

AISI-Connect National ICT Profile ZIMBABWE (ZW)

GENERAL DATA	ICT-INFRASTRUCTURE	ICT POLICIES
Capital: Harare	Fixed lines (K) '98: 212	Competition in local loop: Monopoly
98 Population (M): 12.68	97-98 % Fixed Line Growth: 0.0	Competition in telephone terminals: Yes
Currency: ZWD	98 Mobile Lines (K): 55	Independent regulator: No
Exch rate (/US\$): 52.5	Mobile Line Growth (%):	Private Wireless Data allowed: No
Currency Stability:	Cities with Internet POPs: 4	Independent Internet VSAT Allowed: No
97 GDP US\$/person: 712.0	Local Call National Internet: Yes	VSAT License Fees:
97 Total GDP (\$B):	Dialup Internet subscribers: 20000	Satellite Phone access: No
Local Stock Exchange: Yes	International Bandwidth (Kbps): 4096	Universal Service Obligations:
Personal Safety: 17	Internet Hosts: 1416	IAP License Fees (\$/yr):
Political Stability:	Internet domains:	Private Phone Kiosks: No
Tertiary ICT Students:	Dialup Internet Cost 20hrs/mnth (\$): 46	Public VOIP Allowed: No
ICT Training seats:	64K Local Internet link (\$/mnt):	Business Ownership Rules:
ISDN: No	64K Internat Internet Link (\$/mnt):	Repatriation of Profits Rules:
VPN Services: No	Local phone call cost (US\$/hr: 0.6	Restrictions on market entry:
UNDP Human Devel Index:	Monthly tel line rental (\$/mnt):	Export Credit Guarantees:
.	Telephone waiting time/Wait List:	.
.	Internet Access Providers 10	.
.	Mobile Operators:	.
.	Fixed Line Telecom Operators:	.

[Key to table values](#) All figures above in US Dollars (\$)

ICT Profile:

Internet:

Two years ago the national telecom operator, ZPTC, contracted Global-One to establish a national and international Internet backbone with a link to the US and points of presence in the four major cities. The service is operated as a wholesale facility for resale by the private ISPs. Accounts on the system are sold in blocks of 20 to each ISP which then resells them to the end user. Since the start of the service, the link was upgraded to 1Mbps and a further upgrade to 2Mbps took place in mid '98 with the addition of a 1MB link to Teleglobe in Canada.

ZPTC has also established a special tariff for calls to the Internet backbone which are charged at the cost of a local call plus 20% for calls made from anywhere within the country.

Private cellular service provider Econet recently began providing leased line Internet services using its own independent satellite gateway to Telenor in Norway and onward local connections via wireless data links.

Data Control was the first dialup Internet provider in Zimbabwe and is still the largest.

Two other ISPs, **Samara** and **InterData**, started services shortly afterwards.

Since then a number of other ISPs established services, in particular UK owned **AfricaOnline**, which has since bought out Samara and PCI. **Mweb Zimbabwe** and **PrimeNet Communications** are the other major new entrants.

The other larger ISPs are **Deloitte & Touche** and **Utande Internet Services**, which recently merged with **Intersol**.

The smaller ISPs are **Icon Internet**, **Telco Internet Services** and **Zimsurf**.

Two companies have established web services and are waiting for their leased lines from the PTO to provide dialup services - **Zambezi Net** and **Zimbabwe Online**.

Many other companies registered to become public service providers although few have actually begun providing facilities. Applicants include **Bridgenet**, **Citel** (in Gweru), **CST Internet**, **Flight Supporting Services**, **Government Telecom Agency** (which will provide services to government departments), **Information Media Investments**, **Isis Internet Services**, **Layout Zimbabwe** (Kwekwe), **Omnitechnologies**, **Top Flight Computers**, and **World Networking**.

Zimbabwe Internet is an ISP specialising in high speed links to the internet either using spread spectrum radio connections or v-sat's.

The **University of Zimbabwe** operates a 64Kbps link and is the ISP for academic institutions. There are also a number of email networks - **HealthNet**, **Esanet**, **Mango** and **Zimbix** (see below).

A total of 470 domains have been registered under the commercial Zimbabwe TLD (.co.zw).

Telecommunications:

There is currently no separate regulator and the sector is the responsibility of **Ministry of Information, Posts and Telecommunications**. The government recently published a draft Communications Bill, the purpose of which to establish a regulatory authority which will regulate and license telecommunication systems and postal services providers.

The **Zimbabwe Posts and Telecommunications Corporation** (ZPTC) is the sole supplier of basic telecommunications services and also operates a small GSM cellular service. Recently a second cellular telephone provider - Econet - was licensed after protracted court battles for approval.

Zimbabwe has a limited but slowly improving telephone network in general with some areas of severe problems (poor reliability and long waiting lists for lines). Trunk calls between cities are workable in most cases. An X.25 network is in place in the 4 major cities.

Communication Costs:

Dialup accounts cost about US\$40 for unlimited full-Internet access at most of the commercial service providers.

Mango. Email account 20ZD / month + 0.15ZD / Kb sent or received.

Local calls cost about US\$0.60/hour

National ICT Activities:

There is no formal government policy process for developing a national information infrastructure. However national academic and research networking is being supported by the **Research Council of Zimbabwe** (RCZ) which has recently begun receiving assistance under the UNDP's SDNP.

The **Southern African Research and Documentation Centre** (SARDC) is host to a store-and-forward email provider for NGOs and individuals called **MANGO**.

The **University of Zimbabwe** is host to three store and forward email systems - **Zimbix**, **EsaNet** and **HealthNet**. The **National University of Science and Technology** (NUST) in Bulawayo has a variety of ICT programmes. The **Africa University** in Mutare is in the process of setting up a Library and Information School.

UNESCO's programme on Creating Learning Networks for African Teachers is supporting four teacher training colleges to obtain dialup Internet connections.

The **Zimbabwe ISIS User Group** is active and organises workshops.

The **Rural Libraries and Resources Development Programme** (RLRDP) in Bulawayo has a novel project using donkey carts to distribute books in the rural areas. It is keen to use ICTs in the project which is already developing the use of solar powered TVs and video players which will be built into the back of the donkey cart.

Other relevant institutions:

- Institute of Development Studies- University of Zimbabwe
- Centre For Applied Social Sciences National
- Railways of Zimbabwe Domboshawa Training Centre, Public Service Development Training Branch
- Zimbabwe Institute of Public Administration and Management (ZIPAM) Zimbabwe Institute of Management
- Belvedere Technical Teacher's College National
- Teacher's Colleges (10)
- National Technical Colleges (10)
- Bulawayo Polytechnic
- Harare Polytechnic
- Kaguvi Youth Training Centre

Organisational Activities in the ICT Sector:

Environment Tropicalisation and Testing Centre (ETTC) A regional telecommunications equipment testing facility - the ETTC has been set up in Harare, Zimbabwe. Aimed at assisting the emergence of local telecoms manufacturing capacity, the centre carries out tests to verify the tropical-proofness of equipment, develops tropicalisation techniques and provides an advisory service.

TOOL Zimbabwe Operates a store and forward Internet service. postmaster@zimtap.toolnet.nl

Zimbabwe Posts and Telecommunications Corporation (PTC) The national monopoly fixed line telecommunications operator which also operates the national wholesale Internet backbone and international gateway for resale by ISPs. <http://www.zptc.co.zw/>

Africa Online Zimbabwe The Zimbabwe subsidiary of AfricaOnline, which is part of the UK-based African-Lakes' groups regional ISP. It recently bought up some other ISPs and has garnered a significant share of the market, thought to have 3000 users, 300 dial-in modems and a 256K link to the PTC's national Internet gateway. <http://www.africaonline.co.zw/> info@africaonline.co.zw

beegee productions <http://www.zimbabweonline.net/> brian brian@zimbabweonline.net

Deloitte & Touche One of the larger ISPs. <http://www.dnet.co.zw/>

Icon Internet One of the smaller ISPs. <http://www.icon.co.zw/> webmaster@icon.co.zw

InterData Like Samara started service after Internet Africa. Maintains a significant share of the market with 1500 users. It is in the process of upgrading its link to 256Kbps. It is a subsidiary of International Tobacco. <http://www.id.co.zw/> sales@id.co.zw

Internet Africa Zimbabwe The first ISP in Zimbabwe which started in 1995 as an affiliate to UUNET Internet Africa. It is still one of the largest ISPs, with about 3 000 users, 100 dial-in lines and a 128Kbps link to the international gateway. <http://www.harare.iafrica.com/>
ops@harare.iafrica.com

Media Technology (Pvt) Ltd A leading southern african hypermedia software developer. The company built the first multimedia cd-rom in Africa and Zimbabwe's first web site. <http://www.mediazw.com/> support@mediazw.com

Mweb Zimbabwe The Zimbabwean subsidiary of the South African Mweb ISP group (<http://www.mweb.co.za>) which purchased the local ISP Samara. <http://www.mweb.co.zw/>
sales@mweb.co.zw

Omnitechnologies One of 11 companies which have registered to become public service providers. sales@omnizim.com

PC Centre One of the smaller ISPs. <http://www.pci.co.zw/> sales@pci.co.zw

PrimeNet Communications A major new entrant. With about 1500 users and a 128Kbps link, the company was formed by a group of former directors of ICL which has had a large presence in Zimbabwe for many years. <http://www.primenetzw.com/> sales@primenet.co.zw

Telco Internet Services An ISP owned by a construction company called Telecontract. <http://www.telconet.co.zw/>

Utande Internet Services One of the larger ISPs. Recently merged with Intersol. <http://www.utande.co.zw/main.htm> info@utande.co.zw

Zambezi Net Has established web services and is waiting for a leased line from the PTO to provide dialup services. (See also Zimbabwe Online). <http://www.zambezi.net/>

Zimbabwe Internet Service Providers Association (ZISPA) A membership support organisation for ISPs in Zimbabwe. <http://www.zispa.org.zw/> Nazlee Mayhew admin@zispa.org.zw

Zimbabwe Online One of Zimbabwe's ISPs. <http://www.zol.co.zw/>

Zimsurf An ISP. <http://www.zimsurf.co.zw/> mail@zimsurf.co.zw

Zimweb Internet An ISP specialising in high speed links to the internet either using spread spectrum radio connections or v-sat's. <http://www.zimweb.co.zw/> Eben Erasmus
eben@zimweb.co.zw

Central Computer Services The national government's computer services facility.

Cyberplex Africa Web design and development. <http://www.cyberplexafrica.com/> Dudzai Saburi
dudzai@cyberplexafrica.com

Oracle Zimbabwe Database software provider's Zimbabwe Office <http://www.oracle.com/>
richard@ie.oracle.com

Africa University In Mutare. It is in the process of setting up a Library and Information School.
Mrs Pfukani africau@harare.iafrica.com

EsaNet One of three store and forward email systems of the University of Zimbabwe.
sysop@esanel.zw

HealthNet Zimbabwe Provides email services for most of the health facilities in Zimbabwe, it is one of three store and forward email systems operated out of the University of Zimbabwe.
sysop@healthnet.zw

National University of Science and Technology The leading S&T training institution in Zimbabwe, based in Bulawayo. Prof K Mangena mangena@esanel.zw

Research Council of Zimbabwe (RCZ) Zimbabwe's national research institute co-ordinating body. It is the recipient of international donor support for establishing a national research network connected to the Internet.

University of Zimbabwe The national university operates a campus-wide network connected to the Internet called **Zimbix** as well as two store-and-forwarded email hosts - **EsaNet** and **HealthNet**. (See separate entries.) postmaster@zimbix.ac.zw

Zimbabwe ISIS User Group Zimisis is a voluntary grouping of librarians/documentalists/institutions using CDS/ISIS software for database management. Zimisis objectives include: 1. to facilitate the distribution and proper installation of micro-CDS/ISIS in Zimbabwe, 2. to promote wider usage of CDS/ISIS in Zimbabwe by facilitating training workshops for users 3. to provide a forum for discussion of ideas and exchange of experience among Group members on CDS/ISIS software 4. to promote standardization in the development of database structures in order to promote resource sharing among users, e.g. by use of the Common Communication Format standard. zimisis activities are mainly centred on facilitating training workshops from beginners to advanced level courses annually in conjunction with the following institutions Library School Harare Polytechnic, National University of Science & Technology (NUST), Solusi University. zimisis also offers consultancy and on the job training. Bhowa T G
<mailto:t.bhowa@unesco.org>

MANGO The **Southern African Research and Documentation Centre** (SARDC) is host to this store-and-forward email provider for NGOs and individuals. In 1990 a co-operative of local and International NGOs established the host which was the first store and forward email gateway to the Internet in Sub-Saharan Africa outside South Africa. Used as a model for many of the other early

store and forward systems in Africa, the non-profit service grew quickly to the point where there are now over 300 users accessing the service. Despite the recent emergence of full Internet services, MANGO continues to operate successfully as a low cost alternative for those whose primary requirement is email. One of the few service providers operated as a membership organisation, MANGO has the lowest charges for email access of any network in Africa, partly due to the provision of premises and some support staff time by SARDC. sysop@mango.zw

[SADC Centre of Communication for Development](#) Organised a workshop in Harare in February '97 on rural connectivity in southern Africa with support from IDRC. Jonathan Villet jvillet@fanr-sadc.org.zw

[Women in Development Southern African Awareness Programme](#) SARDC runs this programme, inviting contributions to the compilation and updating of a Database for Gender experts and organisations in southern Africa. WIDSAA aims to be a catalyst and information service to the region's governments, parliaments, NGOs and agencies, the media and the public in the formulation of policy affecting women in southern Africa. sardc@samara.co.zw

Source:

AISI-Connect database - <http://www2.sn.apc.org/africa> Telecom/GDP stats source: ITU/World Bank. Internet hosts: Network Wizards

If located in Africa and not listed here, [add your organisation to this page](#).