



# CAPACITY AND TRAFFIC SOUTHERN AFRICA

Enabling and Facilitating Telecommunications Wholesale and Interconnection

## CTSA 2019 Report



20 – 22 February 2019  
GICC, Gaborone, Botswana

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1. CTSA 2019 was hosted by Botswana Telecommunications Corporation (BTC) from 20 to 22 February 2019.
  2. The attendance by Members was 58.82% (10 Members out of 17) and 2 Carriers from Europe and Malaysia participated. The participants list is attached as Annex 1.
  3. The delegates expressed satisfaction with the hosting facilities and networking opportunities provided by the host.
  4. During the official opening ceremony of the CTSA 2019, the director of proceedings from Botswana Telecommunications Corporation (BTC), Thabea Sebolai, acknowledged the presence of the Botswana Director of Telecommunications and Postal Services, Mr Itumeleng Batsalelwang, sponsors of the event - Botswana Fibre Networks (BoFiNet) and Huawei, Chairman of SATA and BoFiNet CEO Mr Mabua Lesego Mabua, the representative of BTC CEO and GM Finance Mr Abel Bogatsu, SATA Executive Secretary, Mr Jacob Munodawafa and all participants from the industry. GM Finance Mr Abel Bogatsu, SATA Executive Secretary, Mr Jacob Munodawafa, representative of BoFiNet gave their welcome and industry remarks and Botswana Director of

Telecommunications and Postal Services, Mr Itumeleng Batsalelwang officially opened the CTSA 2019

5. After the opening of the CTSA 2019, the participants engaged in private bilateral meetings facilitated by Team CTSA comprising of Mr Jacob Munodawafa and Nhlanhla Dlamini from SATA Secretariat.
6. There were plenary sessions for industry talks and for approval of the 2019/2020 theme.
7. The theme for the 39th Annual Conference: 'ICT Connectivity and Service Delivery for the Benefit of All: Transforming our Society through Broadband and ICT Developments' was approved by the delegates
8. During the plenary sessions, Huawei and BoFiNet as the sponsors made industry presentations.
9. During the plenary sessions, open discussions were held for sharing experiences, knowledge and latest thinking on telecom fraud and other wholesale burning issues. As the output these discussions, an action plan document was compiled with a series of actions for implementation by the industry. The action plan is attached as Annex 2.
10. CTSA as an independent business with its website [www.ctsa.africa](http://www.ctsa.africa) was launched and a Council was nominated to run CTSA programmes. It was agreed that CTSA Council is due for nomination every 2 years. The following Council Members were self nominated:
  - **Chairperson - Mr. Sevelus Nakashole**, Telecom Namibia
  - **Vice Chairperson- Mr. Tlotlo Ganamotse** , Botswana Telecommunications Corporation
  - **Vice Chairperson Ms Carol Chishimba**, Zamtel
11. The CTSA Executive Council will co-opt Members and Cooperating
12. The Executive Secretary, Mr Jacob Munodawafa, presented the draft action plan for discussion, adoption and implementation.

13. According to CTSA hosting roster Malawi Telecommunications Limited (MTL) was called to make a confirmation of hosting CTSA 2020 and the delegates were advised by Mr. Elias Kaunda that the event will be held in Lilongwe, Malawi from 26 to 28 February 2020.
14. During the closing of CTSA 2019, all capacity and traffic experts were invited to use the email facilities provided by [www.ctsa.africa](http://www.ctsa.africa) platform.
15. Mr. Lloyd Mutetwa, TelOne Head Wholesale and Carrier Services gave a vote of thanks on behalf of the delegates

## Annex 1

### CTSA 2019 PARTICIPANTS

#	FULL NAME	ROLE /JOB TITLE	ORGANIZATION
1	Jacob MUNODAWAFA	CTSA Facilitator	Southern Africa Telecommunications Association
2	Nhlanhla DLAMINI	CTSA Facilitator	
3	Ssevelus NAKASHOLE	Key Account Manager: International Sales	Telecom Namibia
4	Hayley OLIVIER	Manager Roaming Services	
5	Ephraim KEDISANG	Chief Engineer Network Operations	Botswana Fibre Networks
6	Ludo SEFAKO	Public Relations and Marketing Communications Manager	
7	Victoria KGOSI	Public Relations Officer	
9	Kwenaetsile SEBINA	Personal Assistant to Executives	
10	Shadrack MAKHANE	Technical Account Manager	
11	Lady-Rosetta KGENGWENYANE	Account Manager	
12	Oanaya MOTSHABI	Sales Support Administrator	
13	Tshepo MAFOKATE	Contracts Administrator Customers	
14	Boikarabelo RAMARETLWA	Manager Data Services	
15	Chawada K SETLHAKO	Marketing & Communications Officer	
16	Innocent MOLATO	PR & Marketing Commnications	
17	Carol CHISHIMBA	International Traffic & Technical Coordinator	
18	Gloria PETE	Senior Manager Business Development	Broadband Infraco
19	Peter MAFAGANA	Network Operations Manager	
20	Phumza DYANI	Chief Markenting & Sales Officer	
21	Lloyd MUTETWA	Head Wholesale and Carrier Services	TelOne
22	Neill NORTJE	Business Development Director – Africa	Apelby
23	Kelebogile Oitsile- MAKGATO	Head of Carrier Service	Botswana Telecommunications Corporation
24	Badimela MOTSHIDISI	Interconnect Manager	
25	Laone Mercy MOATLHODI	Interconnect Manager	
26	Onkabetse MOATLHODI	Head of Innovation and Digital Strategy	

27	Tlotlo GANAMOTSE	Interconnect Manager	
28	Boipuso BASUTLI	Roaming Manager	
29	Gopolang CHIPETA	Roaming Specialist	
30	Thabea SEBOLAI	Head of Sales Resellers	
31	Elvis MOTHELESI	Head of Core Network Operations	
32	Abel BOGATSU	General Manager Finance	
33	Emeldah ROSALES	Head of Corporate Sales Enterprise	
34	Maryaan BOKO	Personal Assistant	
35	Lorato RANOWANE	Innovation and Digital Strategy	
36	Legwatagwata KHEME	Key Relations Manager	
37	Kris GAMPA	Sales & Business Development – Africa Region.	Telecom Malaysia
38	Vedastus MWITA	Head Carrier Operators	Tanzania Telecommunications Company Limited
39	Elias KAUNDA	Head Customer Relationship	Malawi Telecommunications Limited
40	Arnaldo Mateus MARRIME	Manager Wholesale	TMCEL (Mozambique)

Annex 2

# CTSA 2019 ACTION PLAN

## Issues and Recommendations

GICC, Gaborone, Botswana

22 February 2019

*The following issues were raised by the participants during the plenary sessions and were agreed upon as a regional action plan for consideration and implementation.*

Risk Level	Business Risk Level (BRL)			Business Prioritization (BP)	
	High (H)	Medium (M)	Low (L)	High(H)	Low (L)

#	BRL	BP	Operational Issue (Challenge/Problem)	Solution(s)	Recommendations
1			Domestic and International Telecom Fraud <ul style="list-style-type: none"> <li>• Fraudulent Traffic Termination</li> <li>• Enterprise Fraud - Enterprise customers are hacked, a large number of calls generated from PBXs to unfamiliar destinations</li> </ul>	<ul style="list-style-type: none"> <li>• Firewalling: managing the policy rules regularly</li> <li>• Fraud management systems to monitor patterns of traffic real time</li> <li>• Operators – Carrier partnerships and cooperation</li> </ul>	Operators should consider holding back payments of disputed claims, obtain policy reports and consider legal channels to solve the disputes
2			Telecom Fraud Prevention Guides and Best Practices	<ul style="list-style-type: none"> <li>• Use and following Industry Telecom Fraud Prevention Guides and Best Practices.</li> <li>• CTSA 2019 provided an example from the industry</li> </ul>	Operators and Carriers to adopt and follow industry standards and best practices.
3			Creating Business Value through Capacity and Traffic Southern Africa (CTSA)	<ul style="list-style-type: none"> <li>• Appoint CTSA Management – Chairman and Two Vice Chairmen to lead the work of CTSA</li> </ul>	The management team must be experts from operators and carriers with hands-on and

			<ul style="list-style-type: none"> <li>○ Specific Terms of Reference (ToR) are required</li> <li>• CTSA create specialized Membership for organisations from outside SADC who are only interested in capacity and traffic business</li> <li>• CTSA partner with global leading industry bodies</li> </ul>	dealing on a daily basis with capacity and traffic business.
4		Capacity and Traffic Incidents	CTSA to create a special area on its website <a href="http://www.ctsa.africa">www.ctsa.africa</a> for members to share best practices, knowledge and incidents to mitigate revenue losses	All operators and carriers belonging to CTSA must contribute and support the initiative
5		Rules on Domestic, Regional and International Fraud	CTSA to create rules on domestic and regional fraud <ul style="list-style-type: none"> <li>• By seeking support from regulatory units/authorities</li> <li>• By lobbying to relevant bodies, forums and institutions</li> </ul>	CTSA members should support each other prevent domestic and regional fraud
6		Traffic Termination Rates	CTSA develop proposals on harmonized traffic termination rates to be submitted to policy makers and regulatory authorities <ul style="list-style-type: none"> <li>• CTSA to work towards a single termination rate for SADC</li> </ul>	Development of harmonized terminations across the region
7		National and Regional IPXs	CTSA to lead the implementation of National and Regional IPX	The secretariat will facilitate the work of CTSA
8		NIXPs and RIXPs	CTSA to support the initiatives and operations of national and regional internet exchange points	Industry cooperation and partnership
9		Infrastructure Sharing	Cooperation and partnerships in investments	Co-directed-investments (CDI)
10		Knowledge and Experience Sharing	<ul style="list-style-type: none"> <li>• CTSA to facilitate benchmarking and Working Visits.</li> <li>• CTSA to run workshops</li> </ul>	Facilitated by CTSA

			on issues of interest		
11			SLAs Harmonization on KPIs and QoS	Enforcement of standardization of SLAs	
12			Growing voice traffic	Diversification of voice traffic; <ul style="list-style-type: none"> <li>• VoIP</li> <li>• VoLTE etc.</li> </ul>	Enhance the quality of the voice
13			Settlements in USD \$	CTSA to develop guidelines of settlements using other currencies	Consider local regional currencies
14			MEF 3.0 Certification	Consider joining the MEF Forum as CTSA	Exploration of product and service certification in ways of boosting customer confidence
15			Recognition of the Wholesale business	CTSA to popularize the significance of the wholesale business so as to gain weight and recognition.	CTSA management will facilitate.
16			Regional Roaming	CTSA to participate in the forums where regional roaming is discussed, in an effort to foster harmonization.	Forging partnership with the RLH (Roaming Like Home) initiative.