

8. Services Requiring License from ETA

- ★ Public Telecommunication Services in:
 - a. Fixed Service
 - b. Cellular Mobile Service
 - c. Internet Service
 - d. Data Communication Service
- ★ Telecommunication Resale Services
- ★ In-house Cabling
- ★ Outside Cabling
- ★ Switch installation and maintenance
- ★ Terminal equipment maintenance
- ★ Global Mobile Personal communication Satellite (GMPCS)
- ★ Value Added Services
 - a. Call Centre Services
 - b. Virtual Internet Services

9. Type Approval

ETA has the mandate to type approve telecommunication equipment imported into and/or manufactured in the country. The following equipment are identified by ETA to require type approval.

- ◆ PABX/ Key Telephone Systems
- ◆ Fax machine
- ◆ Corded Telephone
- ◆ Cordless/DECT Telephone
- ◆ CDMA FWA Telephone
- ◆ VSAT/Earth Station Equipment
- ◆ GSM/CDMA/WCDMA Mobile Phone
- ◆ GMPCS
- ◆ Switching Equipment
- ◆ Transmission Equipment
- ◆ XDSL and Cable modems
- ◆ DSLAM
- ◆ Chief and Secretary Phone
- ◆ Network Access Server
- ◆ Router
- ◆ Ethernet Switch
- ◆ Mobile Switching Center Equipment
- ◆ GSM/UMTS/CDMA Base Station Controller Equipment
- ◆ GSM/UMTS/CDMA Base Transceivers station Equipment
- ◆ Wireless Access Systems /WAN/RHLAN/Bluetooth
- ◆ ISDN PRA and ISDN BA Equipment & SSRD

10. Private Radiocommunication Equipment Licensing and Frequency Assignment

Private radiocommunication equipments are required to be licensed by ETA. ETA also assigns and monitors radio frequency spectrum allocated to the country. As of June 2008, about 700 private radiocommunication licenses are granted and over 3000 frequencies are assigned to users.

11. Quality of Services Inspection

ETA inspects compliance of the service provider to the quality of services standards. The current QoS standard was issued in June 2008. Inspection is conducted every quarterly by examining the report the operator presents to the agency. In order to verify the report, the agency will undertake system audit and practical test by using different test equipment.

12. Telecommunication Services Consumers Complaint Handling

ETA has set up a complaint handling process by which it receives complaints from consumers and make recommendations in order to solve the matter amicably. It also monitors the complaint handling desks and systems at service delivery sites of the operator. Moreover, it works towards raising awareness of customers with regards to their rights and obligations.

No .	Sections	Office No.	Telephone
1.	Office of the Director General	202	011 465 6011
2.	Legal and Customer Affairs Directorate	601	011 465 2442
3.	Telecommunication Services Consumers Complaint Handling	602	011 465 3847
4.	Standards and Type Approval Directorate	209	011 465 3995
5.	Licensing and Inspection Directorate	248	011 466 8203
6.	Planning and Telecommunication Development Directorate	408	011 465 0852
7.	Support Service Directorate	611	011 466 8202
8.	Communications and Public Relations	404	011 465 4837
9.	Information Desk	212	011 466 8282



Ministry of Transport and Communications

Ethiopian Telecommunication Agency (ETA)

Facts about ETA

Address: Seirra Leone Street, Tegene Building(Global Hotel)
Kirkos Sub-City, Kebele 02/03; House No. 542
P.O.Box: 9991
Tel: +251 11 466 8282
Fax: +251 11 465 5763
E-mail: tele.agency@ethionet.et
Web: <http://www.eta.gov.et/>

August, 2009
Addis Ababa

1. Introduction

As the result of the historical development of the telecommunication industry, the sector demanded the importance of the segregation of the telecom regulation than that of the operation. Globally, the number of independent regulators increased dramatically from 13 in 1990 to 140 in 2005. In response to this international trend, the government of Ethiopia has established the Ethiopian Telecommunication Agency (ETA) under the proclamation number 49/1996 to regulate the sector. On the other hand, the then Ethiopian Telecommunication Authority, which was responsible for both regulation and operation, was named after as the Ethiopian Telecommunication Corporation (ETC) to focus solely on the delivery of telecommunication services.

Later on, pursuant to the amended telecommunication proclamation number 281/2002 the participation of individuals and/or companies has been authorized to engage in six different types of telecom services as well as in value added services.

2. ETA's Mission

To regulate that effective, reliable and affordable telecommunication services are equitably distributed to the entire people in Ethiopia in compliance with the industry standards, and consumer protection is ensured.

3. ETA's Vision

ETA envisions the availability and accessibility of quality telecommunication services throughout the country.

4. Core Values

- We relentlessly work with integrity and loyalty to satisfy the need of our customers.
- We believe in team work for success.
- Employees who are capable of discharging their responsibilities with professional ethics are the basis of our success.
- We work with transparency and readiness for change.
- We encourage innovation and the use of emerging technologies to exceed in our work.

5. Powers and duties

Based on its objective, the Agency has the following core powers and duties:

- ★ Ensuring the telecom services are operated in a manner that best serve and contribute to the country's economic and social development.
- ★ Ensuring that telecom services conform to the specified standards of quality.
- ★ Authorizing and supervising the use of frequencies allotted to Ethiopia.
- ★ Specifying technical standards and procedures for the provision of telecom services.
- ★ Regulating tariffs related to basic telecom services.
- ★ Regulating types of telecom equipment, which may be connected to a telecom system.
- ★ Licensing and supervising operators of telecom services.

6. Organizational Setup

ETA is accountable to the Ministry of Transport and Communication. The Director General is the chief

executive of the Agency and the following are major operating sections:

- Office of the Director General
- Licensing and Inspection Directorate
- Standards and Type Approval Directorate
- Legal and Consumers Affairs Directorate
- Support Service Directorate
- Planning and Communication Development Directorate

7. Working Relationship

ETA works very closely with following national, regional and international organization:

7.1 National

- Telecommunication Services Provider
- Users of ETA's Services,
- Government, private and other institutions which are players and supporters of the sector, and
- Higher Educational Institutions

7.2 Regional

- African Telecommunication Union,
- Common Market for Eastern and Southern Africa (COMESA),
- Association of Regulators of Information and Communication for Eastern and Southern Africa (ARICEA)

7.3 International

- International Telecommunication Union, and
- Commonwealth Telecommunications Organization
- International Telecommunications Satellite organization