1	1	1	2	1
100	SEL	Selous					1
101	SGI	Shurugwi	1		1		
102	SHG	Shangani					1
103	SHV	Shamva			1		
104	SNY	Sanyati					1
105	SZA	Sadza					1
106	TLY	Trelawney					1
107	TRG	Triangle	1	1			
108	TRK	Turk Mine	1				
109	TSH	Tsholotsho			1		
110	VFL	Victoria Falls	1		1	1	
111	WNC	West Nicholson			1	1	
112	WZA	Wedza			1		1
113	ZBE	Zhombe		1			
114	ZVI	Zvishavane	1	1			
		<b>Yearly Total</b>	<b>62</b>	<b>60</b>	<b>69</b>	<b>61</b>	<b>78</b>
		<b>TOTAL SITES</b>					<b>330</b>
		Cum Total Macro Urban	51	44	45	51	41
		Cum Total Macro Surban	7	7	13	7	4
		Cum Total Macro Rural	4	9	11	3	33

## 24. SCHEDULE I: BACKBONE FIBRE ROLLOUT MASTER PLAN

TelOne backbone fibre rollout plan for transmission backbone network has been categorised into phases. Phase 1 backbone network rollout plan will take place from 2021 to 2022. Phase 2 backbone network rollout will take place in 2023 and Phase 3 from 2024 and beyond.

**Table 1: Phase 1 Projects**

Link Name	Deployment Type	Areas Covered	Project Duration	Year of Deployment
Chirundu-Harare-Bulawayo-Beitbridge Upgrade	Node Upgrade	Chirundu, Chinhoyi, Harare, Bulawayo, Beitbridge, Plumtree	1month	2021
Bulawayo- Victoria Falls 100 Gbps (587Km)	Buried Fibre	Bulawayo, Nyamandhlovu, Lupane, Dete, Hwange, Victoria Falls	8 months	2021-2022
Nyanga- Mutare-Triangle 100Gbps (870Km)	OPGW	Nyanga, Juliasdale, Mutare, Marange, Wengesi, Nyanyadzi, Birchenough bridge, Chipinge, Chipangayi, Checheche, Triangle	7 months	2022
Harare- Nyamapanda 100Gbps (244Km)	Ducted Fibre	Harare, Murehwa, Mutoko, Kotwa, Nyamapanda	4 months	2022
Bulawayo- Plumtree 100Gbps (115Km)	Buried Fibre	Bulawayo, Figtree and Plumtree	3 months	2022

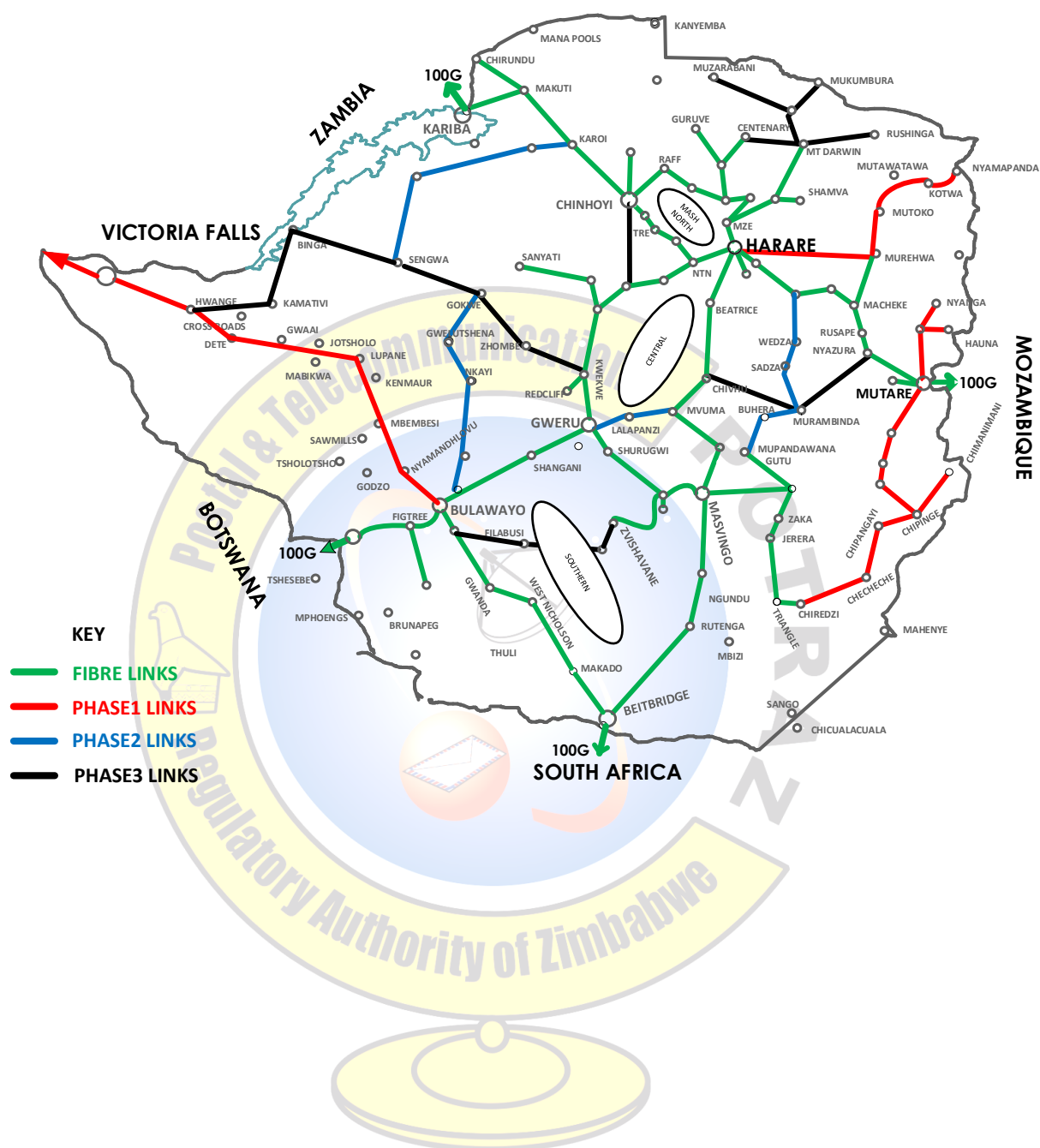
**Table 2: Phase 2 Projects**

Link Name	Deployment Type	Areas Covered	Project Duration	Year of Deployment
Gweru-Mvuma100Gbps (85Km)	Buried Fibre	Masvingo, Chatsworth, Mvuma	3 months	2023
Gokwe- Ntabazinduna 100Gbps (282Km)	Buried Fibre	Gokwe, Nkayi, Turke Mine, Ntabazinduna	6 months	2023
Marondera- Gutu 100 Gbps (247Km)	Buried Fibre	Marondera, Wedza, Sadza, Murambinda, Buhera, Gutu	6 months	2023
Karoi-Sengwa 100Gbps (340Km)	Buried Fibre	Karoi, Magunje, Siyakobvu, Sengwa	7 months	2023

**Table 3: Phase 3 Projects**

Link Name	Deployment Type	Areas Covered	Project Duration	Year of Deployment
Kwekwe-Gokwe-Hwange 100Gbps (670Km)	OPGW	Kwekwe, Lalapanzi, Mvuma, Chivhu, Munyati	6 months	2024
Chinhoyi - Murombedzi - Chegutu-Beatrice 100Gbps (246Km)	Buried Fibre	Chinhoyi, Murombedzi, Chegutu, Beatrice	6 months	2024
Mbalabala-Filabusi-Zvishavane 100Gbps (128Km)	Buried Fibre	Mbalabala, Filabusi, Zvishavane	3 months	2024
Mt Darwin-Muzarabani 100Gbps (167Km)	Buried Fibre	Mt Darwin, Centenary, Muzarabani	4 months	2024
Mt Darwin-Rushinga 100Gbps (35Km)	Buried Fibre	Mt Darwin, Rushinga	1 month	2025
Nyazura-Murambinda-Chivhu (205Km)	Buried Fibre	Nyazura, Murambinda, Chivhu	6 months	2025
Chinhoyi-Alaska 100Gbps (15Km)	Buried Fibre	Chinhoyi, Alaska	1 month	2025
Triangle-Mbizi 10Gbps (65Km)	ADSS	Triangle, Mbizi	1 month	2025

**Fig 1: TelOne National Backbone Fibre Master Plan Map**



## **26. SCHEDULE J: PAYMENT PLAN**

**WHEREAS** TelOne Private Limited was authorised by the Authority to provide Unified Telecommunication Services on the 28<sup>th</sup> of September 2021 the authorization of which expires on the 27<sup>th</sup> of September 2041.

**WHEREAS** in terms of Statutory Instrument 12 of 2021, TelOne is required to pay licence fees as prescribed by the Authority.

**WHEREAS** in accordance with Statutory Instrument 12 of 2021, TelOne has negotiated a payment plan with the Authority outlining the payment terms for liquidating the current licence fee obligations, and has requested the amendment of its licence.

**AND WHEREAS** the Authority has considered the proposed payment plan which is incorporated herein, has agreed that it should form part of the terms and conditions of the licence.

**AND WHEREAS** the approval of the payment plan has been approved due to the current harsh economic conditions in the country.

**NOW THEREFORE TELONE (PVT) LIMITED COMMITS TO THE FOLLOWING:**

### **26.1. Payment Terms and Payment Period**

That the US\$36,292,410.54 licence fees, shall be paid to the Authority as shown in the Licence Fees Payment Schedule given in section 26.2



## 26.2. Licence Fees Payment Schedule

**TelOne Private Limited**

### Payment Proposal POTRAZ Licence Fee Payment Schedule

		31-Oct-21	30-Nov-21	31-Dec-21	Jan 22 – Jun 35	31-July-35	31-Aug-35	30-Sept-35
Licence fee VAT incl.		36,292,410.54						
<b>Opening Balance</b>		<b>36,292,410.54</b>	<b>36,156,630.85</b>	<b>36,020,285.41</b>	.....	<b>853,868.65</b>	<b>570,428.37</b>	<b>285,807.08</b>
Interest per annum	5%							
Interest per month	0.42%	151,218.38	150,652.63	150,084.52	.....	3,557.79	2,376.78	
Payment (Years)	15							
Monthly Payment		286,998.07	286,998.07	286,998.07	286,998.07	286,998.07	286,998.07	286,998.07
<b>Closing Balance</b>		<b>36,156,630.85</b>	<b>36,020,285.41</b>	<b>35,883,371.86</b>	.....	<b>570,428.37</b>	<b>285,807.08</b>	<b>(1,190.99)</b>

#### Notes

1. All figures are in US\$
2. Interest Rate - 5%
3. Repayment period of 15 years to be completed by year 2035

26.2.1. Interest on the outstanding capital amount on licence fees shall be calculated at the rate of 5% per annum.

26.2.2. Any payment made shall be appropriated first to interest and then to the capital amount.

26.2.3. That the current monthly licence fees shall continue to be paid in full as they fall due upon submission of the appropriate licence fee return in accordance with the law.

26.2.4. Payment of the current monthly licence fees shall be made over and above the instalments referred to in clause 21.1.1.

26.2.5. The terms of the payment plan may be varied by the Authority from time to time in accordance with the changes in the economic environment.

**26.3. Default on Payment Plan**

Any default of payment in accordance with clause 1, shall constitute a material breach of the Licence and shall warrant suspension or cancellation of licence in terms of section 43 of the Postal and Telecommunication Act [Chapter 12:05].

**26.4. Other Terms and Conditions of Licence**

All other terms and conditions of licence shall remain the same unless amended and reduced to writing in terms of clause 12.6 of the Licence.

**26.5. Effective Date**

Notwithstanding the date of signature, this Addendum shall come into effect from the 31<sup>st</sup> of October, 2021.

26.5.1. TelOne consents to the amendment of its licence to incorporate this payment plan and make the plan an integral part of the licence. TelOne further undertakes to abide by the Plan.

Thus signed at Harare this.....day of.....2021

Signed \_\_\_\_\_  
For and on behalf of TelOne Private Limited

Designation \_\_\_\_\_

As Witness 1: \_\_\_\_\_ As Witness 2: \_\_\_\_\_

Approved: \_\_\_\_\_  
Dr G K Machengete  
Director General  
Postal and Telecommunications Regulatory Authority of Zimbabwe

As Witness 1: \_\_\_\_\_ As Witness 2: \_\_\_\_\_

