RWANDA IGF 2015

MEETING MINUTES

Meeting Date: 28th October 2015
Meeting Location: Lemigo Hotel Kigali-Rwanda
Recorded By: Sugira Claudine

Table of Contents

ATTENDANCE

Attendance list is attached in the annex

MEETING LOCATION

Lemigo Hotel

MEETING START

Meeting Schedule Start: 09:00

Meeting Actual Start: 09:20

Meeting Scribe: Sugira Claudine

1. WELCOME REMARKS AND RECAP OF RW-IGF 2014 BY MR GHISLAIN NKERAMUGABA BY CEO RICTA

The Rwanda Internet Governance Forum is an important forum/meeting for the local Internet community. It enables and allows the Internet users to express their issues, comments, and suggestions for the improvement of the Internet.

Though the meeting focuses on a particular and specific theme, it allows as well broader discussions on issues pertaining to Internet. The participants are encouraged to express their views and suggestions.

The meeting is a platform to draw and elaborate strong suggestions and recommendations that can be used to build relevant and important policies.

2. INTERNET SOCIETY RWANDA CHAPTER: TODAY AND TOMORROW BY CHRIS MULOLA MEMBER ISOC RWANDA CHAPTER

The Internet Society (ISOC) is a global cause-driven organization governed by a diverse Board of Trustees that is dedicated to ensuring that the Internet stays open, transparent and defined by the community. ISOC is the world's trusted independent source of leadership for Internet policy, technology standards, and future development.

ISOC Rwanda Chapter was chartered on October 20, 2010 and currently has 411 Members. ISOC Rwanda chapter activities include ICT Community support activities with schools and universities, ICT awareness in College of Science and Technology, Adventist University of Central Africa (AUCA) Mudende and Klab.

ISOC Rwanda future activities include online trainings available currently being arranged by Kevin Chege from ISOC Regional Office; Student's introduction to the Professional world; International Conferences' participation; Negotiating a permanent slot in ICANN Next Generation Program.

3. OPENING REMARKS BY MR. EDDY KAYIHURA, RICTA VICE- BOARD CHAIRMAN

Mr Eddy Kayihura welcomed participates to the meeting and encouraged them to actively participate in the meeting.

4.   BACKGROUND OF IGF BY ATUSHI YAMANAKA SENIOR ICT POLICY ADVISOR AT MINISTRY OF YOUTH AND ICT/EVECUTIVE ADVISOR PSF ICT CHAMBER

 Internet Governance Forum (IGF) is not held in only in Rwanda, it is held on the global and regional level. It is truly a multi-stakeholder approach.

IGF came out of the World Summit on the Information Society (WSIS) in 2013 and 2015. The United Nations had a question on how they can provide Internet to all, given the UN system, they failed to come to consensus on the matter. At the end of 2015 they agreed to continue discussing the multi-stakeholder approach not only on internet Governance par say but provide a platform to discuss and get solutions pertaining internet.

The recommendations made in this IGF meeting should not be only for Rwanda carried to the regional and international level. The East Africa IGF was held in Kampala, Uganda. We should also consider having

the recommendations from the Rwanda IGF to be voiced on the regional level and then later on at the international IGF meeting.

5. **GROUP DISCUSSION RECOMMENDATIONS**

Participants broke into Discussion groups to discuss on

1. Internet Affordability for Mobile Users

2. Enabling Local content

3. Internet pricing for Local content

4. Internet child protection

GROUP 1: INTERNET AFFORDABILITY FOR MOBILE USERS

1. Operators should offer unlimited packs and reduce the bandwidth to the consumer instead of switc*hing to pay-as-you-do data plan.* Telecoms should use a model in the case a customer reaches their limit they limit the bundle or leave a choice that enables the ability to purchase another internet package.

2. Enable ability to renew daily packs without the need to wait till midnight.

3. Better communication policies between operators and consumers need to be put in place.

4. Create package that allow unlimited YouTube streaming. YouTube being the biggest source of data consumed, there should be a package that allows consumers to have unlimited YouTube access.

5. Reduce prices of old technologies when new ones come in place (Like reducing GPRS, EDGE, UMTS, HSDPA, HSDPA+ prices when 4G LTE comes in the market.

GROUP 2: ENABLING LOCAL CONTENT

This group main focus of discussion was on infrastructure; cyber security; social media; promotion of content innovation, digital literacy and Digital access. The following are the suggested recommendation:-

1. There is a lot of content in Rwanda However the information on where the content is to solve this issue there is need for a sensitization campaign done in partnership with the ministry of education and ministry of local government.

2. Set up strategies on how to access local content that is suitable for the public's consumption.

3. Promote the digitalization of service delivery to create more content. Digitalization of service to create more local content. There is need to get a platform through which sources of information or data can be consolidated a similar platform like Rwanda Online.

4. Leverage on social media to drive local Content that is useful to Rwandans.

5. Find measure to curb Digital illiteracy.

6. Security aspect of hosting

7. Better Packing of .rw domain offering

8. Creating platform that enables innovative idea to immerge on Internet

GROUP 3: DISCUSSION ON ENABLING LOCAL CONTENT

1. Local Hosting is a big challenge and needs to be alleviated. If there can offer a reduction in hosting prices then there would be better supply of local content.

2. Electricity rates to the Data Centres that host this data are very high and is being reflected on the current market pricing. If Rwanda Utilities Regulator Authority (RURA) can regulate lower pricing and mandate it reflect on the service offering to the public this would be a plus!

3. Cheaper Upload pricing is required for Data Centres. As they can tap into local content cheaper which will trickle down to the end user in terms of lower cost.

4. The current ISP pricing could go down 50% and still earn the telecoms/ISP a 100% margin! We ask that each year a 30% reduction Year of Year be targeted and reflected in retail pricing.

CROSS-CUTING SUBJECT: CHILDREN ONLINE PROTECTION RECOMMENDATIONS

1. Parents and tutors have to limit access to their devices

2. Civil society has to take a lead on awareness in partnership with MINALOC and operators.

3. Ministry of family and gender promotion to draft policies that ensure children safety at the core of the Rwandan family.

4. Run an awareness campaign on available method for online child protection.

5. Have parents register gadgets own by their children under a certain age so that at a national level so as to work with parents on appropriate data for their children is controlled.

6. **GUEST OF HONOR REMARKS BY HON. MINISTER OF YOUTH AND ICT**

    Hon. Minister of Youth and ICT mentioned that the Internet Governance Forum is a very important forum. He went on to say that there is a need to work together to strengthen the forum. It is a forum that should address very critical developmental issues. The IGF forum has the capacity to shape the future of our country so it deserves the highest attention from all key participants. There is a need to be more inclusive and go out and bring those who may not be aware of the importance of the forum because it's essential to have a forum to discuss key issues like internet affordability, local content, child online protection which are issues that decision makers need to own.

    Hon. Minister suggested that IGF organizers should to take the recommendations to the respective organizations that would be able to put them in effect .The Hon. Minister pledged his total support to mobilize all those that need to be mobilized so that these resolutions turn into action. He also mentioned that IGF meetings need to have advocacy and debates activities.

    He noted that   there has been an improvement telecom adaptation, he referred to at statistics published on the RURA website for the third quarter of 2015 and he realized that there were 8.5 million Active mobile telephone subscriptions. With a rise of 31% in 2015 from 8.5% in 2012, which reflects a 300% increase and 75% have mobile broadband.

    Hon. Minister mentioned that the Government needs to play a part in subsidizing this cost for running a data centre.

    He made a call to all Internet service providers to different the Local content traffic from those that are international.

    The Honourable Minister mentioned that Digital Literacy is important, he went on to say that there is a need to increase the levels of digital literacy and to improve the usage of devices. In additional he says there was need to clearly define digital literacy.

    Hon. Minister of Youth and ICT stated that children need to be encouraged to be able to produce content not to consume.

    In relation to what the government doing to tackle the issue of E-waste the Hon. Minister mentioned that a policy on strategic plan on E-waste has been presented to parliament. He also said that the government will build an E-waste plant. It will be build electrical and electronic waste.

    In regards to the cable cuts the Honourable minister mentioned that the government is engaging with the partners from the northern corridors to resolve the issue however another approach is to have many links as possible connecting to different rings. Operators could use satellite for redundancy purposes.

7. **PANELS**

8. **SESSION 1: ACCESS AND BROADBAND**

    The price of traffic is decreasing but the price to the end user is not decrease how are operators planning to deal with this issues?

    The price of internet is reducing gradually and it is expected to keep reducing as the market grows however there are a couple of constraints that are preventing price reductions that include the submarine cable and the Terrestrial cable of which surprisingly the Terrestrial cable is more expensive than the submarine cable even if the distance is long. Secondly Operators have to invest in infrastructure

to provide better services to the end users and that investment cost is recovered over the years in the long run it delays the reduction of prices.

The general trend isn't to reduce the price but to provide more and better services to the end user like more capability or more bandwidth.

 Is there a differentiation in pricing for local loops and international?

In terms of local loop there is no current differentiation which is something operators will be considering to be put in place and will be taken as a recommendation to be worked on.

In order to support the environment BSC Ltd is providing AKAMAI and Google cache for 12 USD while it costs 90 USD to fetch this content as international traffic.

What is being done to secure mobile money and Tigo cash?

One of the basics for operators is to remind users to keep their passwords safely and if you have any issue you are required to visit the service centres. The security for mobile money and Tigo cash is only based on the pin.

How can one unsubscribe from messages and calls that they get from operators?

There is a short code that requires users to unsubscribing from getting bulk messages from operators. Once you dial that code you taken out of the databases however the messages sent are meant to create awareness on additional services that are provided by the operators.

How are operators facilitating developers?

In the case of Tigo, availing APIs to developers is a long process however they had a platform swap from one platform to another to provide the best service and until they are comfortable with is when they will speak to developers and avail it to the public but at the moment it is on demand basis.

For MTN to get the API you need to get into contact with the sales team that assists to get a contract and a developer is required to get a short code from Rwanda Utilities Regulator Authority (RURA).

A. SESSION 2: IMPACT AND CHALLENGES OF ONLINE PRESENCE

What online presence means and its impact?

Rswitch is an e-payment clearing house. They clear, authorize and settle payments on behalf of banks for ATMs and transactions using Point of Sale (POS) and transactions from mobile wallets. To be online means you want to reach out to your clients this important because once you have online presence you are bounded to have online transaction. On the mobile side at the moment you can make money payments through mobile money, Tigo cash and Airtel money.

If anyone wants to transact online they need to set up their website and Rswitch would insert a plug in called an e-payment gate way that accepts card payments and mobile payments.

Hello food is a mobile and food delivery platform delivery. When the platform first started 99% were cash on delivery payments. There was a challenge e-commerce delivery trust. People were afraid to pay in advance for food that they were not sure they would receive. Approximately 5% of the restaurants on the hello food platform have a website and 25% have a Facebook page.

Today is possible to have content in different languages online. Having local content in different languages is meant to drive people to have an online presence.

In Africa we have approximately 330,000 generic domain names, for country code top level names there are 1,500,000 names.

In E-commerce, how do you get customer feedback if you are not interacting face to face with the customer?

Customers are sent feedback form of the recent order that was purchased, in additional the client is asked to give a review or rate the restaurant they made an order from.

What is being done to support cashless payment?

The government and Rswitch have partnered on to get the banks and the telecoms to reduce the cost of get the card. One way is to have different schemes, mobile payments. For instance it was regulated last year that any payments at POS will not be charged.

Why are there different charges for ATMs transactions between banks?

Inter change transactions a bank supplying money to the customer has the right to charge a premium to a client. ATM business is a volume based business the more volume the lesser the cost of a transaction. For these charges to be reduced there will be need for your voice so that the central bank can intervene in the issue but if nothing is say then stakeholders will get away with it. For this issue write emails or compel to your banks.

MEETING END

Meeting Schedule End: **14:00**

Meeting Actual End: **15:35**