



Keeping Abreast with the Best  
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## Crystal Gazing: The Future of Telecommunications and Its Regulation and Capacity Building Challenges

FF Tusubira

Commissioner, Uganda Communications Commission

tusu@dicts.mak.ac.ug <http://www.fftusubira.com/>



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## Part 1: Creating the “success” mindset

- **“Even a journey of one thousand miles begins with a single step”**
- The challenges are many and big, but “we shall overcome”
- *We must have faith in success, but not faith alone: we must help it along with our actions: “Lubaale mbeera, nga n’embiro kwotaire” (Call for God’s help in a dangerous situation while running as fast as you can)*



Aside on  
Uganda (1)  
..Also  
showing  
telephone  
coverage





## Aside on Uganda (2): Some figures

- Population of 24.7 million
- Land area is 236,040 sq km, of which 36,330 sq km is water.
- The human development index improved from 0.395 in 1990 to 0.507 in 1999, but declined to 0.449 in 2001. The latest report is 0.493 in 2002.
- GDP has been growing steadily at an average of 7.4% annually until it started falling to about 5.6% over the last three years: GPD Per capita, \$236 in 2002
- *A very beautiful country, incredible climate, warm people and great prospects*



## Aside on Uganda (2) – Providing services, Uganda style



## Part 2: Reflective and call to action

- *“Be the change you want to see in the world” – Mahatma Gandhi*

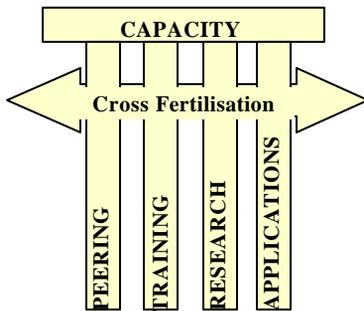


## Capacity building focus....

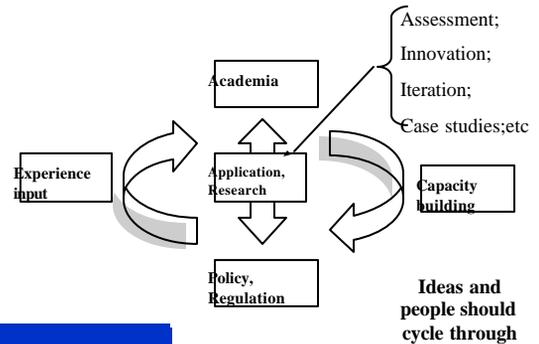
- A clear definition of the desired sector outcomes/ objectives is a key to policy and regulatory success; failure is otherwise very likely
- ICTs are not the solution, but they are *a critical tool* in overcoming our challenges
- Our focus: Use of ICTS to support sustainable human development, *esp. of the marginalised sections of our society (70-80%)*
- The required regulatory capacity is dictated by this outcome/objective.
- Capacity needed **tomorrow** must be developed **today** : we must know what tomorrow will be like.



## The NetTel Model (1): Pillars



## The NetTel Model (2): Strategy



## Part 3: Predictive

- **"I pointed you to the stars, and all you saw was the tip of my finger"** (*Maria – thank you for your wide reading – and becoming truly African!*)



## Telling the Future...

- **Why?** So that we can set in place strategies and actions that will change the future to what we want it to be.. ergo, the future cannot be told because having told it, we change it (unless that is also writ..)
- Started with the prophets, shamans, wizards, etc requiring sacrifices to pacify various deities...
- Has continued with lawyers, engineers, economists, etc, requiring establishment of "independent" regulators to pacify the modern deities (markets, investors, consumers, etc...)
- On average, ancient and modern approaches succeed or fail to more or less the same degree..

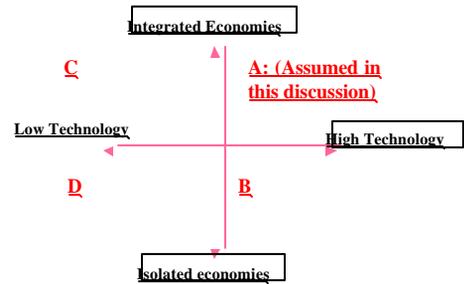


## So, what is in the future?

- Let us gaze into the crystal .....



## The Future – some possible scenarios (so that we can tell the future of telecommunications...)



## Demands of tomorrow's market (1) – From lectures to my students about the demands on ICT: 4As

- Anytime (24x7)
- Anywhere: bathroom, car, office, shopping mall, holiday resort, New York, Kampala, Pretoria, Busembatia, Timbuctu ...
- Anything: Conversation, word processing, tax returns, ticketing, entertainment, shopping, research, (*spying, policing, big brother generally*) ...
- Anyhow: multimedia, hand activation, voice activation, (thought activation?) ....



## Demands of tomorrow's market (2)

- No technology boundaries - Not interested in the technology, we just want freedom from technology so that we can do what we want ubiquitously (same functionalities with automatically portable personal profiles in any device – **total convergence**) ..
- No service boundaries (the final service provider is simply a gateway)
- No national boundaries (already here technologically, even if we insist otherwise to the general detriment of the sector)
- The total liberation of human beings from locations, giving them seamless access to all services as they move around the globe ...



## Tomorrow's capacity needs (1)

- The same aero planes fly to all countries, rich and poor, but each country is at a different level of development, different needs and with priorities – this will continue to obtain in the ICT sector.
- In the transition to integrated economies we must recognise the different regulatory foci in different economies, and work together to bring the entire world to speed
- With the growing elimination of national boundaries, converging economies, and demands from tomorrow's market, we must define new capacity needs



## Tomorrow's capacity needs (2)

- To what extent are we putting in place frameworks that will cope with the demands of tomorrow's world?
  - ◆ Changes in regulatory mind set...
  - ◆ Regional/ international approaches to regulation: ceding sovereignty for the commonwealth
  - ◆ Creating flexible regulatory frameworks that are responsive to change, avoiding missed opportunities (Remember Charles Darwin..)
  - ◆ etc



## Who will regulate the regulators? (1)

- Heard this before? – “I was obeying orders” Or, “I am simply implementing the law; the license conditions” – regulators are often as guilty as the war criminals.
- We say monopolies are bad – Not customer centered; Not innovative; Not responsive to change...
- ..But we never stop to reflect... that .... **Regulators are monopolies!** - exposed to the potential of short-comings like any other parastatal organisation – worse because we have judicial or semi-judicial powers, dictators.



## Who will Regulate the Regulators? (2)

- In an information world without national barriers, each regulator will be driven by national interests (government and corporate);
- Who will regulate the regulatory monopolies, each protecting their national interests?
- Who will ensure that new entrants like UCC are not suppressed by “incumbent” regulators like FCC?
- Who will ensure that the common good of society overcomes national and corporate interest?
- **Tomorrow's Regulators must today acquire a new attitude, new skills to deal with tomorrow**



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## Tomorrow's regulators...

- They will be diplomats
- They will be negotiators
- They will be experts in international law and international treaty issues
- They will be experts in global macro-economics and trends and market forces
- They must subscribe to the higher ideals of human development
- They must learn self-regulation through cooperative agreement
- They must be international citizens



*In the ICT markets, “no man is an island, entire unto himself”*

- The challenge we have: not only to catch up and keep abreast with the best, *but to be the best...*
  - **“I am because we are”**
  - **THANK YOU!**