POSTAL AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE

(POTRAZ)



Licence issued to

XXXXXXXX

In terms of the Postal and Telecommunications Act, CHAPTER [12:05] to provide

Mobile Virtual Network Operator Services

Issued at Harare

2021

Licence No. MVNO 2021xxxx

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# DEFINITIONS

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

1. **“Area code”**means a set of 2 or 3 digits, after ‘0’ identifying any part of Zimbabwe where a telecommunications service is supplied.
2. **“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 public switched telecommunication network.
3. **“Calling Line Identity (CLI)”** – a facility that enables identification of the number from which a call is being made.
4. **“Cellular mobile”** means a mobile telecommunication system that uses a combination of radio transmission and switching/routing, to “permit” telecommunication to and from mobile users.
5. **“Community service”**means a telecommunications service providing access to information or assistance to communities and of significant community value.
6. **“Country code”**means a set of digits that identifies a country to which an international call is made or coming from.
7. **“Customer premises equipment”** **(CPE)** means equipment used on the premises of a consumer to originate, route, or terminate a telecommunication service.
8. **“Digital”** refers to the coded representation of a waveform by, binary digits in the form of pulses of light, as opposed to analogue which is the direct representation of a waveform.
9. **“Emergency service organisation”**means an organisation in clause 94 (1) of the Act for provision of assistance in connection with emergencies.
10. **“Facility”** as referred to in clause **Error! Reference source not found.** means:
    * 1. Ducts, pits, tunnels and manholes;
      2. Towers, masts, poles and antennae;
      3. Land, buildings and ancillary equipment at sites on which radio communication facilities have been established;
      4. Reasonable space within the Licensee's, exchange buildings or other sites for the purposes of locating the equipment of another Licensee required to establish interconnection between the Licensee's and the other Licensee's network at that exchange or site;
11. 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.
12. **“Free phone help lines”** means help lines run on a non-profit basis providing access to advice, information, listening support, befriending, counselling and/or reference in the fields of health and social welfare, where calls are free of charge to the caller.
13. **“Free phone number”** means a number which can be reached free of charge to the caller.
14. **“International telecommunication gateway and/ or earth station”** means a telecommunication network or system used to convey international telecommunication traffic between and / or among countries.
15. **“Itemized Bill’** means a Basic level bill showing call destination and duration.
16. **ITU** refers to the International Telecommunications Union the United Nations specialised agency for telecommunications.
17. **“Free phone service"**means a telecommunications service in which:
    * 1. A customer issued with a number is charged for calls to the number for service; and
      2. The call charge for calls made to the number for the service from a standard telephone service is zero
18. **“Material Change”** means Change that affect other Networks or customers
19. **“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.
20. **“Numbering plan/scheme”** means A plan/scheme that structures the number space available to a country, operator or other organisation.
21. **“Service Providers”** refers to service providers offer services to end customers involving the use of mobile and fixed networks and services. The role of service providers may very 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.
22. **“Service profile”**means a record containing all the information about a customer of a universal personal telecommunications service, which necessarily kept to provide the customer with the service.

*Not*e: Each service profile is associated with a single universal personal telecommunications number.

1. **“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 telecommunication network services.
2. **“Telecommunications”** means any transmission, emission or reception of signs, signals, writing, images and sounds or intelligence of any nature, by wire, radio, optical or other electromagnetic systems.
3. **“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.
4. **“Mobile Virtual Network Operator (MVNO”** means a telecommunications product and service operator that rides on top of the capacity of a fully Licenced Mobile Telecommunications Service provider or Mobile Network Operator (MNO). The MVNO reaches a “Wholesale Agreement” or “Revenue Sharing Agreement” with the Telecommunications Company (Telco) through negotiations, and delivers its services after bulk purchasing resources from the Telco. The defining difference between an MVNO and an MNO is the simple fact that an MVNO has no ownership whatsoever of spectrum elements, irrespective of its operational model.
5. **“Full Mobile Virtual Network Operator”** means an operator capable of launching a full-scale Core Network to offer services to its customers but relies on the host MNO for the Radio Access Network elements. Full-MVNO is the most complete model for a new venture, where the mobile network operator just provides the access network infrastructure and, sometimes, part of the core network, while the new venture provides the rest of the elements of the value chain.
6. Branded reseller is the lightest MVNO business model, where the venture just provides its brand and, sometime, its distribution channels. While the mobile network operator (MNO) provides the rest of the business, from access network to the definition of the mobile service offer.
7. **“Universal personal telecommunications service”**means a telecommunications service:
   * 1. Allowing a customer to receive calls, from any telephone terminal attached to a telecommunications service provider’s network, that are made to a universal personal telecommunications number, issued to the customer; and
     2. Includes a service profile for each customer to allow.
     3. A telecommunications service provider’s network to direct calls to an appropriate telephone terminal
     4. A telephone terminal to be identified in advance as the reception point for calls to a given universal personal telecommunications number.

# INTERPRETATIONS

## **General**

* + 1. Any reference to this licence shall include its attachments and schedules.
    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.
    3. In this licence, unless otherwise stated, words and terms used shall have the same meaning as defined in the Postal and Telecommunications Act, 2000 and the related regulations.
    4. Words importing the singular shall include the plural and vice versa Words denoting persons, shall include bodies corporate and unincorporated associations of persons and vice versa.

## **Law**

* + 1. This licence shall be governed by the laws of Zimbabwe.
    2. The Licensee shall comply with all laws of Zimbabwe applicable to its operations, including all policies of the Government of Zimbabwe, all decisions, rules and instructions of the Authority issued in accordance with the Postal and Telecommunications Act, [Chapter 12:05].
    3. The licensee shall comply with all regulations issued in terms of the Postal and Telecommunications Act as amended from time to time.

# DOMICILIUM CITANDI ET EXECUTANDI

## **Physical Contacts**

* + 1. The Authority elects for the purpose of this licence, the following address as its ***domicilium citandi*** et ***executandi:***

|  |
| --- |
| Postal and Telecommunications Regulatory Authority of Zimbabwe  1008 Performance Close |
| Mount Pleasant Business Park |
| Mt Pleasant, |
| **Harare** |

* + 1. XXXXXXXXXX (Pvt) Ltd elects for the purpose of this licence, the following address as its ***domicilium citandi*** et ***executandi:***

|  |
| --- |
|  |
|  |
|  |

* + 1. Either party shall give fourteen (14) days written notice of change of address.
    2. Notices and Correspondence

All Notices and correspondences shall be in writing and addressed to the Director-General for **POTRAZ** and to the Chief Executive Officer (CEO) for **XXXXXXXXXX (Private) Limited** at the above addresses respectively OR at the following Postal Addresses:

|  |  |
| --- | --- |
| **For POTRAZ** | **For XXXXXXXXXX (Pvt) Ltd** |
| P.O. Box MP 843 |  |
| Mt Pleasant, |  |
| **Harare** |  |

# COMMENCEMENT AND PERIOD OF LICENCE

* 1. Notwithstanding the date of signing of this licence document, the commencement date of the licence shall be **xx July 2021**.
  2. This licence shall be valid for a period of twenty (20) years calculated from **xx July 2021**, and may be renewed by the Authority, upon application by the Licensee, addressed to the Authority at least three (3) years before the expiration of the term of the licence.
  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. The Licensee shall give notice of his intention to terminate the licence at least twelve (12) months before the date of the proposed termination date, or at any other time, other than that the time referred to **Clause 4.1.2.**

# SCOPE OF MVNO SERVICE

## **Expected Operation of MVNO**

The expected operations of Mobile Virtual Network (MVNO) operators in providing services to their customers are as listed below:

* + 1. MVNOs shall operate through a mutual commercial arrangement with a licensed MNO under which they buy bulk minutes of traffic and resell them to their own subscribers under their own brand name based on a free choice of their business model i.e. the extent to which the MVNO chooses to rely on the facilities of the parent MNO.
    2. However, whilst the MVNO can assume responsibility for other network elements and service provision, it cannot not set up its own Radio Access Network (RAN) or Base Station Sub-system (BSS) that is the prerogative of the MNO.
    3. The scope of service provided by the MVNO shall be within the scope of service of MNO, i.e. the MVNO can offer any or all of the services that the MNO can offer subject to the agreement between MNO and MVNO.

## **Licensed Services**

The scope of the MNO license cover collection, carriage, transmission and delivery of voice and/or non-voice messages and includes provision of all types of access services that include Internet Telephony (VoIP), Broadband Internet Services including triple play i.e. voice, video and data, Voicemail, Audiotex services, Video Conferencing, Videotex, Electronic Mail etc.

## **International Gateway**

The MVNO shall not establish an International Gateway facility of its own but shall ride on the Gateway services provided by the parent MNO.

## **Limitations**

* + 1. This licence shall not be construed as granting an exclusive right to the Licensee to provide the service.
    2. 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.
    3. The grant of this licence does not authorize 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.

## **Resale of Service**

The Licensee may enter into resale arrangements with agents, dealers and service providers. It shall however, 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 licence conditions.

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

* + 1. The Licensee shall be responsible for the acts or omissions of its agents, dealers or service providers on the basis that:

1. 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;
2. The Licensee shall incorporate adequate provisions in its contracts with its agents, contractors and service providers, to ensure that their exercise of any of the rights granted in terms of this licence, are not in breach of any of the conditions of this licence;
3. 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;
   * 1. 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 breach.
     2. Failure by the Authority to notify the Licensee of a contravention, shall not in any way negate or limit the Authority’s rights in respect of such contravention under this licence or otherwise.

# FEES

* 1. The fees payable by the Licensee to the Authority comprise of three components, that is:
     1. An initial fee payable to the Authority, or to Treasury if the Authority so directs, on or before issue of licence as determined by the Authority from time to time.
     2. An annual fee of 2% (two percent) of the audited annual gross turnover payable monthly.
     3. 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.

1. NUMBERS
   1. Number assignment

The parent MNO shall provide the allocation of numbers, number portability, interconnection with other service providers and roaming services for the MVNO.

* 1. Number responsibility

MVNOs shall use the numbers allocated to the parent MNO and the responsibility of number portability lies with the parent MNO.

* 1. Calling line identity

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

# PROVISION OF UNIVERSAL ACCESS AND SERVICE

## **Service Provision**

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

## **Universal Service Obligations**

* + 1. The Licensee shall provide the following services on a non-discriminatory basis as part of its Universal Service Obligation to marginalised communities;

1. Voice telephony service,
2. Video telephony services,
3. Data communication services.
4. A public pay phone services which satisfies the requirements stipulated by the Authority,
5. Access to the public emergency call service and the directory information service, as prescribed by the Authority,
6. 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.
   * 1. The Licensee shall ensure that the service and equipment used by customers are compatible with peripheral devices commonly used by people with disabilities.

## **Emergency Call Services**

* + 1. The Licensee shall provide a public emergency call service by means of which any member of the public may at any time, without incurring any charge, communicate, in the event of an emergency, with an emergency service provider in the area serviced by the Licensee.
    2. The Licensee, in collaboration with other licensed operators, shall provide a uniform emergency call service for all areas where the service is accessible.
    3. The Licensee shall ensure that emergency call services are connected to local emergency response centres for routing to local emergency first responders.

# SERVICE STANDARDS

## **Customer Service**

### Customer assistance

* + - 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 due to customers are paid in full if this operating licence is revoked.
      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.
      3. These procedures shall include without limitation:

1. Procedures for dealing with customer complaints;
2. Customers’ right of appeal to the Authority;
   * + 1. The Licensee shall install/implement a mobile equipment identity register and establish a database of all its subscribers/customers which should contain the following details-:
3. Subscriber name and occupation
4. International Equipment Identity Number and type of handsets
5. Residential / Business address
6. National Identity Registration number,
7. Serial Number of Handsets or SIM card number
8. Mobile line number with which handset is associated
   * + 1. The information on customers shall be shared with law enforcement agencies, other licensed operators, dealers, and repairers carrying on the business of selling, assembling and repairing cell phones and SIM cards in the event of reported theft of cell phones.
       2. The Licensee shall cooperate with other operators in the recovery and blocking the use of stolen handsets on its parent MNO network.

### Customer contract

* + - 1. The Licensee shall make the service available without discrimination among customers or among 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.
      2. 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.
      3. The Licensee shall not offer the service without a customer contract, or the prior written consent of the Authority.

### Content of terms and conditions

* + - 1. Where applicable, the customer contract shall include, without limitation, provisions for:

1. Security Deposits;
2. Confidentiality of customer information;
3. Refunds or other rebates for service problems or over billing;
4. Payment terms, including any applicable interest or administrative charges;
5. Minimum contract period;
6. Customer and Licensee rights of termination;
7. The supply time for initial connection;
8. Information on service quality levels offered; and
9. Comprehensive outline of the complaints handling process.
   * + 1. The Licensee shall file with the Authority for approval a draft form of standard terms and conditions. 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.
       2. The Licensee, with the approval of the Authority, may amend standard customer contracts. 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.

### Customer protection

* + - 1. The agreement between the MVNO and the parent MNO should always provide protection to customers served by the MVNO in the event of a dispute between the MNO and MVNO. The agreement between the MVNO and the parent MNO should always include provisions for transfer of the customer base at the end of the contract to a service provider of their choice without incurring and switchover costs.
      2. After the effective date, the approved standard terms and conditions shall be provided to any new customer prior to commencement of service to or receipt of any payment or deposit from such customer.

### Customer privacy

* + - 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 remains confidential. The information shall not be disclosed or made accessible to third parties or used otherwise except for purposes of the provision of the service except for the purpose of credit rating.
      2. The Licensee shall not disclose information of a customer except with the consent of the customer, which form of consent shall be approved by the Authority, except for the prevention or detection of crime or the apprehension or prosecution of offenders or except as may be authorized by or under the law.

## **Bills and Accounting**

### Itemised bills

* + - 1. The Licensee shall provide to each of its contract customers, except to the extent that a customer has agreed or requested otherwise, a basic level of itemized billing which indicates the date and time a call was made, call destination and call duration, at no extra charge to the customer for the first page. Where appropriate, charges will be incurred for subsequent pages printed as per prevailing tariff.
      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 mobile cellular telecommunication service.

### Non-payment of bills

* + - 1. Where a Licensee’s customer has not paid the Licensee all or part of a bill for use of the cellular telecommunication service provided by the Licensee, any measures taken by the Licensee shall:

1. Be proportionate and non-discriminatory;
2. Be in accordance with the Approved Customer Contract;
3. Give due warning in advance of any consequent service interruption or disconnection to the customer;
4. 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.
   * + 1. The Licensee shall publish measures taken in the event of non-payment of bills by:
5. 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.
6. Sending a copy of such information as is appropriate to any consumer who may request such a copy in hard or electronic copy.

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

The Licensee shall roll out his services giving due regard to the requirements of persons with special needs. In particular, service centres and services should be accessible by persons with special needs.

## **Quality of Service Obligations**

* + 1. The responsibility of the Quality of Service to subscribers served by the MVNO remains with the MVNO itself.
    2. In order to meet the quality of service prescribed by the Authority, the MVNO shall have a service level agreement (SLA) with the parent MNO.
    3. Unless expressly exempted by the Authority in writing, the Licensee shall comply with quality of service obligations stipulated in Schedule “**D**” at all times as amended from time to time.

## **Rollout Obligations**

* + 1. There is no roll out obligation prescribed to the MVNO
    2. The parent MNO shall be responsible to comply with the rollout obligations prescribed by the Authority independent of the MVNO.

## **Interconnection**

The MVNO shall not make interconnection or roaming agreements with other operators but instead ride on the interconnection and roaming agreements of the parent MNO.

# TARIFFS

## **Tariff Regime**

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

## **Tariff Filing**

* + 1. The Licensee shall file for approval the proposed rates as well as the relevant terms and conditions with the Authority.
    2. An application for tariff approval shall be made at least twenty-one (21) days before the proposed date on which the proposed tariffs are to become effective in a form specified by the Authority.
    3. The ground on which the Authority may disapprove a proposed tariff includes:

1. The terms and conditions violate applicable laws, including, without limitation, policy directions, regulations and the tariffs regime, in a material respect;
2. The calculations contain mathematical errors.
   * 1. Disapproval of the tariffs by the Authority shall be in writing. If the Authority does not deliver to the Licensee a notice in writing of disapproval within fourteen (14) days of the filing, the rates shall be deemed approved.

## **Publication of Tariffs**

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

## **Display of Approved Tariffs**

* + 1. The license shall clearly display its tariffs for its customers and the public to see at;

1. Business premises of Licensee
2. Approved dealers/agents etc.
3. The licensee’s website

# PROVISION OF INFORMATION

## **Confidentiality**

* + 1. The Authority shall hold all information furnished by the Licensee to the Authority and marked “confidential”, in confidence. The Authority may release such information only to the extent it is required by law.
    2. The Licensee shall hold all information furnished by the Authority to the Licensee and marked “confidential”, in confidence. The Licensee may release such information only to the extent it is required by law.
    3. This requirement of confidentiality shall continue after the termination or expiry of this licence or revocation of the licence.

## **Reporting**

The Licensee shall submit regular Regulatory Reports on its service provision in writing to the Authority and on such other occasions as the Authority may require.

## **Billing Monitoring**

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 inspections.

## **Billing Accuracy**

* + 1. The Licensee shall take all reasonable steps to ensure that any billing equipment used in connection with the service is accurate and reliable.
    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.
    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
    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.
    5. Any requested documents on billing shall be submitted to the Authority within fourteen (14) days of request
    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.

# GENERAL CONDITIONS

## **Licensing Eligibility**

* + 1. Prior experience of the company in offering telecommunication services, the net worth and paid up capital of the MVNO to ensure that the licensee is able to roll out the services quickly and that the company has the financial strength to set up and provide the services.
    2. The licensee should ensure service operations continuity when entering into an agreement with a host MNO in the event that the licence of the host MNO expires or is revoked during the applicant MVNO Licence tenure.
    3. An MVNO applicant must have a completed Commercial Wholesale Agreement with a host MNO. This agreement must be filed with the Authority prior to application for an MVNO licence.

## **Ownership and Shareholding Structure**

* + 1. The holder of this licence must be incorporated in Zimbabwe. The Licensee shall ensure that foreign ownership shall be limited to forty-nine percent (49%) of the total shareholding.
    2. Any changes to the ownership information submitted to the Authority by the Licensee at the time of application of this licence should be reported to the Authority immediately.
    3. The Authority must approve substantial changes, where a shareholder acquires or transfers more than ten percent (10%) of shareholding at any stage before it implementation.

## **Transfer of Licence**

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

## **Amendment**

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

## **Revocation/Suspension of Licence**

* + 1. The validity of license of a MVNO is co-terminus with the licence of its parent MNO; hence, the duration of licence of MVNO is limited to the validity of the licence of the parent MNO. Similarly, if due to some reason the licence of parent MNO is terminated, the MVNO license ceases to exist.
    2. The Authority may revoke this licence:

1. In terms of the Act as read with the Regulations
2. On a material breach as specified in the Act
3. On written notice to the Licensee,
   * 1. 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
     2. If the Licensee agrees in writing to such cancellation, or
     3. If the Licensee is placed on liquidation, whether voluntarily or compulsorily or is placed under judicial management; or
     4. If the Licensee takes steps to de-register his company or the company is de-registered;
     5. For reasons of breaching national security.
     6. Within a period of ninety (90) days of the date of cancellation of this licence, the Authority may re-tender the licence.

## **Exercise of Powers**

In exercising any powers granted to the Authority in terms of this licence, the Authority shall;

1. Act reasonably, having regard to all surrounding circumstances,
2. Prior to exercising any power, afford the Licensee every reasonable opportunity to make representations to the Authority in respect of all relevant issues,
3. Provide timely information at the request of the Licensee furnish written reasons for any decisions made.

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

## **Force Majeure**

* + 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.

## **Penalties**

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

## **Indemnity**

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 network.

## **Fair Trading**

* + 1. The Licensee shall not make it a condition of:

1. Providing any telecommunication service in Zimbabwe by means of the cellular telecommunication network,
2. Supplying any telecommunication apparatus in Zimbabwe for connection to the cellular telecommunication network, or
3. Connecting any telecommunication apparatus or system in Zimbabwe to the public telecommunication 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.

* + 1. The Licensee will not alone or together with others, engage in or continue or knowingly acquiesce in any anti-competitive practices and, in particular, the Licensee shall not:

1. 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;
2. engage in any anti-competitive tied or linked sales practices, provided that, the Licensee may bundle services, as long as the bundled services are also available separately;
3. use information obtained from competitors, if the object or effect of such use is anti-competitive.
4. Deviate from the set terms and conditions of the agreement
5. Misrepresent information of any kind or making unilateral decisions with intent to tilt the scales of balance.
6. Attempt collusion of any kind with other service providers

## **Resolution of Disputes**

* + 1. In the event that any dispute, difference, impasse or deadlock arises with regards to this Licence, the Licensee shall first give notice of the dispute (“Dispute Notice”) to the Authority stating the grounds and facts of the dispute, whereupon the Licensee and the Authority shall forthwith, or as soon as reasonably practicable (provided that such period shall not be longer than fourteen (14) days from the date of receipt of the Dispute Notice), use their best endeavours to settle such dispute amicably, including, without limitation, committing the Director General and Chief Executive Officers or their respective designates, to meeting in person in an attempt to resolve the dispute.
    2. If the Licensee and the Authority are unable to resolve the dispute, then the Licensee shall submit the dispute for resolution in terms of the provisions of the Act.

# ISSUE OF LICENCE

This Mobile Virtual Network Operator Licence is issued to **XXXXXXXXXX (Pvt) Ltd**, 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 Board Chairman POTRAZ Director General

**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 XXXXXXXXXX (Pvt) Ltd**

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

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

**2:-------------------------------------------**

# SCHEDULE A: SERVICE AREAS



NETWORK COVERAGE AREA : ZIMBABWE

# SCHEDULE B: 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 |  |  |  |  |  |  |  |  |  |

# SCHEDULE C: SERVICE TARGETS - DETAILED 5 YEAR ROLLOUT PLAN

| **REF NO.** | **ABR.** | **TOWN** | **CURRENT BTS/NODES** | | | **5 YEAR ROLLOUT TARGET** | | | | | | | | | | | | | | | **TOTAL (Current Plus New)** | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2G** | **3G** | **4G** | **2021** | | | **2022** | | | **2023** | | | **2024** | | | **2025** | | | **2G** | **3G** | **4G** |
| **2G** | **3G** | **4G** | **2G** | **3G** | **4G** | **2G** | **3G** | **4G** | **2G** | **3G** | **4G** | **2G** | **3G** | **4G** |  |  |  |
| 1 | ARC | Arcturus |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 | BBG | Beitbridge |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 3 | BEB | Birchenough Bridge |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4 | BIG | Binga |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 5 | BND | Bindura |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 6 | BNK | Banket |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7 | BRE | Beatrice |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 8 | BYO | Bulawayo |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 9 | CBW | Collin-Bawn |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 10 | CCH | Checheche |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 11 | CGU | Chegutu |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 12 | CGY | Chipangayi |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 13 | CHK | Chakari |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 14 | CHY | Chinhoyi |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 15 | CHZ | Chiredzi |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 16 | CMY | Chendambuya |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 17 | CNN | Chimanimani |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 18 | CON | Concession |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 19 | CPG | Chipinge |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 20 | CRU | Chirundu |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 21 | CTW | Chatsworth |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 22 | CTY | Centenary |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 23 | CVU | Chivhu |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 24 | CZA | Chitungwiza |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 25 | DRW | Darwendale |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 26 | DTE | Dete |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 27 | EGN | Esigodini |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 28 | FBS | Filabusi |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 29 | FIG | Figtree |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 30 | FOB | Forbes |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 31 | GKW | Gokwe |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 32 | GLD | Glendale |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 33 | GND | Ngundu |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 34 | GTU | Gutu |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 35 | GVE | Guruve |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 36 | GWA | Gwanda |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 37 | GWI | Gwai |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 38 | GWR | Gweru |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 39 | HLD | Headlands |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 40 | HRE | Harare |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 41 | HUA | Hauna |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 42 | HWK | Hwange |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 43 | JDL | Juliasdale |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 44 | JLO | Jotsholo |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 45 | JRA | Jerera |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 46 | KAI | Karoi |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 47 | KDO | Kadoma |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 48 | KEZ | Kezi |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 49 | KMT | Kamativi |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 50 | KRB | Kariba |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 51 | KTA | Kachuta |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 52 | KWA | Kotwa |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 53 | KWE | Kwekwe |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 54 | KYB | Kanyemba |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 55 | KZL | Kazungula |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 56 | LLP | Lalapanzi |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 57 | LUP | Lupane |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 58 | MAS | Mashava |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 59 | MBA | Mubaira |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 60 | MCK | Macheke |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 61 | MDA | Murambinda |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 62 | MGJ | Magunje |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 63 | MGW | Mberengwa |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 64 | MHA | Mhangura |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 65 | MHO | Mhondoro |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 66 | MKT | Makuti |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 67 | MNA | Mamina |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 68 | MRB | Murambinda |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 69 | MRD | Marondera |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 70 | MRW | Murehwa |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 71 | MSB | Middle Sabi |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 72 | MTA | Mutawatawa |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 73 | MTD | Mount Darwin |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 74 | MTE | Mutare |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 75 | MTG | Mataga |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 76 | MTK | Mutoko |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 77 | MTS | Mutorashanga |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 78 | MVI | Mvurwi |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 79 | MVM | Mvuma |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 80 | MVO | Masvingo |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 81 | MWE | Mazowe |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 82 | NDL | Nyamandlovu |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 83 | NMB | Nembudziya |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 84 | NNG | Nyanigwe |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 85 | NTN | Norton |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 86 | NYA | Nyanga |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 87 | NYI | Nkayi |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 88 | NYK | Nyika |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 89 | NYM | Nyamapanda |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 90 | NYZ | Nyazura |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 91 | ODZ | Odzi |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 92 | PEN | Penhalonga |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 93 | PLT | Plumtree |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 94 | RCF | Red Cliff |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 95 | RFG | Raffingora |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 96 | RSG | Rushinga |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 97 | RSP | Rusape |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 98 | RTA | Rutenga |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 99 | RWA | Ruwa |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 100 | SEL | Selous |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 101 | SGI | Shurugwi |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 102 | SHG | Shangani |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 103 | SHV | Shamva |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 104 | SNY | Sanyati |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 105 | SZA | Sadza |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 106 | TLY | Trelawney |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 107 | TRG | Triangle |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 108 | TRK | Turk Mine |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 109 | TSH | Tsholotsho |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 110 | VFL | Victoria Falls |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 111 | WNC | West Nicholson |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 112 | WZA | Wedza |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 113 | ZBE | Zhombe |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 114 | ZVI | Zvishavane |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 115 | Other | Other |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **TOTAL NUMBER OF SITES** | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |