NATIONAL ASSEMBLY

7th PARLIAMENT SESSION

PARLIAMENTARY STANDING COMMITTEE ON INFORMATION, COMMUNICATION AND TECHNOLOGY

REPORT ON THE FREE WI-FI MOTION

ADOPTED BY THE COMMITTEE ON 25th MARCH 2024

REPORT NO. 1 OF 2024

1. TABLE OF CONTENTS

Page

COMMITTEE MANDATE

[1] THE COMMITTEE HAS THE DUTY TO:

[a] consider any matter it deems relevant with regard to Offices, Ministries, Agencies, and all State-Owned Enterprises and Parastatals responsible for the following category of affairs which shall inter-alia include:

- Information, Communication and Technology
- Higher Education, Training and Innovation

And may for that purpose consult and liaise with the relevant institutions;

[b] monitor, enquire into, and make recommendations to the Assembly on matters that may directly or indirectly affect information, communication and technology;

[c] promote the culture of innovation in Namibia;

[d] enquire into and monitor international protocol, conventions and agreements that may affect information, communication and technology and where necessary make recommendations to the Assembly; and

[e] perform such other functions, tasks and duties relating to Parliamentary supervision of such Offices, Ministries, Agencies or State- Owned Enterprises and parastatals as may be prescribed by the Assembly or in terms of an Act of Parliament.

COMMITTEE COMPOSITION

The following are the Members of the parliamentary Standing Committee on Information, Communication and Technology.

Members of Parliament	Portfolio in the Committee	Signatures
Hon. Maria Elago	Chairperson	.....
Hon. Sebastiaan Karupu	Deputy Chairperson	.....
Hon. Annakletha Sikerete	Member	.....
Hon. Bertha Dinyando	Member	.....
Hon. Nono Katjingisiua	Member	.....
Hon. Leevi Katoma	Member	.....
Hon. Mathias Mbundu	Member	.....
Hon. Dudu Murorua	Member	.....
Hon. Longinus Iipumbu	Member	.....
Hon. Rauha Moongo	Member	.....
Hon. Jennifer Van Den Heever	Member	.....
Hon. Becky Ndjoze-Ojo	Member	.....
Hon. Maximalliant Katjimune	Member	.....

1. INTRODUCTION

A Motion on the provision of free Wi-Fi was tabled in the National Assembly on 16 February 2022 by Hon. Modestus Amutse. The Motion calls for the provision of Free Wi-Fi in schools, public places, towns, public transport, institutions and gradual connection of whole country. He indicated that information and communication technologies have become critical drivers of productivity, innovation and growth.

The digital divide experienced today in many countries of the world can be closed in Namibia, by introducing a supportive regulatory framework enabling all citizens irrespective of their economic background to access useful information indiscriminately, through free Wi-Fi at all public and private facilities countrywide.

After debates in the House, the Motion was referred to the Parliamentary Standing Committee on Information, Communication, Technology and Innovation for consultations, scrutiny and report back to the National Assembly. The Committee regarded this assignment as crucial because it requires the utmost effort of all stakeholders, including members of the public, in order to move Namibia to the next level of digital transformation.

Therefore, the Committee took a decision to consult stakeholders in the ICT industry, members of the community, pay benchmarking visits to Rwanda and Kenya, and prepare a report for discussion in the National Assembly. On 12 September 2022, the Committee held its first engagement with stakeholders in the ICT industry held in Windhoek. The following stakeholders attended the meeting from both private and public sectors:

- Ministry of Information, Communication and Technology;
- Ministry of Basic Education, Arts and Culture;
- Telecom Namibia;
- Paratus (Edu vision Project);
- Mobile Telecommunication Company (MTC) Pty Limited;
- City of Windhoek;

- Communication Regulatory Authority of Namibia (CRAN).

The aim of the one-day stakeholders' consultative meeting was to find the best implementable solution for Namibia to provide free Wi-Fi. It has been recognised that it was crucial for stakeholders to give their uttermost effort in order to move Namibia to the next level of digital transformation.

It was hoped that by the end of the meeting stakeholders should have devised well-planned implementable methods that would create a sustainable environment where the underprivileged families of Namibia could access information using a free Wi-Fi system.

This stakeholders' engagement was followed by a benchmarking visit to Rwanda which took place from 17 to 24 September 2022. Thereafter, the Committee conducted public hearings in //Kharas, Hardap, Erongo, Kunene, Omusati, Oshana, Oshikoto and Otjozondjupa Regions from 29 January to 11 February 2023. Moreover, the Committee undertook a benchmarking visit to Kenya from 8 to 13 May 2023.

2. STAKEHOLDERS' ENGAGEMENTS

2.1. THE MINISTRY OF INFORMATION, COMMUNICATION AND TECHNOLOGY (MICT)

The presenter from MICT stated that one of the great challenges, which Namibia faces, is that only 45% of the Namibian population had access to electricity, which is not only a basic need, but also one of the primary infrastructure required to sustain a Wi-Fi network.

The presenter indicated that the infrastructural development for electricity was unfortunately not the responsibility of MICT, but of the Ministry of Mines and Energy. Therefore, it was necessary for the presence of other implementing agencies and ministries. According to the presenter, the challenge for building and sustaining a free Wi-Fi network system did not only stem from electricity alone, it also stemmed from other infrastructural needs such as roads and equipment necessary to build network towers or use the service itself, tools and equipment such as computers, laptops and cellphones.

It was also mentioned in the meeting that the Ministry of Information, Communication and Technology faces challenges in terms of legislations and policies, and that it was looking at revising, reviewing and/or where necessary benchmarking for new ideas that could be suggested as part of policy and legislation reform. Another major concern that came up in the meeting was the budgetary allocation. The Ministry's strategic plan was guided by the budget. The Ministry could therefore not plan for projects that it would otherwise not be able to fund and implement. The Ministry does not have a comprehensive plan for infrastructure development.

It was mentioned that there is legislative provisions for how projects could be initiated under the Communications Act, Act no. 8 of 2009. The Act makes provision for the establishment of a Universal Service Fund and the presenter informed the meeting that the fund was been established and that it was to be operated and regulated by the Communications Regulatory Authority of Namibia (CRAN). The Fund is not operational because of the ongoing court case.

2.2. THE MINISTRY OF EDUCATION, ARTS AND CULTURE

The Ministry shed light and created a perspective on the urban-rural divide in terms of connectivity. According to the presenter, most rural schools and community facilities do not have access to basic connections such as roads and electricity let alone Wi-Fi or the Internet. The presenter informed the meeting that there were two learning systems that were used by schools in Namibia. These are School Link and School Write. School Link was said to be the mostly available and widely used in both urban and rural schools.

It was said that due to lack of the necessary tools and equipment in schools, the operationalisation of these programmes was very slow and has been affected negatively. There a consideration to combine the two systems. He said an integration of School Link and School Write would allow for ease of access to information on one integrated school system.

The insufficient budget allocation was also a challenge that the Ministry was contending with. The presenter indicated that at least 90% of the budget, that the Ministry was allocated went to salaries and that little was left for the implementation of other crucial projects. According to the presenter,

the ceiling set by the Ministry of Finance limited the allocation of funds regardless of budget requests by the Ministry. More funds were needed to erect infrastructure to accommodate free Wi-Fi and together with the awareness creation campaigns to promote responsible usage.
The presenter suggested that some challenges that could be faced by the introduction of free Wi-Fi was the irresponsible use of the facility. According to the presenter the intended and most important use of the facility was for educational purposes, information sharing and for participation in affairs of national interest. The presenter mentioned that if the facility would only be used for example to access social media sites, it would become redundant in its use.

It was mentioned that educators and parents need to be sensitised and equipped with the necessary skills to assist learners on how they could effectively utilise the service both at school and at home because the use of widely available Internet resources comes with numerous duties and responsibilities. According to the presentation, responsibilities for safe and relevant use of services need to be incorporated in the awareness education programmes that could be designed by the providers of services in order to avoid social evils such as cyberbullying.

The Ministry recognised that many evils could emanate from the misuse of such a service if it were made readily available, therefore it advocated for the awareness of the establishment of a responsible user programme.

2.3. TELECOM NAMIBIA

The presenter stated that the Motion on Free Wi-Fi carries with it the costs of establishing networks and localising connectivity to the schools and places where it would be needed. The presenter suggested that a number of funding mechanisms could be explored to widen the flow of funds and resources so that those who could not afford the service could be assisted to acquire the service. The presenter further said that costing could be estimated and plotted because, although, the expectation was that the end user was not expected to pay for the service, someone else had to cater for the cost.

According to the presenter, some of the things that still need to be done includes that local school connections would have to be enhanced for surety that they would be integrated into the network.

Once connectivity was provided, gadgets would need to be made available. The fact that the majority of expected main users were school going learners and the current statistics indicated their number to be at around 800 000, there is then a question of who would pay for these gadgets. The meeting was informed that, focus would not only be on connectivity of Wi-Fi in school grounds because the question would then be, what happened to the learner when they are at home. Would this mean that learning should stop when they are at home?

It was stated that what needs to be kept in mind was that telecommunications companies are commercial entities with an aim to make a return on investment. Therefore, even though very few schools were currently being assisted under the company's' cooperate social responsibility, the assistance would remain very limited. This was because offering a free service which would not contribute to the company's return on investment would negatively affect the performance management expectations of the company.

It was proposed that a business model should be worked out on the Motion, so that it could be experimented as to how long the model could last and how much resources would be required for the task ahead.

A presenter mentioned that the ultimate goal of the project was to realise the concept of e-governance but suggested that for now the focus could be primarily on schools, learners, youth centers and other educational facilities. However, government would offer services to the public through electronic means. It was therefore, recommended that the project should be broken into phases so that it could be established and completed in parts and not to try and implement it in one whole component.

2.4 PARATUS (EDU VISION PROJECT)

Paratus Namibia informed the meeting that it is actively participating in the education sector using online resources through the Edu vision project. Edu vision project aims to bridge the gap in digital teaching and learning through an e-learning blended approach that brought the teacher directly to the learner through digital interactive whiteboards and live teacher visual broadcasting.

According to the presenter, the project had survived the harsh realities of teaching and learning which came to a standstill during the COVID 19 Era. Teaching and learning continued to take place online, with a single teacher being able to teach a large number of learners in multiple schools and classrooms at the same time.

The presenter informed the meeting that the primary focus for Edu vision is that rural schools be connected to available networks and use them for online teaching and learning that would enhance the learner's ability to acquire and utilise information effectively. The presentation indicated that although there were a number of schools that Edu vision had assisted over the years, a case study of Tsumkwe Combined School was a good illustration of the work the project had been doing.

The presenter informed the meeting that the school was the first Edu vision School to be established in Namibia. In 2018 the School was ranked 183rd in the national performance statistics for both private and public schools, but when Edu vision began its work in 2019 the school was ranked 83rd in the national statistics from the previous 183rd.

The statistics provided in the presentation showed that the school was ranked 11th in the 2019 regional statistics but in 2020 it improved to the 5th position. The online teaching and learning programme has made a significant difference in learners and the school's performance overall performance. According to the presenter, Edu vision had proven that online teaching and learning platforms could contribute significantly to the performance of learners in Namibian schools.

2.5 THE INTERNET SOCIETY

According to the presenter, the Internet Society of Namibia aims to serve as a focal point in an efforts to promote the Internet as a tool for social development in the country. The concern, however was people were expected to pay too high fees for accessing the Internet.

The presenter emphasised the need for community networks, alluding that community networks could be a key step in the process of exploring innovative solutions for wider connectivity. The presenter highlighted some of the ways that policy makers could assist in addressing the issues of

connectivity including providing tax, customs and licensing fee exemptions, expanding universal service, pursuing innovative approaches in providing spectrum, etc.

2.6 MOBILE TELECOMMUNICATIONS COMPANY (MTC)

The presenter informed the meeting that in order for the country to realise the Motion on Free Wi-Fi system in Namibia, the transition from a 2G and 3G network to a 4G and most probably a 5G network was crucial. The presenter said that currently MTC covered 97% of Namibia's population in terms of connectivity but the challenge was that the masses had to pay for these services themselves.

The presenter said that a free Wi-Fi system would be a major contributing factor to the Fourth Industrial Revolution and that there was a need for the government to implement shared technology processes, systems and data stores for facilities because the ultimate goal was e-governance. The presenter informed the meeting that the most practical use for free Wi-Fi would be an integrated government system that capsules a holistic outlook on the learner or person using the service.

Public administration, education, healthcare and commerce could all be interlinked, so that services would be made available to people at their fingertips. A realistic approach to an integrated use of service was the aim of digital inclusion, digital literacy, and national coverage initiatives which are MTC's greater objectives. The presenter mentioned that there was a need to reform policies and regulations as well as guiding tools to establishing a secure free Wi-Fi system.

The presenter indicated that MTC aims to actively contribute to the Fourth Industrial Revolution in assisting government to have a holistically integrated electronic system.

Some of the propositions that were made included but not limited to; implementing policies that ensure the deployment of ductwork for fiber deployments when new roads were constructed, initiating and maintaining public private partnerships, introduction of tax incentives for last mile service providers, tax reduction on mobile handsets and connectivity devices, etc.

2.7 CITY OF WINDHOEK (COW)

According to the presenter, the aim of COW is to become a caring and sustainable service provider. COW's 2022-2027 strategic mission is to enhance the quality of life of its residents by rendering efficient and effective municipal services.

The presenter indicated that COW had through its electricity department laid down a fiber optic cable network infrastructure across the city. COW's intention is not to become a competitor of the already existing telecommunications companies, but was rather to utilise the infrastructure it already had instead of allowing them to become white elephants.

The presenter mentioned that these infrastructure have not been used effectively and sustainably. Thus, COW had find it necessary to utilise this infrastructure to provide sufficient services at affordable prices to its residents and not necessarily to make a profit.

The presenter emphasized that the City was not only urban in service provision, but that there are some parts of it that one would consider rural. According to the presenter, schools closer to the city centre might enjoy more sufficient services such as free Wi-Fi for learners, but there are schools in its boundaries that are built in the more rural parts of the city and these schools do not enjoy the same privileges.

Although the primary focus for free Wi-Fi might be schools and learners, the presenter made it clear that it was good to keep in mind that the general public also needed information, they needed to be kept informed and educated as well. COW's aims are therefore aligned with the national agenda and the institution desires to be part of the efforts that could help realise the country's vision.

2.8 THE COMMUNICATIONS AND REGULATORY AUTHORITY IN NAMIBIA (CRAN)

According to CRAN, policy states that there are categories of people and institutions to whom free Wi-Fi should be offered. These categories include schools, post-school institutions, libraries, hospitals, clinics and healthcare services to name a few.

The presenter indicated that in order to assess whether telecommunication companies were indeed ready to offer free Wi-Fi services, CRAN conducted a study that focused on the infrastructure aspect of the mobile broadband. Three categories were studied and these categories were; access, usage and affordability. The study found that for nationwide coverage only mobile 4G or better would be suitable as an indicator for short to medium term coverage.

According to the presenter, the faster the average download speed, the more services that could be reasonably accessed and this too would require enhancing broadband connectivity infrastructures. On affordability the study found that the average Namibian cannot afford to access the standard broadband connectivity.

The 4G is the quality broadband that is required to truly achieve the free Wi-Fi vision. The presenter informed the meeting that according to policy, the average download speed should be at least 2Mbps but at the moment, when using a 3G network the average speed is 1Mbps.This speed is not in line with the policy and therefore not sufficient. A 4G network is required which downloads at 19.33Mbps in order to meet the expected standard as set out in the policy.

The presenter said that the idea for public institutions is that after the infrastructure has been set up, in order to sustain the maintenance and upkeep of the infrastructure such as network towers, etc. all schools and institutions in the range of the tower should be responsible for paying the service that would be provided by that specific tower. Services are expected to be paid to service providers such as MTC, Telecom or Paratus and the likes.

2.9 PUBLIC HEARINGS

From 29 January to 11 February 2023, the ICT Committee conducted public hearings in //Kharas, Hardap, Erongo, Kunene, Omusati, Oshana, Oshikoto and Otjozondjupa Regions. The objective was to gauge views of the communities on the Motion. Overall, they welcome the tabling of the Motion and believe it will go a long way in bridging the digital divide between those who have the means and those who do not. Members of the community think Free Wi-Fi is an excellent idea because it will increase connectivity among schools and hostels. Due to the fact that there aren't enough text books, Free Wi-Fi will ensure access to e-books and reduce the cost of stationery. Free Wi-Fi will enhance education, particularly teaching in the regions if used responsibly, if not it detrimental, especially to the children. Therefore, the introduction of free Wi-Fi should go hand in hand with cyber security else there will be chaos because children may use it not to do school work, but access pornographic materials and encounter criminal activities online such as cyber bullying, human trafficking, etc.

Furthermore, the Committee found that most educational and health facilities in the visited regions have access to Internet some with good and others with poor connectivity. Most facilities have outdated computers while others have smart boards which were not optimally utilised. Teachers are told to move away from book and pen. The Committee was informed that learners hang around offices even after hours where they seem to search for other information other than study materials. Moreover, the Committee found that the Ministry of Health and Social Services was doing well in terms of Internet connectivity, particularly in the Kunene Region where three (3) district hospitals and all clinics were connected to Wi-Fi with a computer as long as there is electricity or solar. The Ministry only needs a boost of what is existing. The provision of Free Wi-Fi is not a new thing, most secondary schools, especially in the Oshana Region have Wi-Fi although it is expensive. Oshana Library has been providing free Wi-Fi since 2014. Proposals of smart city for Swakopmund and Otjiwarongo were also presented as a supplement to free Wi-Fi motion.

Communities expressed concerns about the following:

- The introduction of free Wi-Fi will negatively affect the income of TN and MTC because they will lose customers, thus, will affect the bottom line of these State Owned Enterprises (SOEs);

- The introduction of free Wi-Fi will cause congestion and clog such that people will have access, but will not be able to use the service because of congestion and a slow Internet;
- Content monitoring and filtering is important to determine who will decide which contents to be viewed and which not;
- The Government has not even provided the basics, e.g. enough text books and free education, how will it be able to provide and maintain the provision of free Wi-Fi?
- How will sustainability be ensured, because it is one thing to start something and is quite another to keep it going.
- How free is free?
- How is it going to be implemented to safeguard against abuse as learners may use it to access pornographic materials;
- Providing smart phones to learners will cause a lot of disciplinary problems such as stealing;
- The implication of free Wi-Fi on education could be huge such as teachers neglecting their duties;
- Free Wi-Fi may increase crime in the country;
- The new Education Act's (Act 2020, No 3) regulations prohibit cellphones at schools;
- Who will draft the legal framework to regulate free Wi-Fi?
- Cellphones put children in danger;
- Free Wi-Fi may influence the influx of people to urban areas;
- How will security at schools will be safeguarded at schools because criminal activities may increase, especially theft of cellphones?
- Given the poor and limited network coverage in some regions, is the country ready to implement the Motion?
- Implementation of free Wi-Fi will be difficult without the concomitant provision of electricity. Thus, free Wi-Fi cannot be introduced without electricity;
- Who will use the free Wi-Fi because children under 18 years old are not allowed to possess cellphones by MTC;

- Who will pay for the requisite infrastructure development?
- How prepared is the ICT Committee to deal with matters related to abuse and usage?
- Will the roll out be done by one institution or by all?
- How and who will provide the technical support after the roll out?

3. BENCHMARKING VISITS

3.1. VISIT TO KENYA, 09-13 MAY 2023

The ICT Committee visited the Parliament of Kenya to benchmark on the provision of free Wi-Fi as per the Motion. Furthermore, the Committee sought to learn and share information and experience on the best practices in Parliamentary oversight with the relevant Parliamentary portfolio committees and other related institutions. The role out of Wi-Fi in Kenya is still a journey, but Kenyans said that they are willing to share with Namibians their experience and future focus. The Kenyan Government intends to digitise the economy so that the youth can access online jobs, reduce red type, corruption and makes life easier. The Namibian delegation was informed of the plan to install 25000 Wi-Fi hotspots, which will contribute significantly to socio-economic development. Irrespective thereof, modalities on sustainability and avoidance of market saturations by Government remain a concern.

On Universal Service Fund, the delegation was told it is difficult to provide services to sparsely populated areas because return on investment is low. Thus, the Universal Service Fund aims to mitigate this anomaly by ensuring network availability. It took Kenya six years for telecommunication service providers to agree on the implementation of the Universal Service Fund. On advice on the selection of technology, the delegation was advised that technology should be neutral and no need to prescribe any in order accommodate all players.

3.2. VISIT TO RWANDA, 17-24 SEPTEMBER 2022

The main purpose of the benchmarking study visit to Rwanda was to learn how and what that country has done, what types of technologies did the country roll-out to be where they are and how it was rolled-out with regards to digital transformation and various national visions that they have deployed in the ICT sector. This is because the Committee has learnt that information and communication is a central engine in driving Rwanda's transformation to a knowledge-based

economy. This is manifested in their annual budgetary allocation to ICT as a percentage of Gross Domestic Product (GDP).

The Committee found that Rwanda had drastically introduced various policy instruments to promote ICT in the country, namely: **National Broadband Policy, National Digital Talent Policy, National Cyber Security Policy, ICT in Education Policy, Policy on Science, Technology and Innovation, Education Sector Policy and Ministry of Education ICT management policy**.

The reason behind Rwanda's success is since 2007, ICT was introduced in the curriculum as a subject in secondary schools and devices were distributed in school for learners to use. In 2008, Rwanda established computer laboratories in secondary schools, giving 10 to 20 computers per school and 5% of secondary schools benefited from the programme and laboratories were used for ICT lessons.

Furthermore, Rwanda introduced One Laptop per Child Programme and built teacher's capacity in ICT. This boosted the usage of electronic devices and caused the ICT access to increase from 5% in 2008 to 67% in 2019.

In addition, in 2016 the Government introduced e-learning platforms and the smart classroom programme e.g. schools were provided with a tablet, a projector and a laptop to every teacher with an off and online digital content in school-based servers known as Content Access Points (CAPs). Students access it through laptop, cellphones or tablets. The smart classroom programme covers about 760 secondary schools and has increased computer per student's ration from 40:11 in 2008 to 8:1 in 2022.

The Government also established services called **Irembo.** Irembo services refer to one stop service portal where people can request different government services online. Irembo's pioneer product, was launched in July 2015 and has since then digitised 98 public services, making it easier for over 8 million Rwandans and foreigners to access them. This same portal is where all e-learning, e-teaching and syllabus, power points presentations and school related material are posted and accessed by everyone even if not having data or Wi-Fi service. The country stand at a rate of 10.57

million connectivity with mobile penetration on national level. The country through its Irembo service project introduced a project with the goal of giving one (1) laptop per child. **Before this project, the child learner laptop ration stood at twelve (12) learners per one (laptop) and now it stands at eight (8) student per one (1) laptop.** These laptops are loaded with school related educational content as per UNESCO ICT competence framework teaching.

Moreover, the country through the company called Zipline makes use of drowns to deliver blood samples to health facilities in remote areas and also use them for environmental protection and agricultural purposes throughout the country. In agriculture, drowns are used to deliver swine semen to farms to facilitate smallholders who often must travel several kilometers to hire a male stud or collect pig semen.

The country has an integrated electronic case management system, integrating about five (5) institutions namely; Judiciary, Ministry of Justice, National Public Prosecution Authority, Criminal Investigation Department and Rwanda Correctional Services. This system helps to provide an interface between judiciary and litigants for electronic filling and follow up or track their filled cases at courts.

Rwandese government has a policy on spectrum sharing, therefore, network providers are able to use or set their network on already existing infrastructures to minimize cost. The chief regional information is responsible for regulating data cost, spectrum sharing and data sharing. It takes about four (4) weeks for an environmental assessment to be finalised, but their Ministry Environment is working towards reducing this process to a few weeks.

4. CONCLUSION

For the implementation of free Wi-Fi to succeed, private institutions need to be encouraged to participate and form partnerships. Furthermore, the provision of free Wi-Fi should be based on our national goals and the national agenda to get the priorities right and then obtain the appropriate technology.

In addition, there is a need for legislative reform to ensure the technology adopted is fit for consumption or purpose. The other important factor is resource mobilization to be able to implement and sustain the service. The Universal Service Fund will play a critical role in this regard as it is difficult to provide services to sparsely populated areas because return on investment is low. Thus, the Universal Service Fund aims to mitigate this anomaly by ensuring network availability and the erection of infrastructure in the remotest areas.

5. RECOMMENDATIONS

a. Teachers should receive training on responsible use of Wi-Fi;
b. The Government should ensure that the country migrates to new technologies, .i.e. modern routers in order to boost existing connectivity;
c. The Government should consider a policy that would require inclusion of fiber cables in the construction of all new buildings such as schools, clinics and offices;
d. The Government should ensure the expansion of connection networks across the country, regulates and promote the sharing of infrastructure by communication operators;
e. The Government should introduce Internet Hubs in every constituency and the process should be completed in phases;
f. All youth centres and libraries should expand broadband width;
g. Local authorities should identify densely populated public spaces in their jurisdictions where free Wi-Fi could be accessed by the public;
h. The Government should consider reducing or tax rebate on communication gadgets and tools;
i. The Government should introduce incentives on locally manufactured gadgets and tools;
j. All Government institutions should avail their Wi-Fi to be accessed by local communities;
k. Telecommunication companies should expedite migration to 4G coverage;
l. The Government should continue to fund Internet connectivity in remote areas where return on investment may not be viable.