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United Nations Industrial

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*International Centre for*

*Science and high Technology*

**Instance Nationale**

**des Telecommunications**

**World Federation of**

**Engineering organizations**

*Committee on Information and*

*Communication*

# **EXPERT GROUP MEETING**

## **Tunisia 20-22 June 2002**

### **Final Report**

**By Mr Kamel Ayadi**  
**CIC Chairman**

**Expert Group Meeting on**  
***“Wireless Web Applications in MEDA Countries:  
Technologies and Regulatory Issues”***  
**Tunis, 20-22 June 2002**

**FINAL REPORT**

## Final Report

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## **1. Acknowledgement:**

The International Centre for Science and High Technology (ICS-UNIDO), jointly with the Instance National des Telecommunications of Tunisia and the Committee on Information and Communication (WFEO) held in Tunis from 20 – 22 June 2002 an Expert Group Meeting (EGM), on “Wireless Web Applications in MEDA countries: Technologies and Regulatory Issues”. This meeting was organized for the second time, the first one took place in Tunis from 13- 15 November 2001 and addressed the following theme: “Innovation and Competition in Information and Communication Technologies: the Role of the Regulatory Agencies”.

The EGM2 offered an opportunity for the participants to discuss many subjects with regard to the different aspects of regulation. More than 80 participants attended this event, among them regulatory agencies, operators and policy maker’s representatives from Morocco, Mauritania, Algeria, Jordania, France, Italy and Tunisia.

The opening session was chaired by Mr. Ahmed Friaa, Tunisian Minister for Communications Technologies and was also attended by Mr. Armando Sanguini the Italian Ambassador in Tunisia as well as by Ms. Van Oyen, UNIDO representative.

EGM 2 was successful and met the objectives assigned to it. It provided a unique opportunity to exchange experiences and to foster cooperation between regulators themselves on one hand and between regulators and international organizations on the other hand. The EGM outcome presents a wide range of regulation experiences.

We would like to extend our thanks to those who contributed to the success of this event, in particular, UNIDO head office in Vienna as well as Mr. Kenichi Ushiki, Dr Colavito and Ms. Varnier from ICS for their availability and their willingness to collaborate with the committee on Information and Communication and the Instance Nationale des Télécommunications (The National Telecom Authority). Our thanks go also to the speakers for their presentations.

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## **2/ The host (subcontractor)**

The committee on Information and Communication (CIC) is one of the four WFEO's standing committees.

WFEO stands for World Federation of Engineering Organizations. It is an international non-governmental organization that brings together national engineering associations from over 80 nations and represents some 8 millions engineers from all over the world.

WFEO is the worldwide leader of the engineering profession and cooperates with national and other international professional institutions in developing and applying engineering to the benefit of mankind.

The role WFEO is playing consists in providing information and leadership to the engineering profession on issues of concern to the public or the profession, facilitating thus communication and cooperation among engineering organizations and enhancing the process of technology transfer from developed to developing countries. The CIC carries out its activities in the framework of the WFEO objectives.

Its role consists in disseminating information and communication culture among the engineering community by helping WFEO local members to set up their own policy for the promotion of the use of the NTIC by engineers. The CIC also cooperates with international organizations to carry out activities related to the telecommunication sector. By doing so, the CIC aims at bringing together experts, policy makers and other stakeholders acting in this sector, in order to enhance the transfer of technology and to help developing countries keep pace with the mutations that occur in this field. As part of its policy the CIC, which is hosted by the Tunisian Engineer's Order and which enjoys support from WFEO head office, was eager to collaborate with the ICS-UNIDO and the Instance Nationale des Telecommunications to organize this Expert Group Meeting. The CIC was entrusted by ICS with the organizing of this EGM. Thus it provided its support to it, by dealing with all the preparation requirements and by contributing Financially.

### **3/ The final programme**

#### **Expert Group Meeting on**

#### **WIRELESS WEB APPLICATIONS IN MEDA COUNTRIES: TECHNOLOGIES & REGULATORY ISSUES**

**20 - 22 June 2002**

**Hotel Khamsa Corinthia – Gammarth - Tunis**

#### **Program**

**Thursday 20<sup>th</sup> June**

#### **The Information Society in MEDA Countries**

Welcome speeches by

15:00 Mr. Kaml Ayadi, President of INTT

15:10 Mr. C. Colavito, Scientific Adviser, ICS

15:20 The information society requirements and expected developments in MED countries  
M. Gibril, SELTE Italy

15:50 Mega trends in wireless communications at world level and in MED countries  
C. Colavito, ICS

16:20 Coffee break

17:15 Discussion

**Friday 21<sup>st</sup> June**

#### **Opening Session**

9:00 - Speech by Mr. Kamel Ayadi, President of INTT

9:10 - Speech by UNIDO Representative

9:20 - Speech by Mr. Cosomo Colavito, Scientific Adviser, ICS

9:30 - Speech by Mr. Armando Sanguini, Ambassador of Italy in Tunisia

9:40 - Key note speech by Mr. Ahmed Friaa, Minister for Communication Technologies

#### **New opportunities and challenges coming from m-applications :**

10:00 - Next Generation Networks  
Prof. N. Boudrigua, ANCE, Tunis

10:30 - Applications and Advantages of the 3<sup>rd</sup> G-Technologies  
Axiome Technologies, General Presentation  
Michel Prieur

11:00 Discussion

11:30 Coffee break



## **Regulation Requirements for Telecommunications within Competitive Environment**

### **The view of fixed and mobile operators about innovation and competition in MED countries**

11:50 - Politiques et stratégies commerciales dans un environnement concurrentiel  
Amor Ben Ammar, Tunisie Telecom

12:10 - Jean Pierre Roeland, Chief Technology Officer, Orascom Telecom Tunisie

12:30 Discussion

### **Principles for adapting the ICT regulation to the evolving technology and market scenario**

15:00 V.Serao, CTS International Consulting

### **The role of the National Regulatory Agencies in the era of convergence of internet and wireless communications**

15:40 - Telecommunications Regulatory Commission - Jordan  
Eng. Mahmoud Y. Wreikat, Director of Technical and Licensing,

16:00 - L'Expérience Marocaine en Matière d'Interconnexion  
Rochdi Zouakia, Agence Nationale de Régulation des Télécommunications, Maroc

16:20 - Mohamed Tayeb Doghbal, Autorité de Régulation Poste et Télécommunications,  
ARPT, Algérie

16:40 Coffee Break

17:00 - Dah Ould Ehmedane, National Regulatory Council, Mauritania

17:20 - Kamel Ayadi, National Authority for Telecommunications, Tunisia

17:40 Discussion

## **Saturday 22<sup>nd</sup> June**

9:00 **Telecoms in the new Millennium: the evolution of market regulation and technologies**  
C Colavito, ICS

9:30 Discussion

9:50 Round table: Discussion on the project "The wireless web in Mediterranean countries"

11:00 Coffee Break

11:30 Round table

12:30 Conclusion of the Meeting.

#### **4/ The opening session:**

Mr. Ahmed Friaa, Minister for Communication Technologies chaired the opening session. He delivered a keynote speech in which he praised the existing cooperation between Tunisia and Italia in the Information and Telecommunication sector. He also presented the general policy of the Tunisian Telecommunication sector, putting emphasis on the fixed objectives to promote the ICT contribution in the general development. He added that the Tunisian Government had set up the necessary framework to broaden the liberalization process and to carry out the basis of regulation.

As part of the institutional reform the sector has witnessed during the last five years the Tunisian Government has created an independent regulator, concluded Mr. Friaa.

Mr. Armando Sanguini the Ambassador of Italy in Tunisia, also attended the opening session. In his address, Mr. Sanguini paid tribute to the fruitful existing cooperation between the two countries, particularly in the telecommunication sector.

During the opening session Mr. Kamel Ayadi, President of INTT, Ms Van Oyen the UNIDO's representative and Mr. Cosmo Colavito ICS representative successively took the floor to introduce the EGM main objectives and framework.

#### **5/ Objectives:**

The objective of this second EGM is to continue the dissemination of know how in the field of Innovation and Competition in the telecommunication sector and to examine the current situation and the expected evolution of fixed and mobile networks and to analyse the basic factors fostering the wireless web implementation, in terms of technological innovation, services provision, economic development and impact of the national legislation, etc.

The ICS-UNIDO Telecommunications programme to the countries of the Mediterranean Area is considered as one of the major ICS strategies since the inception of its activities in ITC. The first Expert Group Meeting (EGM) held in Tunis from 13<sup>th</sup> to 15<sup>th</sup> November 2001 addressed the

theme of: "Innovation and Competition in Information and Communications Technologies: The role of the Regulatory Authorities". The objective of the 1<sup>st</sup> EGM was to provide an initial assistance to the recently established National Authority for Telecommunications of Tunisia, in order to help the start up of its activities and to foster the rapid inclusion of the new Authority in the international network of the National Regulatory Authorities as well as in the chain of the technical assistance mainly provided by the European Commission and by the ITU and to establish a cooperation relationship in the MED Area.

## **6/ The Scientific Sessions:**

During four sessions, the speakers presented the international and the national situation of the wireless web today and the expected evolution.

Mr. Cosmo Colavito, ICS Scientific Adviser presented at the beginning of the EGM the trends of the ITC in the world, particularity in Africa and some selected Mediterranean countries and introduced the discussions about the challenges to face. The role of wireless in the Telecommunications' Liberalization, the cellular growth in the MEDA Countries, the information challenge in Mediterranean Countries, Internet and mobile convergence, the new Wireless trends (the multimedia bubble, the wireless local loop potentialities, the coverage extension for rural areas) have been the subject of the speech about the mega trend in the wireless communications. It is interesting to give some figures: the cellular growth of 105% in Egypt and Morocco (6 millions), the mobile subscribers (24 millions end 2001) in Africa, growth, 73%, is impressive, but the internet users, the number of PC and the fixed lines density are not satisfactory. The challenge of information in Mediterranean countries is:

- The diffusion of internet and the information society building should not be delayed because of the limited connectivity
- Mobile services are showing aggressive growth and larger potential penetration, with respect to the fixed lines
- The convergence between wireless and Internet should be promoted for facilitating a widespread access to the web
- A key role would be played by the IP based wireless technologies for mobile, nomadic and fixed services, if their affordability will be demonstrated.

Mr. Gibril, strategic planning, SELTE, Italia presented some problematic and insisted that the information society in developed countries should serve to indicate trends, not to copy but to guide. Without adequate networks, there will not be an information society. For the serious economical impact in the choice of technology, it is better to choose the more diffused technology and not necessary the perfect one.

One day was devoted to develop the new opportunities and challenges coming from m-applications. Prof Boudriga, University of Tunis, developed the next Generation networks and especially the integration of wireless technology. A contribution from the "Axiome Technologies", a French German company showed its applications in integration of voice and image, IP networks, interactive aid tools.

Mr. Wreikat, Jordan, Mr. Doghbal, Algeria, Mr. Zoukia, Morocco, Mr. Ehmidane, Mauritania and Mr. Ayadi, Tunisia informed the participants about the role and evolution of the Regulatory Bodies in their countries. Two operators contributed in this debate, Tunisie telecom, represented by Mr. Ben Ammar, who described the situation as the only operator and the preparation for the competition already in this year and Orascom Tunisie, represented by Mr. Guerfali, who presented for the first time the strategy of the company to attract 30 % of the market in Tunisia.

Mr. Serao, Consulting in Communication and Training Services, Roma, developed the principles for adapting the ICT Regulation to the evolving technology and showed the characteristics of the price controls and the liberalisation and regulation.

All the presentations and discussions were developed at a high professional level so that the overall EGM results were fully satisfactory, responding to the expectations of the organizers and the participants. The reflection and contact will continue to develop a platform of a concrete cooperation between all parties.

The proceedings of the EGM workshop will be prepared and distributed in the near future.

## **7/ General out come and main achieved results**

The EGM has been completed respecting the time schedule and presentation sequence previously planned, with some changes shown in the final program.

The organization of the meeting carried out by the INTT and CIC resulted to be very satisfactory. On the other hand all the possible support has been given by the ICS-UNIDO for the operative implementation of the EGM program.

The large importance achieved by the ICS-UNIDO activity in Tunisia is demonstrated by the participation to the EGM opening session of the Minister for Communication Technologies Mr. Friaa and of the Ambassador of Italy Mr. Sanguini who delivered interesting speeches about the cooperation programs in the Country.

We deem that the interest raised at national and transactional level by the ICS-UNIDO meetings in Tunisia is mainly due to the accurate preparation and to the highly qualified technical contents included in the EGM programs.

The presentations of the speakers in this meting have been particularly appreciated by the Delegates and the exhaustive discussions following their interventions largely contributed to the success of the initiative. One of the reasons justifying the exhaustive discussions following the presentations is linked to the relevant role of wireless communications in the frame of the liberalization process recently initiated in MEDA Countries by the assignment of the licenses to the second mobile operators.

The Delegates were also deeply concerned with the proposal of the project WISMED (Wireless for Information Society in MEDA Countries) presented by C. Colavito, since they are conscious of the key role that the National Regulatory Agencies have to deploy for the Information Society implementation in their Countries.

A summary of the main achieved results is shown in the following.

## 7.1 Know transfer and capacity building

Monopoly regimes exist for fixed telecommunication services in all Arab States with the exception of Morocco, while the competition in mobile services is starting to grow and to be developed in most MED Countries.

The Delegates from five MED Countries (Algeria, Jordan, Mauritania, Morocco, Tunisia) recognized that the objective of creating a suitable regulatory environment in the ICT is a key factor for promoting the industrial competitiveness and the necessary favourable investment climate in the present critical moment of transition towards liberalization for their Countries Telecommunications.

The EGM has largely contributed to reaching the above mentioned objective through capacity building and awareness raising, achieved by the presentation and discussion of selected technical papers by European and Tunisian speakers, including Tunisian Operators, as well as by the NRAs (National Regulatory Agencies) Representatives on the Telecommunications and Regulatory stage in their Countries.

In particular, the following regulatory, technical and market issues have been dealt with :

- Licensing
- Universal Service (Obligations and Funding)
- Interconnection
- Pricing regulation and Access Deficit (Tariff Rebalancing)
- Numbering (Portability and Equal Access)
- Wireless Networks and Services
- E-Government, E-health, E-learning and E-business
- NRAs regulatory objectives and functions.

## 7.2 Collection of information

The present situation and the expected evolution of fixed and mobile services in the participating Countries has been examined.

As a result of this analysis, the following table has been drafted which resumes the liberalization stage in the participating Countries.

State	Incumbent operator status	Existence of Independent Regulator	Competition in Fixed Telecom	Competition in Mobile Telecom	Competition in Internet Services Provision
Algeria	State owned	Yes	Monopoly	Duopoly	Monopoly
Jordan	Partially privatised	Yes	Monopoly (until 2004)	Duopoly	Competitive
Morocco	Partially privatised	Yes	Duopoly	Duopoly	Competitive
Mauritania	State owned	Yes	Monopoly	Duopoly	Monopoly
Tunis	State owned	Yes	Monopoly	Duopoly	Competitive

More specific information on networks, services and applications have been presented, collected and discussed, as shown in the following parts of the present section.

### 7.3 - Project presentation

The large growth of wireless communications which is happening in all the participating Countries, particularly after the end of the monopoly regimes in the mobile sector, has been identified as a basic factor which could favour the Internet diffusion and the information society building in the Countries.

As a consequence, all the participants shared the main strategies proposed in the frame of the project WISMED presented during the EGM, which aims to enabling/enhancing the access to Internet for all in MEDA Countries, by using new technologies and in particular Wireless Technologies.

Some relevant regulatory items closely linked with the general project delineation were dealt with, such as :

- The possible use of the so called “ unlicensed bands” for IP based applications
- The Wireless Local Loop application for public and private networks
- The GPRS introduction by the Mobile Operators
- The needs and constraints concerning the building of networks dedicated to specific purposes such as the Public Administration Networks.

## 7.4 The consensus about the Project

The delegates have shown their availability in providing further information about the above mentioned and other items relevant for the WISMED project.

A general consensus has been collected about the project proposal and the Delegates from of Algeria, Jordan, Morocco, Mauritania and Tunisia declared their wish to support the project after receiving more detailed information about its contents. A further test on this point will come out from the analysis of the answers to the questionnaires distributed to the participants to ask for the feedback.

## **8/ Recommendations:**

1. Create a regulatory environment that attracts investment and enhances competition in the Telecommunication sector and IT;
2. Enabling access to telecommunication and IT to all beneficiaries using New Technology, including Wireless Technology, in MEDA Countries;
3. Promote telecommunications services and networks in the MEDA countries through Innovation and competition in the Telecommunication, including fixed services;
4. Develop a mechanism to maximize information exchange between MEDA Countries in the field of Telecommunication and IT;
5. Notice that Fixed services in all Arab States under development and a monopolists environment exists (exceptional Morocco) and competition in mobile services started to grow and develop in most countries;
6. The need to understand all Telecommunications Regulations and Technical issues as well as the impact of the regulatory environment in the Telecom sector in cooperation with International Institutions offering technical assistance in this field;



7. The need to understand the future trend in Telecommunications and proposed or/and planed Projects in the Telecommunications and IT sector;
8. Promote industrial competitiveness and investment climate in MEDA Countries, through capacity – building and awareness-raising;

## Appendix 1 :

### Regulatory Objectives

- Promote universal access to basic telecom services;
- Promote efficient supply of telecom services;
- Promote good quality of service;
- Promote advance services;
- Promote efficient prices;
- Prevent abuse of market power;
- Promote the development of telecommunications services;
- Promote investment to expand telecom networks;
- Protect consumer rights;
- Promote telecommunications connectivity for all users through efficient interconnection agreements;
- Optimise use of scarce resources; and
- Promote public awareness of telecom sector and specially the services and options available to users.

Appendix 2 :

Telecommunications liberalization in the Arab world

State	Incumbent status	Independent Regulator ?	Fixed competition ?	Mobile competition ?	ISP competition ?
Algeria	Publicly owned	Yes	Monopoly	Duopoly	
Bahrain	Partially privatised	Yes	Monopoly	Monopoly	Monopoly
Egypt	Being privatised	Yes	Monopoly	Duopoly	Competitive
Iraq	Publicly owned	No	Monopoly		
Jordan	Partially privatised	Yes	Monopoly	Duopoly	Competitive
Kuwait	Being privatised	No	Monopoly	Partial competition	Partial competition
Lebanon	Will privatise	No	Monopoly	Partial competition	
Libya	Publicly owned	No	Monopoly	Monopoly	
Morocco	Publicly owned	Yes	Duopoly	Duopoly	Competitive
Mauritania	Publicly owned	Yes	Monopoly	Duopoly	Monopoly
Oman	Publicly owned	No	Monopoly	Monopoly	
Qatar	Partially privatised	No	Monopoly	Monopoly	Monopoly
Saudi Arabia	Publicly owned	Yes	Monopoly	Monopoly	Competitive
Syria	Publicly owned	No	Monopoly	Partial competition	Duopoly
Tunis	Publicly owned	Yes	Monopoly	Monopoly	Competitive
UAE	Partially privatised	No	Monopoly	Monopoly	Monopoly
Yemen	Publicly owned	No	Monopoly	Partial competition	Competition

## List of participants

EGM2 Tunis 20-22 June 2002

N°	Name	Institution	Tel.	E mail
	<b>Speakers</b>			
1	Cosmo Colavito	ICS-UNIDO	39040922811	ccolav@tin.it
1b	Mahmoud Gibril	SIELTE	390672410439	m.gibril@sielte.it
2	Nouredine Boudriga	ANCE-Tunis	71359014	
3	Amor ben Ammar	TunisieTelecom		
4	Hechmi Guerfali	Orascom Tun.	71965000	h.g1@lycos.com
5	Vittorio Serao	C&TS	+3906653586	cts.international@tiscalinet.it
6	Mahmoud Wreikat	TRC-Jordan	96279554067	wreikat@trc.gov.jo
7	Muwafaq AbuAqola	TRC-Jordan	96265863645	aqola@trc.jo
8	Rochdi Zouakia	ARNT-Maroc	21266293763	zouakia@anrt.net.ma
9	Jamel Meziane	ARNT-Maroc	21237718675	meziane@anrt.net.ma
10	Mohamed Tayeb Doghbal	ARPT-Algérie		mohamed tayeb doghbal@yahoo.fr
11	Dah Ould Ehmedane	ARE Maurétanie	2225291270	ehmedane@are.Mr.
12	Kamel Ayadi	INTT Tunis	71288670	cic@coi-tn.org
13	Michel Prieur	AxiomeTech-Fr	33640831200	michel.prieur@axiometech.com
	<b>Participants</b>			
14	Ourghazi Khalid	Siemens-Tunis	98366345	
15	Azaiez Sami	ONP	71839028	
16	Ouannen Afef	ONP	71839143	afef.ouannen@poste.tn
17	Sonai Hassiba	ONP	71839110	
18	Hadj Ali Hakim	CEREF Canada	98599570	
19	Hadj Ammar Kamel	ONT-Telediffus.	71801177	ont@ati.tn
20	Azzouz Makram	ONT- Telediffus	71801177	ont@ati.tn
21	Laabid Issam	ONT-Telediffus	71786087	ont@ati.tn
22	Abdeljaoued Abdellatif	CERT	71791841	
23	Mustapha BenJemaa	ARABSAT	71763232	super.net@planet.tn
24	Jaziri Mohsen	INTT Tunis	71286221	vice.president@intt.tn
25	Ben Said Naoufel	CERT	71790877	naoufel.bsaid@cert.mincom.tn
26	Bouaziz Khaled	CERT	71790877	
27	Chaari Hassen	Minstère A.E.	98582756	chaari.molka@planet.tn
28	Ghedira Jalel	ONTTelediffusion	98435033	ghedira.jalel@planet.tn
29	Marzouki Mokhtar	Tunisie Telecom	98200039	mo.marzouki@ttnet.tn
30	Ammar Samir	Tunisie Telecom		s.ammar@ttnet.tn
31	Zaatour Abderrazak	CERT	71790877	
32	Riahi Wassila	Tunisie Telecom	98640316	w.riahi@ttnet.tn
33	Mhalla Béchir	Ministère desTC	71359181	
34	Ali Ben Abdallah	Tunisie Telecom	72431794	ali.benabdallah@ttnet.tn
35	Gadacha Rachid	Tunisie Telecom	72431596	r.gadacha@ttnet.tn

36	Karchoud Adel	OCI FODCOM	98650638	adel-karchoud@yahoo.fr
37	Bouchaala Rachid	COI	71743013	rachid.bouchaala@planet.tn
38	Alayet Abdelaziz	COI	71497666	coi@planet.tn
39	Ben Jemaa Tijani	COI	98330114	tijani.benjemaa@francimel.com
40	Hammouda Faouzi	COI	71780006	coi@planet.tn
41	Laabidi Jamel	ONAS	98271261	
42	Lassoued Abdelaziz			
43	Chettaoui Basma	TAP	71889000	
44	Maaref Slaheddine	Tunisie Telecom	71951644	s.maaref@ttnet.tn
45	Tebbane Sami	Sup'Com	71856440	sami.tebbane@supcom.rnu.tn
46	Ben Salem Ferid	ERTT	71847300	
47	Capanelli	The World Bank		ecapannelli@worldbank.org
48	Mathlouthi	Sup'Com	71856440	mathlouthi.yamine@supcom.rnu.tn
49	Baccar Mongi	SOTETEL		
50	Bouzidi Tmim	GET AFRICA	71787997	getafrica@getafrica.com
51	Gaoudi Sofiene	Tunisie Telecom	71845296	
52	Jouini Houcine	INTT	71288733	
53	Jebali Fehmi	Tunisie Telecom	71846396	f.jebali@ttnet.tn
54	Lassoued Said	Tunisie Telecom	71579910	
55	Kaddi Naima	Essahafa	71311066	
56	Bongui Mohamed	CERT-INTT	71787562	
57	Ameziane Miloud	UIT-Caire	2626620	
58	Khamok Ahmed	Tunisie Telecom	71843360	
59	Ateb Rafik	CIFORE'Com	71856826	
60	Helena Van Oyen	ONUDI-Tunis	98345027	
61	Boumaiza Mohamed	Ministère	71327733	
62	Saïdi Slim	Tunisie Telecom	71800011	s.saidi@ttnet.tn
63	Mbarek Mouldi		98329248	
64	Boussetta Sonia	OCIFODE'Com		soniaboussetta@voilà.fr
65	BenEzeddine Henda	ERTT	71847300	
66	Sahli Mohamed	Tunisie Telecom	71795252	m.sahli@ttnet.tn
67	Bedoui Adel	Tunisie Telecom	71802097	a.bedoui@ttnet.tn
68	Ammar Naceur	SUP'COM	71856440	Naceur.Ammar@supcom.rnu.tn
69	François Philippe	Axiometech	3340831200	Philippe.francois@aiometech.com
70	Rohayem Pierre	Axiometech	33621054097	Pierre.rohayem@axiometech.com
71	Saïd Sami	Tunisie Telecom	78604655	s.said@ttnet.tn
72	Kallel Sami	Kallel associated	71331264	sami.kallel@planet.tn

INTT: Instance Nationale des Télécommunications de Tunisie

ONP: Office National des Postes

ONT: Office National de Télédiffusion

CERT: Centre d'Etudes et de Recherches des Télécommunications

ANCE: Agence Nationale de Certification Electronique

COI: Conseil de l'Ordre des Ingénieurs de Tunisie

ERTT: Etablissement de la Radio Télévision Tunisienne

TAP: Tunis Afrique Presse

ONAS : Office National de l'Assainissement

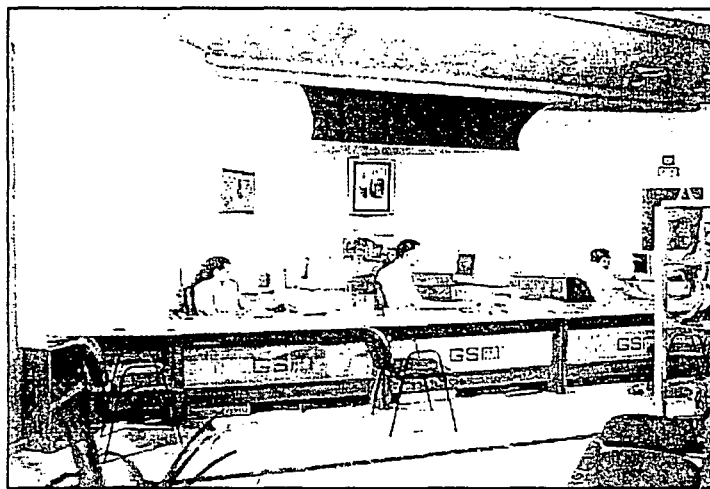
## TELECOMMUNICATIONS

# Second licence for satellite data transmission

An international workshop on the theme "The Need for Regulation in the Telecommunications Sector in a Competitive Environment" was held in Tunis at the end of last week on the initiative of the National Telecommunications Authority and the International Centre for Science and Technology in collaboration with the United Nations Industrial Development Organization (UNIDO) and the World Federation of Engineers' Organizations (FMOI).

The meeting, which gathered experts from Tunisia, Morocco, Algeria, Mauritania, Egypt and Jordan, was organized with the objective of making operators within the sector aware of the need to respect the rules of fair competition and to exchange experiences and information.

The Minister for Communications Technologies, Mr. Ahmed Friaâ, highlighted Tunisia's conclusive results in the field of telecommunications, which have enabled it to be in the vanguard of the developing countries in this field. He remarked that Tunisia's policy



for opening up is seen as a tool for diversifying telecommunications services, reducing costs, developing services and improving the sector's performance.

The minister indicated that the second GSM operators will be in operation by the end of the year, increasing the number of mobile subscribers from the present figure of 450,000 to the one million mark by 2003, to reach three million by the year 2006.

Mr. Friaâ announced that Tunisia is prepared to sell a second licence for the satellite data transmission network.

He stressed that within this opening up process, Tunisia

believes in the necessity of creating a structure to regulate the sector and to ensure that all the parties concerned respect their commitments and to guarantee fair competition.

### *National Telecommunications Authority*

To this end a national telecommunications authority has been created which is an independent body with administrative and legal powers to arbitrate in disputes between operators. Mr. Kamel Ayadi, President of the National

Telecommunications Authority, indicated that, after the entry into service of the second GSM operator, the authority proposes to undertake a study on the quality of the services offered. He commented that the workshop coincides with a period of great change worldwide in the field of telecommunications. Over 100 regulatory authorities, agencies and bodies have created in the last five years around the world.

Mrs. Van Oyen, representing UNIDO, emphasized Tunisia's efforts to rise to the level of advanced countries and to reduce the digital divide. She commented that the El Ghazala technological park has facilitated the emergence of a group of youngsters who have set up businesses based on advanced technologies, which are an example for the information society.

Mr. Armando Sanguini, the Italian Ambassador to Tunisia, expressed his country's wish to broaden the activities of the International Centre for Science and Technology, which is based in Italy, to other countries in the southern Mediterranean.

# Régulation des Télécommunications

**M. Ahmed Friaâ:**

## “Des garde-fous s'imposent”

**M.** *Ahmed Friaâ, ministre des Technologies de la Communication a ouvert jeudi dernier, à Raoued, les travaux de l'atelier international sur: “Les exigences de la régulation du secteur des télécommunications dans un contexte d'ouverture et de concurrence”*

*Ce workshop a réuni des organisations internationales, (FONIT DI, le centre international de la science et de la technologie de Trieste, la Fédération mondiale des organisations d'ingénieurs...) ainsi que des représentants de pays maghrébins et arabes.*

➤ Dans son allocution, M. Ahmed Friaâ s'est félicité de l'organisation de cet atelier international qui s'est tenu à un moment où le secteur vit au rythme de la révo-



M. Ahmed Friaâ  
«L'ouverture et la concurrence ont besoin de garde-fous afin que les règles du jeu soient respectées».

lution technologique.

Le ministre des Technologies de la Communication a rappelé l'importance que



revêtent l'ouverture et la concurrence qui sont de nature à favoriser la diversification, la rénovation, la qualité et la baisse du coût des services.

Le ministre a souligné que la Tunisie a anticipé ces mutations grâce à la vision futuriste de son Président tout en faisant remarquer que notre pays a élaboré une stratégie durable qui n'a rien laissé au hasard: infrastructure, cadre juridique et organisationnel, formation et sensibilisation, diffusion de la culture numérique, adaptation de



la technologie aux besoins et aux spécificités tunisiennes. "La technologie doit être adaptée au milieu culturel et humain. La libéralisation n'est pas un but en soi mais un moyen susceptible de mieux rapprocher les services des consommateurs, d'améliorer la productivité, d'accroître la diversification et de réduire les coûts", a-t-il-indiqué. M. Ahmed Friaâ a rappelé l'intérêt qu'accorde la Tunisie au secteur des technologies de la Communication.

En effet, le nouveau code des télécommunications a été la première loi adaptée en l'an 2001, c'est-à-dire le premier code du siècle 21. "Ce code ouvre d'importants horizons au secteur qui doit obéir à la concurrence loyale. La régulation, l'arbitrage et le contrôle sont plus que jamais nécessaires afin que le secteur demeure ouvert à la libéralisation et à la concurrence", a tenu à préciser M. Ahmed Friaâ tout en insistant sur l'importance que revêt l'Instance nationale des télécommunications qui se caractérise par son indépendance et la compétence des membres qui la composent.

Le ministre a annoncé que la Tunisie compte actuellement environ 460.000 lignes de GSM. A la fin de cette année, les abonnés à la téléphonie mobile dépasseront le million. En 2006, ils dépasseront les trois millions.

Le ministre a annoncé la constitution d'une commission nationale qui a déjà commencé ses travaux pour bien préparer le Sommet mondial des technologies de l'information qui se tiendra en Tunisie en 2005. «Nous entrons de plain-pied dans la concurrence. Toutefois, cela nécessite des

## M. Kamel Ayadi, président de l'I.N.T "L'I.N.T lance sa première enquête"

**Ce** *workshop se tient également à une époque où le monde de la régulation et la communauté des régulateurs en général connaissent une forte dynamique. Plus de 100 autorités, Agences, et Instances de régulation ont été créées pendant les 5 dernières années de par le monde.*

• L'émergence de ce type d'institutions est la conséquence directe de la déréglementation des marchés des Télécoms et de réformes profondes du secteur. L'un des principes fondamentaux de ces réformes était la séparation des fonctions de régulation et d'exploitation qui a donné naissance à des autorités indépendantes.

La Tunisie s'est dotée d'un cadre juridique rénové qui a permis, sur le plan institutionnel en particulier la création de nouvelles institutions dont l'Instance Nationale des Télécommunications qui est une Instance indépendante investie



• Kamel Ayadi

en général et l'INT en particulier, et au vu des choix économiques du secteur et des objectifs de croissance qui lui ont été assignés, et au vu de la dynamique que connaît ce secteur, et avec l'avènement du deuxième opérateur de téléphonie mobile de norme GSM, tous les préalables sont bien réunis pour que la Tunisie ait sa propre expérience en régulation.

L'INT entend jouer pleinement le rôle qui lui est dévolu et faire usage du pouvoir qui lui est conféré par la loi. Je voudrais avant de finir annoncer que l'INT lancera prochainement la première enquête d'audit et d'évaluation de la qualité de service de téléphonie mobile. Cette enquête coïncidera avec la mise en service du deuxième réseau. L'enquête est une obligation réglementaire et un outil de régulation qui permet d'apprécier les conditions de fourniture du service, tel qu'il est perçu par le consommateur au quotidien et de contrôler sa conformité aux obligations contractuelles portées à la charge des opérateurs.



• Cet atelier international a réuni les organisations internationales comme l'ONUDI, le Centre International de la Science et de la Technologie, la Fédération Mondiale des Organisations d'Ingénieurs ainsi que des représentants des pays maghrébains et arabes. L'ambassadeur d'Italie a assisté à l'ouverture de ce workshop organisé pour la deuxième fois en Tunisie

garde-fous afin que les règles du jeu soient respectées», a conclu M. Ahmed Friaâ.

De son côté, M. Kamel Ayadi, président de l'Instance nationale des télécommunications a souligné que ce workshop est organisé pour la deuxième fois en Tunisie, après le succès du premier atelier organisé au mois de novembre dernier et qui a réuni exclusivement un groupe de représentants des régulateurs du bassin méditerranéen. (Voir notre encadré)

M. M.

de pouvoirs administratifs et juridiques, en matière de règlements des litiges entre opérateurs. L'indépendance de l'Instance qui est consacrée par la loi a été renforcée tout récemment dans la mesure où l'INT s'est vue dotée de la personnalité juridique et de l'autonomie financière qui va lui permettre plus de flexibilité dans l'exercice de ses fonctions.

Dès lors, on peut dire qu'au vu du cadre réglementaire régissant le secteur



## Communication

# Une deuxième concession pour l'exploitation du réseau de transmission de données par satellite

• *GSM : fourniture des services à la fin de l'année par le second opérateur*

Un atelier de travail international sur « Les exigences de la régulation du secteur des télécommunications dans un environnement concurrentiel » a démarré hier à Tunis, à l'initiative de l'Instance nationale des télécommunications et le Centre international des sciences et de la technologie, en collaboration avec l'Organisation onusienne pour le développement de l'industrie (Onudi) et la Fédération mondiale des organisations d'ingénieurs (Fmoi).

Cette rencontre à laquelle prennent part des experts de Tunisie, du Maroc, d'Algérie, de Mauritanie, d'Égypte et de Jordanie a pour objectif de sensibiliser les intervenants dans le secteur à l'enjeu de respecter les règles de concurrence loyale et d'échanger, à cette fin, expériences et informations.

M. Ahmed Friaâ, ministre des Technologies de la communication, a mis en exergue, à cette occasion, les résultats probants réalisés par la Tunisie dans le domaine des télécommunications, ce qui lui a valu d'être à l'avant-garde des pays émergents dans ce domaine. Il a fait remarquer que la politique d'ouverture adoptée par la Tunisie est considérée comme un outil de diversification des services des télécommunications, de ré-

duction des coûts, de promotion des prestations et d'amélioration du rendement du secteur.

Le ministre a indiqué que le deuxième opérateur GSM entrainera la fourniture de ses services à la fin de cette année, de manière à porter le nombre d'abonnés aux réseaux du téléphone portable, en 2003, à un million d'abonnés contre 450.000 actuellement pour atteindre 3 millions de lignes à l'horizon 2006.

M. Friaâ a annoncé, à ce propos, que la Tunisie s'appuie à vendre une deuxième concession pour l'exploitation du réseau de transmission de données par satellite.

Il a souligné que dans le cadre de cette démarche d'ouverture, la Tunisie a cru en la nécessité de mettre en place une structure de régulation du secteur et de veiller au contrôle du respect par toutes les parties de leurs engagements et de garantir une concurrence loyale.

## Une instance nationale

A cet effet, il a été procédé à la création de l'Instance nationale des télécommunications qui est une instance indépendante investie de pouvoirs administratifs et juridiques en matière de règlements de litiges entre opé-

rateurs.

M. Kamel Ayadi, président de l'Instance nationale des télécommunications, a indiqué que cet organisme se propose, après l'entrée en activité du deuxième opérateur GSM, d'entreprendre une étude sur la qualité des services présentés.

Il a indiqué que l'atelier de travail se tient à un moment où de grandes mutations sont enregistrées dans le domaine des télécommunications sur le plan mondial. Plus de cent autorités, agences et instances de régulation ont été créées

au cours des cinq dernières années de par le monde.

M<sup>me</sup> Van Oyen, représentante de l'Onudi (Organisation des Nations unies pour le développement industriel), a relevé les efforts déployés par la Tunisie pour se hisser au rang des pays avancés et rédiriger le fossé numérique. Elle a indiqué que la technologie d'El Chazala a permis l'émergence d'un groupe de jeunes qui sont parvenus à créer des entreprises maîtrisant des technologies évoluées et pouvant constituer des modèles pour la société de l'information.

M. Armando Sangui, ambassadeur d'Italie à Tunis, a exprimé la volonté de son pays de largir l'activité du Centre international de la technologie et des sciences dont le siège se trouve en Italie, à d'autres pays de la rive sud de la Méditerranée.

Au programme de cette rencontre, plusieurs interventions axées notamment sur : « L'organisation du secteur des télécommunications dans un environnement concurrentiel » et « Le rôle des structures nationales de régulation dans la réduction du fossé numérique ».

### *Le 22 pour Orascom*

L'Instance Nationale des Télécommunications a décidé d'attribuer le préfixe (22) au deuxième opérateur de GSM sur le marché tunisien, lui permettant de distinguer son réseau du numéro classique (98). Désormais, les numéros d'appel des abonnés d'Orascom vont commencer par (22). Derrière ce préfixe, il est possible d'attribuer un million de numéros. Cette décision annoncée par M. Kamel Ayadi, président de l'INC, lors du dernier *workshop* sur " les exigences de la régulation du secteur des télécoms dans un contexte d'ouverture et de concurrence ", tenu le 21 juin 2002 à Tunis, relève des attributions de gestion des ressources de numérotation accordées à l'Instance Nationale des Télécommunications. En se dotant très récemment de l'autonomie financière, l'INC a pu renforcer son indépendance qui réside dans le processus de prise de décision, dans la mesure où elle est appelée, de par son rôle, à trancher des différends qui risquent d'opposer les opérateurs et à veiller au respect des règles de la concurrence loyale dans le secteur des télécommunications.

### *Régulation*

Lors de son discours inaugural du deuxième *workshop* sur les exigences de régulation en matière de télécommunications, organisé vendredi dernier par l'Instance Nationale des Télécommunications, M. Kamel Ayadi a annoncé le lancement très prochainement de la première enquête d'audit et d'évaluation de la qualité de service de téléphonie mobile, conformément aux normes internationales et aux obligations contractuelles portées à la charge des opérateurs. L'enquête est une obligation réglementaire et un outil de régulation, permettant d'apprécier les conditions de fourniture de service sur le marché des télécommunications, plus particulièrement la vérification des taux de blocage et de coupure, ainsi que celui de la couverture du champ...



جانب من أشغال الورشة الدولية بتونس

## إنجاز دراسة ميدانية حول الخدمات في مجال الهاتف الجوال الرقمي: قريبا منح لزمة ثانية لاستغلال شبكة ترانسل المعطيات

تونس - الصباح  
تنظيم وتعديل قطاع الاتصالات في محيط تنافسي كان موضوع ورشة عمل دولية انعقدت مؤخرا وبتزامن انعقاد هذه الورشة المنظمة من قبل الهيئة الوطنية للاتصالات مع انفتاح السوق التونسية للمنافسة وذلك بدخول المشغل الثاني لشبكة الهاتف الجوال الرقمي بعد اسناد اللزمة الى الشركة المصرية «أوراسكوم».

وتبرز أهمية موضوع الملتقى الدولي من خلال دخول قطاع الاتصالات في محيط تنافسي وهو ما يستدعي بداية مرحلة جديدة في الدور النموذجي بعهدة الهيئة الوطنية للاتصالات باعتبارها ستسهر على مراقبة مدى تطابق نوعية الخدمات المسداة للمستفيدين مع المواصفات بكراس الشروط والمواصفات المعمول بها دوليا ومن بين أبرز ما جاء في هذه الورشة عرض ومناقشة أهم قوانين المنافسة المنظمة لعمل الشركتين والواردة في كراس الشروط من بينها الربط البيئي الذي اوجب القانون على المشغل التاريخي تقديمه قصد السماح لغيره من مقبلي ومشغلي الشبكات من الترابط معه ليتسنى لكل المستعملين الاتصال ببعضهم البعض وهو ما يساهم في التشجيع على تقديم افضل الخدمات للمستخدمين بأقل كلفة ممكنة وفي محيط تنافسي يشجع على الاستثمار والاستخدام المتزايد للتكنولوجيات الحديثة.

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