



Initial Multi-stakeholder Consultation on the Review of the ICT Policy 2017-2021

Break Out Session

Guiding Questions for Working Groups

Thematic Area 1 (Group 1): Legal and regulatory frameworks - Open and Competitive Environment

1. What initiatives or incentives should be considered to foster a liberalised market with an open, competitive environment? To what extent does the following occur currently and how effective are these towards fostering a sound competitive market for all stakeholders, from smaller new entrants to larger and established service providers? Are there gaps in any of the following areas:
 - Streamlined licensing process with no legal barriers to market entry
 - Ensure a competitive market structure, with limited or no national government ownership of end-user service providers
 - Available access at reasonable market rates to international gateway or cable
 - Transparent disclosure of pricing and service options at wholesale level
 - Permit pre-paid and tiered pricing models
 - No barriers to crossing national borders with network infrastructure and traffic
 - Independent regulator. Structural independence from other governmental entities and telecom providers
2. Does the current regulatory framework provide sufficient safeguards and instruments to address market failures and or anti-competitive behavior? For example, does it have the capacity and independence to address instances of predatory pricing or market dominance? Is there a system in place to monitor and analyze market dynamics?
3. *Licensing and spectrum management*: Does current legislation and regulation ensure sufficient broadband-capable spectrum is made available and used efficiently for:
 - Open, transparent, and fair allocation and licensing mechanism
 - Harmonisation of spectrum to global standards
 - Technology and service neutral licensing allowing flexible use
4. How can the policy encourage the support of public access facilities

Thematic Area 2 (Group 2): Supply-side growth: Access and availability



1. What strategies are needed to ensure priority infrastructure projects (e.g. *National Fiber Terrestrial Backbone, Metro Rings, Fiber Ring for Monrovia, National Data Centre*) are adequately resourced and fast-tracked? Are there rules in place to ensure success?

2. Does current policy adequately support connectivity and access in the supply of the following infrastructure? What gaps should be covered?
 - *Spectrum. availability, unlicensed, licensed*
 - *Internet Exchange points (IXP). allowing:*
 - Transparent and fair rules for participation
 - Support for local data caching

3. *Infrastructure sharing* ; Are there adequate cross-sectoral engagement between ministries and agencies to reduce duplication of infrastructure across the country? Should the following be highlighted in the policy?
 - Collaboration between Transport, Energy, Internal Affairs, County development, Finance etc to facilitate common infrastructure. i.e Coordinated with other infrastructure projects (fiber or duct laid during road works- i.e dig-once requirements and mandatory inclusion of ducts in any new utility infrastructure project, including public buildings and housing estates)
 - Efficient and effective access to public rights of way and tower zoning
 - Facilitate sharing of backbone, ducting, right of way, and cell tower passive infrastructure
 - Target public infrastructure investment to market failures, through consultation with market players and other stakeholders. Ensure that subsidized infrastructure is competitively and transparently procured and offers access or capacity to all market players in a non-discriminatory way, so as to achieve end user affordability.
 - Should backbone infrastructure developed through PPPs be managed with Open Access Framework

4. *Universal Service Access financing*; Should access into rural and underserved areas be stimulated by specialised funding eg. creation of incentives, universal service fund, tax holidays? Should the Universal service fund incorporate the following :
 - Prioritize one-time infrastructure and other expenditures to enable access
 - Target any ongoing subsidies to individuals rather than providers
 - Non-discrimination in Universal service fund (collection and distribution of funds, including non-carriers)
 - Have clear target goals and monitoring of effectiveness and impact of programmes and projects. (any immediate priority goals can also be captured here.
 - Public and private sector partnerships in investment and financing of projects



Thematic Area 3 (Group 3): Demand-side growth: demand creation

Do current policies stimulate demand for ICT services. How can the underutilisation of infrastructure be addressed to ensure development of other industries? Are current strides in E-government policies adequate? Are there gaps this policy should address further in the areas of :

- Governance and supply of public services
- E- Commerce/ Education/ Health Services,
- Content development, Incubator and accelerator programmes
- Research and development
- Digital skills and digital literacy programmes, included targeted programs to increase skills of the most marginalized (women and girls, the poor, and rural populations)
- Encourage innovative business models that drive employment, such as BPO
- Support ICT entrepreneurs
- Networked Universities / National Research and Education Network

2. What additional factors and practices should the policy consider to spur relevant local content creation and usage.

Thematic Area 4 (Group 4): Targets and Affordability

1. Are the prices of broadband set to achieve affordability goals, i.e., to allow ALL Liberians to afford basic 1 Gb connection for no more than 2% of monthly income per capita? Should the policy reevaluate this target, set milestones and incentives to set target on the price, speed and cost of broadband ?
2. Should this policy include more gender-responsive (women, marginalised groups) initiatives such as the following to bridge the digital gap?
 - Establish time-bound targets to achieve gender equality in access across all areas of policies and plans, from skills building to adoption and use.
 - Allocate a percentage of available resources to support women-centred activities (e.g., digital literacy training for women + girls, targeted public access solutions).
 - Develop skills building + training programmes considering the needs of women + girls across all educational levels, offering courses from basic skills to more advanced coding + design.
 - Establish quotas to ensure the equal participation of women and other marginalised groups in all programmes supported by national policies and plans

Thematic Area 5 (Group 5): Data protection, cybersecurity, consumer protection



1. Does the current policy framework provide sufficient safeguards and instruments to address cybersecurity issues and ensure consumer protection? For example how ready and capable is it to address instances of
2. Cybercrime, cyber attacks such as hacking, DDOS etc
 - Data protection and privacy of consumers (data collectors, aggregators.) eg. Should independent guidelines or legislation be enacted to reinforce data protection rules and breaches.
 - Emergency systems and ICTs in disaster management
 - Quality of service

Thematic Area 6 (Group 6): Measuring Progress

How should the policy capture metrics and targets to ensure development is adequately catered for and resources allocated? Are there gaps in the following ?

- Results-based systems for monitoring and evaluation?
 - Pricing, speed, adoption rates, spectrum utilization, peering
 - Where should the split be in gathering data between the LTA and the Dept of Statistics?
 - Collection and disaggregation (such as by gender, rural/urban; educated etc) of usage statistics to identify gaps and opportunities
2. How can the policy address cross-sectoral collaboration in data collection and build capacity for future development