



Lesotho National Broadband Policy 2014-18

June 2014

Foreword

Broadband communications are critical to the Government's efforts to improve the socio-economic conditions for the people of Lesotho. It provides enhanced communication, improved access to markets and services, improved access to education and health services, and better access to information and news. Broadband has the potential to transform completely the way government, business and consumers communicate and interact with one another. Broadband enables new solutions to national development challenges.

Improving the availability, affordability and use of broadband will have many substantial benefits for the Kingdom of Lesotho, including enhanced opportunities for education, health and other public services; greater transparency, responsiveness and accountability within government; and cost-effective options for delivery of various government and commercial services.

The Government is therefore determined to promote and facilitate the expansion and utilisation of broadband by both the public and private sectors. The way in which it intends that this be done is set out in this Policy and the more detailed Plan attached to the Policy.

The Government has much to do to develop its own use of broadband to deliver Government services, including health and education more effectively and to a larger part of the country than now. The Government's resources are constrained and there are many other calls on its finances. This has two consequences. First, implementation of the Policy, although as fast as possible, will have to be both efficient and paced in response to resource limitations. Second, the Government is looking to the private sector to make critical investments and to otherwise cooperate in this important venture. The Government will take action if the private sector fails to do so to ensure the Kingdom's broadband future.

I commend this Policy and Plan to all stakeholders in the Kingdom. The Government looks forward to working with you to ensure that the Policy and Plan are implemented and that the Kingdom enjoys at the earliest time and across the widest base of its people and enterprises the economic and social benefits of broadband service.

Prime Minister

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1. Building better lives through better broadband

Broadband technologies and broadband-enabled services are fundamentally transforming the way the world communicates and interacts. In today's modern world broadband is a crucial resource. Broadband can empower people and communities by improving access to educational information and opportunities, removing geographic distance as a barrier to social, economic or cultural participation, and creating trade and commercial opportunities. Greater adoption and use of broadband services can also lead to economic growth and job creation.

Expanding access to and the utilisation of broadband services is therefore a key part of the Government's plans to:

- (a) maintain economic growth in a stable and progressive manner at more than 4.5% per year;
- (b) achieve the Millennium Development Goals, acquire modern technologies and infrastructure, and establish a diverse foundation for the economy;
- (c) integrate economic development with socio-cultural development and environment protection; and
- (d) ensure political stability and widen and deepen regional and international integration.

This National Broadband Policy and associated Strategic Implementation Plan is intended to provide an overarching framework to harmonise and align the Government's efforts to drive the introduction of broadband infrastructure and to identify new initiatives that will help improve the availability, affordability and relevance of broadband services. The Policy reflects the Government's ambition to build sound policy foundations for the long-term development of the broadband sector and the establishment of a basis for the exploitation of broadband to provide:

- (a) better communications and access to information;
- (b) economic growth and sustainable development; and
- (c) better health, education and employment opportunities.

The Government recognises that the success of the National Broadband Policy requires a whole-of-Government approach and also requires coordination and cooperation between the public and private sectors. The Policy therefore includes arrangements for the coordination of broadband initiatives and for collective supervision of the related Plans and activities. It has been aligned with other committed plans such as the National Strategic Development Plan and Vision 2020.

2. What has been achieved to date?

Lesotho has experienced rapid growth in ICT services in recent years, particularly in terms of cellular mobile service take-up. At the end of 2012 the penetration was over 59 subscriptions per 100 of population. This has occurred through competition in a liberalised market, the settings of which were established in Lesotho several years ago. Mobile service demand has increased as prices have reduced to more generally affordable levels.

As in other countries the mobile revolution has been associated with the displacement of some fixed services and with substantial call substitution.

Fixed broadband services have grown rapidly from a small base but penetration remains very low, particularly outside Maseru.

	2007	2008	2009	2010	2011	2012	2012
PSTN - Fixed telephone lines including fixed wireless access	47,582	41,190	40,000	38,612	38,579	43,097	57,198
Fixed telephone per 100 inhabitants	2.26	1.94	1.86	1.78	1.76	1.94	2.49
Fixed broadband subscriptions	110	140	400	400	1,339	2,900	18,350
Fixed broadband subscriptions per 100 inhabitants	0.01	0.01	0.02	0.02	0.06	0.13	0.80
Mobile cellular subscriptions	482,455	593,216	661,000	987,448	1,232,354	1,311,730	1,580,713
Mobile cellular subscriptions per 100 inhabitants	22.91	27.88	30.76	45.48	56.17	59.17	68.73
Percentage of individuals using the internet in last 12 months	3.45	3.58	3.72	3.86	4.22	4.59	n/a

Lesotho has a high adult literacy levels by African and world standards. This, together with the overall adoption rate of new ICT, and especially mobile technologies, will stand Lesotho in good stead as it commences its broadband journey in earnest.

Measure of Achievement	2010	2011	Unit
International internet bandwidth	2,816	9,828	Bit/s per internet user
Households with computer	5.5	5.9	% of households
Households with internet	3.1	3.7	% of households
Individuals using the internet	4.2	4.6	% of individuals
Gross enrolment ratio (secondary)	49.1	49.1	% enrolled
Gross enrolment ratio (tertiary)	3.5	3.5	% enrolled
Adult literacy rate	75.8	75.8	% literate

3. Defining Broadband

Broadband is the name given to always on, high speed access services that provide connection to the internet and to other information services.¹ To be effective, a national broadband policy needs to sustain broadband services at capacities that are appropriate to the applications required. Therefore to define a minimum download speed is merely to indicate the lowest capacity service that will be counted as broadband,

The importance of broadband is in terms of the applications and services made available. Bandwidth capacity is only important in so far as it enables specific applications and services to be used. For the purposes of this Policy, entry level broadband means services that have a minimum download speed of 512 kilobits per second (kbps) as a starting point. The minimum download speed that is recognised as broadband will undoubtedly increase over time. Therefore the Policy makes provision for the Lesotho Communications Authority (LCA), in coordination with the MCST and other relevant stakeholders, to increase entry level capacity definitions as required.

The need to define an entry level broadband service arises in many circumstances. Affordability concepts are especially associated with entry level services, and the universal service scheme, if it is to aid in broadband penetration and service take-up, will concentrate on this level for funding and registration. Services with capacities below the minimum entry level may continue to be provided but will not count for target setting and performance assessment.

4. Policy Scope and Practical Focus

This National Broadband Policy provides an over-arching framework with settings to ensure that demand-side and supply-side aspects of broadband infrastructure, applications, services, access and usage are best optimised to meet the objectives and targets that are set out in detail. The Policy has been developed to align with broader national plans and goals.

The Policy recognises that the resources available to the Government are finite and that a substantial part of the broadband burden will need to fall on the private sector. The heavy engagement and involvement of the

¹ A range of definitions are possible as discussed in Chapter 2 of the ITU's Broadband Commission report, *Broadband: A Platform for Progress* (May, 2011). However the recommended working definition at page 19 of that report is the approach adopted in this Policy, namely: "The Broadband Commission sought to focus on considering some of the core concepts of broadband as an always-on service (not needing to make a new connection to a server each time a user wants to go online), and high-capacity: able to carry lots of data per second, rather than the particular arrival speed of the data." (http://www.broadbandcommission.org/Reports/Report_2.pdf)

private sector is a policy preference in any case, but is underlined by the constraints on Government resourcing. The emphasis will be on obtaining high levels of efficiency in investment, with efforts to preserve resources and keep costs down. It is the Government's preference that this emphasis should not change during the five-year horizon of the Policy and Plan. However if private sector investment in fundamental broadband infrastructure falters or broadband infrastructure is not made available on reasonable wholesale and retail terms, the Government will be prepared to intervene and to organise alternative investments on a PPP (Public Private Partnership) or other suitable basis.

The Policy itself is necessarily pitched at a high level, consistent with settings that are intended to remain substantially in place for the longer term. Although the Policy requires regular review and possible adjustment, as do all national policies of this type, it is not expected that the direction of the policy or even the various emphases will change over the short to medium term. Practical focus, with emphasis on specific targets and measurable deliverables, is provided by the associated Strategic Action Plan. This document will also need regular review in light of changing circumstances in Lesotho, and is much more likely to require change as a result of such reviews than the Policy document.

5. Overall Objectives of the Policy

The overall objectives of the National Broadband Policy are to facilitate the earliest and widest level of adoption of broadband within Lesotho by establishing the settings to drive broadband infrastructure investment, the development of services and applications and ensuring widespread and affordable access by all sectors of the economy and society. Through broadband the Lesotho economy will be transformed and made more competitive in regional and global terms, and Lesotho society will find new means of integration, connection and inclusion. These objectives are further expanded in terms of policy outcomes in Section 8, below.

6. Acknowledgements

The contributions and suggestions that have been made by various ministries, government agencies and participants in the Lesotho ICT industry to the formulation of this Policy have been extremely valuable and much appreciated. Indeed, they are a necessary part of the formulation of a successful broadband policy, which needs widespread support and ownership. In particular the enthusiasm and contributions of all stakeholders at industry workshops and meetings in Maseru has been most appreciated. Further contributions from all of these sources will be appreciated in the future as the policy is reviewed and shaped to better serve the country and its aspirations.

7. Glossary of Terms

As used in this Policy and associated Strategic Plan of Action, the following terms have the meanings shown:

- | | |
|-------------------------|--|
| • Broadband | High speed, always-on communications access services |
| • Entry Level Broadband | The minimum download capacity associated with a service that will entitle the service to be considered as broadband for policy purposes in Lesotho |
| • Government | Government of the Kingdom of Lesotho |
| • ITU | International Telecommunication Union |
| • MCST | Ministry of Communications, Science and Technology |
| • Minister | Minister for Communication, Science and Technology (unless the context suggests otherwise) |

- Ministry Ministry of Communications, Science and Technology (unless the context suggests otherwise)
- LCA Lesotho Communications Authority
- Plan Means the Strategic Action Plan associated with this National Broadband Policy, unless the context suggests otherwise
- Policy Means this National Broadband Policy, unless the context suggests otherwise

8. National Broadband Policy Outcomes

Listed below are the policies outcomes that the Government expects to see achieved in a material way during next five years. These are longer term goals, but they need to be progressively implemented.

8.1 Achieve higher economic growth and economic efficiency while ensuring sustainability

- Contribute to the increased economic welfare of Lesotho and its people, while maintaining economic growth at an annual rate of no less than 5%
- Create sustainable employment opportunities and enrich and enhance jobs
- Make Lesotho known and attractive for commercial activity and investment
- Achieve higher economic efficiency in terms of transactions, processes and effectiveness.

8.2 Promote social growth and cohesion

- Advance social inclusion and cohesion in all ways, especially through modern communications
- Preserve Lesotho's cultures and traditions through the use of new technologies
- Promote community ownership and support for continued and improved broadband services through improved access and usage
- Provide high speed broadband access for all communities, schools, homes and businesses in Lesotho

8.3 Enhance Public and Private Sector Efficiency and Performance

- Improve efficiency, effectiveness and reach of government services through specific eGovernment initiatives
- Provide broadband enhanced business and community services by both the private and public sectors
- Improve efficiency and productivity of all sectors of the economy

8.4 Facilitate ICT and general education through broadband

- Deliver broadband-enhanced education in all schools including the development of relevant ICT skills at all educational levels resulting in curriculum extension, choice and improved quality of education
- Increase ICT understanding and skills of the entire population, especially to ensure that skills are developed to match future economic needs.

8.5 Improve health service delivery

- Provision of broadband-enhanced health services to all communities through remote diagnostics, enhanced professional assistance to field health care providers, coordinated patient databases and access by people and professionals to better medical information online.

8.6 Enhance Global Integration and International Relations

- Connect Lesotho businesses and communities with the world
- Enable easy and affordable access to markets and counterparties overseas, reducing the cost of doing business
- Increase trade opportunities with overseas countries

8.7 Improvement in the efficiency of key sectors of the economy, and especially for primary resources and agriculture

- Enable advisory services to be more effective in reaching farmers particularly in terms of interactivity
- Enable guidance to be more effective primary production and higher yields
- Extend resources to be available to all producers in the primary sector of the economy

9. National Broadband Policy Principles

The objectives set out in this Policy seek to ensure maximum benefit to Lesotho as a whole, supplementing other efforts to promote the national welfare, and supporting other government policies. The achievement of the objectives will be guided by a set of clear policy principles and the recognition that a holistic approach based on a whole-of-Government and whole-of-industry approach is needed to develop a sustainable broadband eco-system. The following principles will guide the National Broadband Policy in Lesotho:

- **Market driven:** To the maximum extent broadband infrastructure provision and service delivery will be through the operation of market forces, whilst recognising the critical role of government, a welcoming regulatory environment and in facilitating the provision of backbone capacity and the roll out of services with the assistance of the universal service scheme when it is established to areas in which broadband may not be commercially viable in the short to medium term. As noted already, the commitment to market-driven, private sector investments in broadband is dependent upon success and on the availability of wholesale services that are reasonably priced relative to decreasing costs over time.

- **Community involvement and ownership:** Broadband should benefit all communities in Lesotho whether they are academic, professional (including school based), urban, rural or local communities. Broadband initiatives will give high priority to community 'ownership' of facilities and community responsibility for the delivery of services on a viable basis.
- **Universal access:** The policy reflects the principle that broadband services shall be accessible to all Lesotho people and communities. Access is a function of availability, affordability and capacity to use. All of these aspects will be addressed in programs designed by the Government to ensure that universal access is achieved. In particular, the Government will address broadband access for communities that might not otherwise be served through the operation of market forces. The universal service scheme, when fully established, will seek to extend access to broadband on a practical and prioritised basis. There will be emphasis on the development of community-specific content in accessible languages.
- **Affordability:** Broadband access services at entry levels shall be affordable for all people in Lesotho. This principle may take some time to be reflected in terms of individual service subscription levels, and therefore community-level access will be a high priority in the interim.
- **Leadership:** This Policy seeks to encourage leadership in broadband adoption and usage at all levels of Lesotho's economy and society, and especially by the private sector. The Government also has a clear leadership role in transforming its own processes and public sector services showcasing the opportunities available through broadband. The Government's role in terms of lead applications should inspire business and industry to develop applications to more effectively undertake their transactions with the public and with each other.
- **Government intervention:** Government intervention should not be a constant feature of the information economy, but will be needed when markets fail, or where non-Government actions are ineffective and likely to remain so, and when there is a need for national example and leadership on key initiatives and other matters associated with broadband. The positive role and image of the government as a lead developer of applications cannot be overstated.

10. Short to Medium Term Policy Goals

The achievement of the objectives set out in this Policy will only be possible if specific goals are developed and met. These goals are intended to be achieved in the five year horizon of the Policy and Plan from 2014 to 2018.

10.1 To have in place a competitive structure for the provision of broadband in Lesotho:

The Government will examine ways to remove any legal or regulatory barriers that may be an impediment to competition. Action plans to implement this policy will ensure that the market for broadband services operates competitively and will attract and sustain on-going investment, entry, and continued growth of broadband services, and of other services enabled by broadband, in Lesotho. The immediate source of competitive access is in the mobile sub-sector, but this will need to be matched in terms of fixed infrastructure access, including backhaul. The Government will intervene and establish its own backhaul if the private sector fails to do so in a timely manner and on reasonable terms, particularly in regional and rural areas. Government intervention is seen as a last resort and Government intervention, if required, will be in partnership with the private sector, such as through PPP or similar arrangements.

10.2 To support the provision of broadband services to all Local Government Areas:

The Government will ensure that Local Government centres are connected to backhaul systems for the early delivery of broadband in conjunction with the rollout of service for Government use in its regional offices. This provision will be implemented in the most cost effective manner, consistent with the continued provision of the service on a commercially sustainable basis. When the universal

service scheme is fully operational the priority will be considered for the establishment of community broadband facilities in locations where it may not be commercially viable, at least initially. The initial emphasis will be on larger communities to ensure that the value of limited resources is felt as widely and as quickly as possible.

- 10.3 **To achieve broadband service availability to 100% of people in urban areas and to 75% of people in rural areas of Lesotho, during the next five years:** By the end of the Plan period (2018), over 85% of the people of Lesotho shall have \ broadband service coverage at entry levels or better. However this goal will need to be converted into a series of prioritised steps with initial focus on district capitals, larger towns and communities. This priority is suggested by the potential for greater numbers of people in more densely populated areas to be served at lower unit cost at the earliest time. To this end, broadband infrastructure to support service deployment will be taken to include the infrastructure of the power, transport and other sectors that needs to be utilised for best broadband outcomes.
- 10.4 **To ensure that Broadband Services become and remain affordable for all people in Lesotho:** An entry level broadband service shall be available to all with access at an affordable price. LCA, in conjunction with the Ministry and other relevant agencies, licensed service providers and stakeholders, will define both the initial entry level service characteristics and an affordable price, having regard to international assessments of affordability. A service download speed of 512kbps shall be considered to be the initial entry level or basic service, pending further consideration by the parties referred to above. In order to make broadband affordable and desirable to middle and low income people in Lesotho, it will be necessary to establish policy settings that reduce cost, encourage high early demand (and gain scale economies) and ensure early development of applications of widespread appeal and utility, especially where local content is involved.
- 10.5 **To encourage and facilitate the development of Lesotho local content:** Support for local content will be through supporting local content developers, including contracting out to local private sector content developers where possible and encouraging mass usage of local content applications through Government leadership. Local content initiatives include:
- Adaptation of foreign content for better and more convenient use by Lesotho users;
 - Development of new content specifically targeted to Lesotho users, such as agricultural information and applications, and cultural themes; and
 - Use of languages other than English, where appropriate, to express content in accessible and useful ways.
- 10.6 **To support all academic institutions to have access to Broadband:** 100% of all tertiary educational institutions, 100% of all primary and secondary schools in urban areas and 75% of all primary and secondary schools in rural areas to have broadband access to the internet during the next five years.
- 10.7 **Government to lead the broadband evolution by delivering its services online over broadband:** A significant programme of eGovernment transactions and information that can be performed and accessed online shall be developed and progressively implemented over the next

five years. All licence applications, tax and other payment transactions, notifications and other functions will be encouraged in online form with incentives where possible for online rather than paper-based or in-person transactions. Lengthy queues at Government offices are wasteful of economic resources, as well as personally disruptive and eGovernment applications will seek to reduce such queues substantially.

10.8 **Lead Government applications:** Additional to the above, Government shall develop a range of lead applications for delivery of new, enhanced or extended services online using broadband across the full range of Government services, but with particular attention to Health, Education and Agriculture service delivery, as follows:

- (a) All hospitals shall be connected to broadband for remote diagnostic and supervisory support and for other e-Health applications;
- (b) All field medical centres in areas with broadband availability shall be similarly connected;
- (c) All primary teachers shall receive training in broadband applications and use of broadband-enhanced educational resources in the classroom;
- (d) All secondary and selected tertiary curricula shall be deliverable using multimedia online capabilities to augment the syllabus in schools without specifically qualified teachers and to ensure that more and richer syllabus choices are open to all students in Lesotho who attend schools in areas of broadband availability; and
- (e) Lead applications in agriculture shall be developed for Lesotho conditions to assist in efficient production, greater yields, marketing and logistics associated with these industries.

11. Roles and Responsibilities for this Policy and related Strategic Action Plan

11.1 General coordination

The Ministry for communications, Science and Technology (MCST) has the general responsibility for the coordination of the implementation of this Policy and for the monitoring, review, revision and reporting on a regular basis through the Minister to the Cabinet as required for effective outcomes. This responsibility will be discharged in coordination and close cooperation with all other Ministries, the LCA and industry stakeholders.

11.2 Broadband coordination arrangements

The National Broadband Policy is considered by the Government to be an important whole-of-government initiative. It is being coordinated by MCST but it is the responsibility of all Ministries and agencies to contribute to the Policy and to ensure that the economic sectors and social segments that they serve enjoy the maximum benefit possible from broadband. This is not a matter that can be left to agencies and organisations in one Ministerial portfolio.

Coordination arrangements will be established to oversee Policy and Plan implementation. The **National Broadband Committee** will report to the Minister for Communication, Science and Technology and through him or her to the Cabinet. It is important that the Committee report to a high level in Government to demonstrate the importance that the Government attaches to broadband as a tool of national economic and social development, and as a clear signal of the Government's own on-going commitment.

The **National Broadband Committee** shall have the following members:

- The Principal Secretary of MCST (Chair)
- The CEO of LCA (Deputy Chair)

- Members representing each Ministry or agency referred to in the Strategic Action Plan (details in the Annexe to this Policy)
- Such number of members representing the telecommunications service providers and the ICT industry in Lesotho as may be determined and appointed by the Minister from time to time
- Such other members on an ex officio basis as determined by the Committee Chair and invited to meetings where their presence would assist the overall work of the Committee from time to time.

The role of the National Broadband Committee is to ensure that the National Broadband Policy and the Strategic Action Plan remain current and reflect changing strategic emphases and priorities and to ensure, at a higher level, that there is accountability on the part of ministries, agencies and other major stakeholders involved for the actions entrusted to them.

In order for the National Broadband Committee to be effective the core membership group needs to be relatively small, and should be no more than eight members (including the Chair and Deputy Chair). The core membership group of the Committee should meet more frequently than the full committee to set agendas and ensure that actions that have been agreed are taken and reported on in a timely manner.

The Committee, using the resources of the MCST, shall prepare regular reports, on at least a half yearly basis, on the implementation, monitoring, review and revision of the Policy and the related Strategic Action Plan for the Government. MCST shall be responsible for overall implementation, monitoring and review of the Policy and related Plan, working through the Committee as appropriate.

Annexe: National Broadband Strategic Action Plan

The Strategic Action Plan (“the Plan”) below is part of the National Broadband Policy and covers the five year period up to the end of 2018.

The opportunities and requirements associated with broadband for most of that period are emerging and changing rapidly. The Government’s approach will therefore be flexible, in order to exploit new developments that cannot be identified with certainty at this time.

However, some action items have target dates assigned to them. Many of these action items fall in the earlier years covered by the Plan.

The implementation focus is on key achievements and on projects that will have lead-application and inspirational value in Lesotho leading to more economic and social broadband applications. In the broadband eco-system, initial applications and successes encourage and generate more applications and successes, and success becomes cumulative, feeding on itself.

The Government has taken a deliberate view that it is better to seek to focus on a smaller number of very important projects and ensure that they are completed effectively and on time than to have a long list of desirable outcomes in the Plan that may well exceed the management and financial capabilities of the parties involved, or the resources that can be deployed. On the other hand, the list of items included in the Plan is not necessarily exhaustive and may well be augmented by additional items, particularly in later years.

Item	Goal	Description of action and target	Responsible	Completion
1	Competition, Regulation and Investment	1.1 Examine ways in which availability and affordability of broadband can be enhanced through the removal of any unnecessary regulatory constraints and financial imposts, together with re-design of schemes to encourage investment in broadband delivery. Take appropriate action	Ministry , in conjunction with LCA	By end of 2014
		1.2 Renegotiate the provision of broadband connectivity to Government offices in Maseru and local offices. If private operators are non-cooperative move to Item 1.3	Ministry	By Q3 2014
		1.3 Establish PPP arrangements for investment in broadband backbone services throughout Lesotho that initially connect all Government offices, District Council offices, schools and hospitals ²	Ministry , in conjunction with LCA	By end of 2014

² This gives effect to the commitment to ‘facilitate deployment of a national broadband network to enable delivery of ICT services ... and to meet universal access goals’ which was included in the objectives of the ICT Policy of 2005, but which remains outstanding

Item	Goal	Description of action and target	Responsible	Completion
		1.4 Provide certainty about the definition of broadband by establishing a minimum (entry) level download speed of 512 kbps for regulatory purposes, and review regularly.	LCA	By Q3 2014
		1.5 Examine and analyse ways of introducing a more market-based approach to the allocation and sharing of spectrum.	LCA in conjunction with the Ministry	Feasibility study by end of Q2 2015, and if feasible, implementation by Q2 2016
		1.6 Review and determine the optimum approach for the coordination of broadband infrastructure rollout with agencies responsible for roads, electricity and other infrastructure to ensure effective plan coordination.	Ministry in conjunction with LCA and other relevant agencies	By end of 2014
		1.7 Development and passage of comprehensive e-Commerce Law to protect consumer and trader rights in online transactions and to provide a comprehensive and certain framework for development ³	Ministry	Development of draft legislation for consultation by Q2 2015
		1.8 Commence / continue discussions with neighbouring Governments to facilitate access to cheaper international bandwidth	Ministry	During 2014
2	Community access to broadband	2.1 Review Universal Service Scheme (USS) ⁴ in Lesotho which includes: (a) individual and community broadband access objectives and targets; ⁵ (b) the development of broadband content in subject-areas that are unlikely to be addressed commercially; and (b) service deployment and capacity building and adult education	LCA	Complete review by Q4 2014. Implement the revised scheme by the end of Q2 2015.

³ This action includes the legal and regulatory framework for enabling electronic commerce and for recognition of electronic signatures, electronic evidence and related cybersecurity arrangements

⁴ This review will examine the adequacy of money available to the Universal Service Fund to meet current requirements and the requirements listed in the action item

⁵ Note that the Universal Service Fund has been in operation since 2009 and the USS covers broadband service provision

Item	Goal	Description of action and target	Responsible	Completion
		programmes for ICT and broadband.		
		2.2 Review the minimum entry level download capacity for broadband for the purposes of the Plan and of regulation generally	LCA	Progressively, with annual reviews of this Plan
		2.3 Establish adult community training programmes on how to use and benefit from broadband and internet access and deliver community-based training services and related certification scheme.	LCA (as part of USS)	On-going programme to commence by Q1 2015
3	Availability	3.1 Achieve availability of broadband at the minimum entry level or higher speeds to 15% of the population of Lesotho by the end of 2014 and to 80% of the population by the end of 2018. [Note that this target is for all forms of broadband service – fixed and mobile]	LCA in conjunction with Ministry	Achieve 15% of population availability by the end of 2014 and 80% by the end of 2018
		3.2 Encourage fixed and mobile service providers to include a range of price packages for broadband in their service offerings, and review the adequacy of the range in reaching all market segments on a regular basis.	LCA	Initial review by Q4 2014 and monitoring thereafter
4	Affordability	4.1 Undertake a review of the taxation and other incentives associated with broadband in Lesotho and determine a whole-of-Government approach to encouraging private investment in broadband infrastructure and service development, especially for extending services to regional and rural areas. Also consider changes needed to facilitate public private partnerships (PPP) in the development of broadband infrastructure.	Ministry	By end of 2014 (linked to item 1.3)
		4.2 An entry level broadband service option to be available to all at an affordable price, as a mandated offering in the broadband service schedules of all licensed service providers. Once the regulated price of the mandated broadband service offering has been established for each	LCA	By end of 2014

Item	Goal	Description of action and target	Responsible	Completion
		type of service provider, relax price controls on other retail broadband offerings.		
		4.3 Develop Guidelines for Local Government Authorities to facilitate a uniform and low-impact local government planning and operating regime insofar as it affects ICT and broadband deployment, penetration and cost. ⁶	Ministry for Local Government ⁷	By Q1 2015
		4.4 Develop a Code of Conduct for Tower and Infrastructure Sharing, including model terms for Sharing Agreements for all licensed operators.	LCA	By end of Q2, 2015
5	Broadband penetration	5.1 Within the overall population availability target of 80% by 2018, determine the penetration milestone target that shall apply within each region and province for each year of the Plan	Ministry , in consultation with industry stakeholders	Determine intermediate targets by end of 2014
		5.2 Develop demand-side facilitators of broadband take-up and usage through development of applications and content, including the development of content in languages other than English for specific purposes.	Ministry , through eGovernment program	Commence as soon as possible in 2014
		5.3 Examine and implement incentives for broadband service take-up by individuals and households and incentives for service providers to set and achieve challenging but relevant targets for penetration, including collaborating with service providers to provide free WiFi spots in public areas.	Ministry and LCA , in consultation with industry stakeholders	By end of Q3 2014
6	School access and education	6.1 All primary and secondary schools to have broadband access, in urban areas, and in those rural areas that have broadband service coverage	Ministry of Education	(1) Development of a programme by Q3 2014. (2) Progressive delivery thereafter to achievement of

⁶ As at March 2014, of 88 Local Government Authorities (Councils), 11 Urban Councils, 10 District Councils and one Municipal Council have access to the internet.

⁷ Ministry of Local Government, Chieftainship and Parliamentary Affairs

Item	Goal	Description of action and target	Responsible	Completion
				target by end 2018
		6.2 Primary and secondary school syllabuses to be formatted for complete delivery, as necessary, via broadband means, in association with 6.1 above	Ministry of Education	Progressive completion to end of 2015
		6.3 Primary and secondary school teachers to be trained in the effective operation of relevant broadband applications and delivery of approved syllabuses by accessing broadband services.	Ministry of Education	All new teachers to be trained by end of 2016 and all teachers by end of 2018
7	e-Government	7.1 Coordinated examination within each Ministry / agency of relevant transaction processes and development of a prioritised eGovernment programme for implementation, with initial applications being determined on the basis of their likelihood to encourage broadband service take-up.	Ministry with all relevant ministries and agencies	Completion of review by the end of 2014
	Licenses, approvals and other transactions	7.2 Within the overall programme in 7.1 establish Government portals for the application for the grant and renewal of licences and other approvals given by Government, and for the electronic conduct of other transactions, such as the lodgement of returns and applications.	Ministry	Completion by end of Q2 2015
8	eGovernment leading applications	Additional to 7.1 and 7.2 above, Government to develop a range of lead applications for delivery of new, enhanced or extended services online using broadband in Health, Education, Finance, Agriculture and Tourism, specifically as set out below. ⁸	Ministry , in conjunction with all relevant ministries and agencies	Develop and commence monitoring a detailed set of milestones by the end of 2014 for progressive implementation to completion in 2018

⁸ As at March 2014 services that have been identified for early inclusion in the eGovernment suite include business registration (Ministry of Trade & Industry); birth registration and identity document applications (Ministry of Home Affairs); and interactive portal operation (MCST)

Item	Goal	Description of action and target	Responsible	Completion
		8.1 100% of Hospitals to be connected to broadband for remote diagnostic and supervisory support. ⁹	Ministry of Health	100% by end 2016
		8.2 Local and community health centres in all areas with service availability to be connected to broadband ¹⁰	Ministry of Health	90% by end 2016, and 100% by end 2018
		8.3 Develop comprehensive patient data bases to enable all people in Lesotho to be provided with the best possible care and attention wherever they present with health issues – possibly with specific patient groups with chronic conditions involving high-cost treatment to be covered initially. ¹¹	Ministry of Health	Development of detailed strategy by Q3 2014 and progressive implementation from that date.
		8.4 Develop detailed plans for lead applications in agriculture for improving land use and produce marketing. Implement progressively thereafter	Ministry of Agriculture	By end of 2014
		8.5 Additional to 8.4 above, establish a comprehensive information portal to provide farmers and other primary producers with information to assist in best practices for planting, cultivation and harvesting.	Ministry of Agriculture	By Q2 2015
		8.6 Develop online payment system in relation to payment to be made to Government for fines, permits, taxes, passports and other services.	Ministry of Finance , in conjunction with Ministry (MCST)	Complete feasibility study and planning by Q2 2015, with implementation thereafter.
		8.7 Further refine the e-commerce and e-business policies and environment to facilitate greater take-up and improved scale efficiencies. This may take the form of establishing coordination	Ministry of Finance , in conjunction with Ministry	Complete feasibility study and planning by Q3 2015, with implementation

⁹ Note that all 22 Hospitals have internet access as at March 2014. However no remote diagnostic arrangements are available as at March 2014. arrangements are to

¹⁰ Few of the 211 Health Centres and Filter Clinics have internet access as at March 2014. They are not supported by any remote diagnostic facilities

¹¹ EMR (Electronic Medical Record) software has been developed in-house and there has been training on its use. The action in the Plan requires a detailed plan to be developed for systematic use and extension of appropriate database systems

Item	Goal	Description of action and target	Responsible	Completion
		mechanisms to exploit the potential for online commerce on a sector-specific basis.	(MCST)	thereafter.
		8.8 Additional to 5.2, establish a detailed plan for facilitation and prioritised support for local content and local applications development, including all levels in the content value chain.	Ministry	Complete a detailed plan by the end 2014 and implement thereafter.
		8.9 Establish programs for human resource development on skills related to the application and use of broadband and ICT to deliver government services and for government to engage with the public. Include e-Learning and professional development in the program.	Public Service Commission in conjunction with all ministries and agencies	Complete a detailed plan by the end of 2014
9	Recognition of ICT Champions	9.1 Design and implement a scheme for the identification and public recognition of outstanding leadership and entrepreneurship in the application of broadband to advance Lesotho's society and/or economy.	Ministry	By end of 2014, and implement as an annual event
10	Data collection to measure broadband progress	10.1 Review existing arrangements, and, if necessary, design and implement enhanced data collection and reporting arrangements to enable baseline and progress to be understood and for achievement of the Policy and Plan goals to be measured and communicated. The data will relate to ICT measures and to all other measures referred to in this Plan.	Ministry in conjunction with LCA	Design by Q3, 2014 for quarterly collection and analysis thereafter.

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