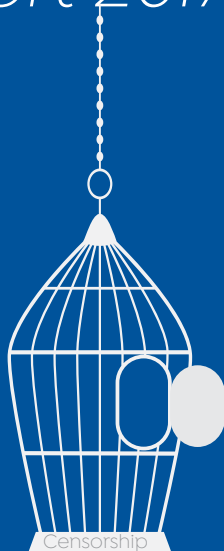


# MISA Zimbabwe **Multi-stakeholder Internet Governance Conference**

*Report 2017*



[zimbabwe.misa.org](http://zimbabwe.misa.org)

Misa Zimbabwe  
Second Internet Governance Multi  
Stakeholder Conference  
21 September 2017



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# Acknowledgements

Acknowledgements and thanks are due to the participants to this conference. Special mention goes to Zimbabwe's Ministry of Information and Communication Technology, Postal and Courier Services and the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ), who are also the current conveners of the Zimbabwe Internet Governance Forum (ZIGF).

Thanks also to all the representatives of various Zimbabwe-based internet service and access providers, entrepreneurs, bloggers, startups (on online businesses), members of the Zimbabwean twiterrati, netizens, media freedom and freedom of expression activists, media support organisations and the broader civil society groups represented.

Special thanks to the presenters and session facilitators for stimulating the lively and constructive debates that characterised the conference and the solidarity of our regional participants.

And last but not least, profound appreciation to our conference partner, the Open Society Initiative of Southern Africa (OSISA).

**Photographs**  
Angela Jimu

**Rappotuers**  
Grace Mutandwa and Kuda Hove

**Published by**  
Media Institute of Southern  
Africa (Zimbabwe chapter)

**Design and layout**  
Ona Dsgn Studio



### **Vision**

A Zimbabwe in which every person enjoys their rights to freedom of expression, access to information through all forms of media that are independent from undue political, economic and commercial interests.

### **Mission**

Lobby and advocate for an environment that fosters the enjoyment of freedom of expression and access to information by every person, through an independent, ethical, sustainable and diverse media.

### **The values**

The mission and vision of MISA-Zimbabwe are based on values that seek to:

1. Advance the aims and objectives of the Windhoek Declaration of 1991
2. Promote a self-reliant, non-partisan and independent media that informs, empowers, educates and entertains
3. Nurture media freedom in an ethical, competent and professional media environment
4. Strengthen and support the development of a vibrant and participatory media sector
5. Lobby for access to information in order to ensure transparency and citizen participation in government, judiciary and legislative issues
6. Promote democracy, human rights and the advancement of equality, human dignity, freedom and non-discrimination.

# Misa Zimbabwe Second Internet Governance Multi Stakeholder Conference

## 21 September 2017

### Programme

#### Theme

Promoting Freedom, Privacy and Security on the Internet

Zimbabwe Internet Governance Forum  
Committee Member  
Cde Zvavanjanja

#### Venue

Cresta Jameson, Harare

#### 0920 – 0950HRS

PLENARY

#### ZIMBABWE'S INTERNET ECOSYSTEM

Session Moderator

**Koliwe Majama – MISA Zimbabwe**

#### 1000 – 1015HRS

Tea Break

#### 0830 – 0840HRS

Opening Remarks

MISA- Zimbabwe Chairperson

#### RESOLUTIONS/WAY FORWARD

Session Moderator: Grace Mutandwa

#### 0840 – 0900HRS

Keynote address

#### 1520 – 1530HRS

Presentation of 2015 Resolutions

Locating Zimbabwe in regional and global Internet Governance developments 2015-17 Ministry of Information Communication Technologies, Postal and Courier Services

#### 1530 – 1545HRS

Thematic breakaway groups working tea

Deputy Minister Hon. Win Mlambo

#### 1545 – 1630HRS

Presentation of resolutions

#### Kuda Hove

*Centre for Technology Law and Development*

#### 0900 – 0920HRS

Outlining Zimbabwe's multi-stakeholder processes to Internet Governance (2015-17)

#### CLOSING REMARKS

CYBERCRIMES & DIGITAL RIGHTS SESSION

**1020 – 1100HRS**

DigiRights  
Lightning Talks & Plenary

Session Moderator

**Larry Kwirirayi – 3- MOB**

Panelists

Secure online?

**Natasha Msonza**

**Fungai Machirori**

*Whither Sex, sexuality and gender online?*

Activism online

**Promise Mkwanzai**

**1100 – 1200HRS****MAIN PANEL DISCUSSION & PLENARY**

Analysing Zimbabwe's Cyber Crimes  
and Cyber Security Draft

Session Moderator

**Otto Saki**

Panelists

**Christopher Musodza**

*Digital Society of Zimbabwe*

**Jacqueline Chikakano**

*Media Lawyer*

**Anriette Esterhuysen**

*Association for Progressive  
Communications*

**Dzimbabwe Chimbga**

*Zimbabwe Lawyers for Human Rights*

**1230 – 1330HRS**

Lunch Break

**1340 – 1420HRS**

DigiRights – Lightning talks & PLENARY,  
Session Moderator

**Kudzai Mubaiwa**

*IZone Hub*

#Zimbabwe realities of online content

– Silvia Mukwindidza / Localising  
access – Chido Musodza /  
Creative Rights Movement  
*Sean Ndlovu*

**1430– 1510HRS****MAIN PANEL DISCUSSION & PLENARY**

The politics of Access,  
Session Moderator

**Isaac Maposa**

*Internet Society of Zimbabwe*

Panelists

**Dumisani Nkala**

*Telco Zimbabwe*

**Emilar Vushe Gandhi**

*Facebook*

**Joseph Bishi**

*Murambinda Works Community  
Network*

**Bob Ochieng**

*Internet Corporation for Assigned  
Names and Numbers*

Session one

Session two

Session three



# Introduction

On 21 September 2017, the Media Institute of Southern Africa - Zimbabwe (MISA-Zimbabwe) held its second Multi-stakeholder Internet Governance Conference (IGC) at the Jameson Hotel in Harare. The inaugural IGC was held on 21 August 2015. Since the inaugural gathering, a number of incidents which threaten internet freedom in the African space have shown the need for robust national and relevant national discussions convened for the purpose of fostering democratic internet governance principles and practices. Some of these incidents include the partial internet shut-down Zimbabwe experienced on the morning of 6 July 2016, the 93 day internet shutdown in the English speaking regions of Cameroon,<sup>1</sup> and the various other reported internet shutdowns in countries such as Ethiopia,<sup>2</sup> and The Gambia.<sup>3</sup>

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1 Yomi Kazeem "The Internet shutdown in English speaking parts of Cameroon is finally over"

2 "Ethiopia blocks internet 'to stop exam cheats'"

3 "The Gambia: Authorities shut down internet, international phone calls"



Zimbabwe has in the past year seen a rise in the number of internet users. According to figures from the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) statistics, at least 50% of the Zimbabwean population has access to the Internet.<sup>4</sup> This growth is reflected in an increase in the number of bloggers, citizen journalists, and social media users who rely on the internet for communication, and in some instances, for conducting business. It is therefore, vital that the Internet space is free, open, and accessible to people from Zimbabwe's various socio-economic backgrounds and gender. This is even more important especially in light of the rise in the persecution and arrest of Zimbabwean journalists and online human rights activists. Cognisant of these hurdles to internet freedom, this year's IGC was appropriately themed "Promoting Freedom, Privacy, and Security on the Internet."

This year's IGC also provided a suitable platform to review and discuss the draft Cyber Crimes and Cyber Security Bill<sup>5</sup> which has been in the pipeline since 2013. The principles set out in the African Declaration on Internet Rights and Freedoms<sup>6</sup> formed the basis of the various discussions which were held under three thematic sessions. Participants were drawn from

different parts of the country as well as from different regional partners; this is also true of the panellists who led the various discussions.

The various multi-stakeholders represented included, but were not limited to:

*"a number of incidents which threaten internet freedom in the African space have shown the need for robust national and relevant national discussions convened for the purpose of fostering democratic internet governance principles and practices"*

social commentators, gender activists, bloggers, entrepreneurs, members of academia, Internet Service Providers (ISPs), the Ministry of Information and Communication Technology (ICT), the media, policy makers, and socio-economic rights activists.

This report provides a summary of the main issues raised and discussed throughout the sessions held during this year's edition of the IGC.

4 According to POTRAZ figures, in the 4th Quarter of 2015, 48.1% of the Zimbabwean population had access to the internet. This figure grew to 50% by the 4th Quarter of 2016.

5 Draft Bill from the MISA website- [http://crm.misa.org/upload/web/Zimbabwe\\_Draft%20Cybercrime%20and%20%20Cybersecurity%20Bill\\_2017.pdf](http://crm.misa.org/upload/web/Zimbabwe_Draft%20Cybercrime%20and%20%20Cybersecurity%20Bill_2017.pdf)

6 Link to the African Principles- <http://www.africanplatform.org/apai-declaration/14-key-principles/>

## Session One

# Zimbabwe's Internet Ecosystem

## Session Participants



01. Koliwe Majama, MISA-Zimbabwe (Session Moderator)
02. Golden Maunganidze, Chairperson MISA-Zimbabwe
03. Cade Zvavanjanja, ZIGF Committee Member
04. Win Mlambo, Deputy Minister of ICT



The first session moderated by **Koliwe Majama**, gave a brief background on the MISA-Zimbabwe IGC initiative and why it was necessary to the Zimbabwean internet space.

## Opening Remarks:

MISA Zimbabwe Chairperson



**Mr Golden Maunganidze**, recently elected MISA-Zimbabwe chairperson, gave the opening remarks. He started off by highlighting the progress that had been made since the 2015 MISA-Zimbabwe Multi Stakeholder IGC. He

explained how dialogue between the various stakeholders involved in Internet governance remains a challenging but vital component in ensuring that Zimbabwe has an open, accessible, and free internet space. He said the main challenge lies in convening successful dialogue between State actors and entities operating in the private sector; due to the fact that in some instances government interests in the internet space appear to be at odds with the interests of private sector actors such as ISPs, MNOs, and the internet users themselves.

Mr Maunganidze also spoke about the high cost of data pricing and internet pricing which remains a problem not only for Zimbabwe<sup>7</sup> but the region

as a whole, as shown by the recent #DataMustFall movement in South Africa.<sup>8</sup> Data pricing remains one of the major barriers to accessible

7 Tatira Zvinoira "Zim data costs nightmare"

8 "Data Must Fall: Right2Know June 16 Statement"

*“the rise in wrongful arrests associated with the use of instant messaging and social media Apps such as WhatsApp and Facebook was a sign that a large number of Zimbabwean internet users are still unaware of their online rights.”*

internet, especially in low income countries such as Zimbabwe where internet is accessed largely through mobile devices.<sup>9</sup> In Zimbabwe, out-of-bundle mobile data is priced significantly more than data accessed by means of fixed line services such as ADSL and fibre connections.<sup>10</sup>

According to Mr Maunganidze, the rise in wrongful arrests associated with the use of instant messaging and social media Apps such as WhatsApp and Facebook was a sign that a large number of Zimbabwean internet users are still unaware of their online rights. He argued that if internet users were made aware of their rights they would be in a better and more informed position to use Internet based communication in a manner that ensures their safety, and does not violate other internet users' rights.



#### **“Outlining Zimbabwe’s multi-stakeholder processes to Internet Governance (2015-2017)”: ZIGF**

After Mr Maunganidze’s opening remarks, **Mr Cade Zvavanjanja**, a committee member of the Zimbabwe Internet Governance Forum spoke on “*Outlining Zimbabwe’s multi-stakeholder processes to Internet Governance (2015-2017)*.” Mr Zvavanjanja focused on the operations and functions of the Zimbabwe Internet Governance Forum (ZIGF) which was established on 17 June 2015. He stressed that even though the ZIGF is mainly viewed as a government initiative, it remains a multi-stakeholder forum which facilitates public policy dialogue on issues of Internet governance in Zimbabwe. He added that the ZIGF does not craft any policy on its own, is there to facilitate and oversee the dialogue which takes place among the various stakeholders who have an interest in Internet Governance issues.

Despite the open nature of the ZIGF, Mr Zvavanjanja highlighted that the private sector was yet to embrace

9 According to the POTRAZ Sector Performance Report for the 4th Quarter of 2016, 98% of internet users in Zimbabwe accessed the internet through mobile connections, that is, 3G, HSDPA and LTE.

10 A Gigabyte of mobile data across Zimbabwe’s three Mobile Network Operators costs an average of \$23. Whereas, 20 Gigabytes cost around \$25 on the TelOne ADSL.

a bigger and prominent role and as a result POTRAZ was still the major sponsor of the Forum's operations. He did not state the possible reasons why private sector players did not participate more readily in ZIGF matters. Mr Zvanjanja did not proffer suggestions of how the private sector could help fund the ZIGF through its secretariat POTRAZ. He also did not speak of any potential measures that might be in place to prevent POTRAZ from acting as a toxic gatekeeper of Internet Governance issues in Zimbabwe. MISA-Zimbabwe was cited as one of the few stakeholders from the private sector providing consistent support to the ZIGF. Mr Zvavanjanja, apologised for their inability to convene a ZIGF2016, but assured the meeting that the ZIGF would hold a 2-day event in the last quarter of 2017.



## Keynote Address:

### “Locating Zimbabwe in regional and global Internet Governance Developments 2015-2017.”

The 2017 Multi-stakeholder IGC keynote address was delivered by the Deputy Minister of ICT, Postal and Courier Services, **Win Mlambo**. His presentation was entitled “*Locating Zimbabwe in regional and global Internet Governance Developments 2015-2017.*” The Deputy Minister outlined the role the Zimbabwean government plays in Internet Governance, as well as in the regulation of the information communications technology space. He emphasised that the government was mindful of the fact that ICT and an accessible Internet was a key driver of economic growth, hence the prioritisation of ICT infrastructure in government policy blueprints such as ZIMASSET.

Mr Mlambo reminded participants that there was need for vigilance when advocating for access to the Internet because the Internet also had its own dangers and vices. He gave examples of how the fake news phenomenon was accelerated by Internet based communications. He referred to the growing surveillance culture of various governments in high income countries. The Deputy Minister highlighted the fact that such negative effects of the Internet made it compulsory for governments to be involved in the regulation of the internet. A difficult balance therefore, has to be maintained by governments which on one hand, seek to balance the commercial interests of Internet service providers with the interests of security, and an accessible, affordable Internet. He maintained that his Ministry was concerned with the high cost of data, and the general lack of awareness of consumers online rights which sometimes gave rise to predatory pricing methods by some ICT service providers.

The Deputy Minister applauded the work undertaken by ZIGF since

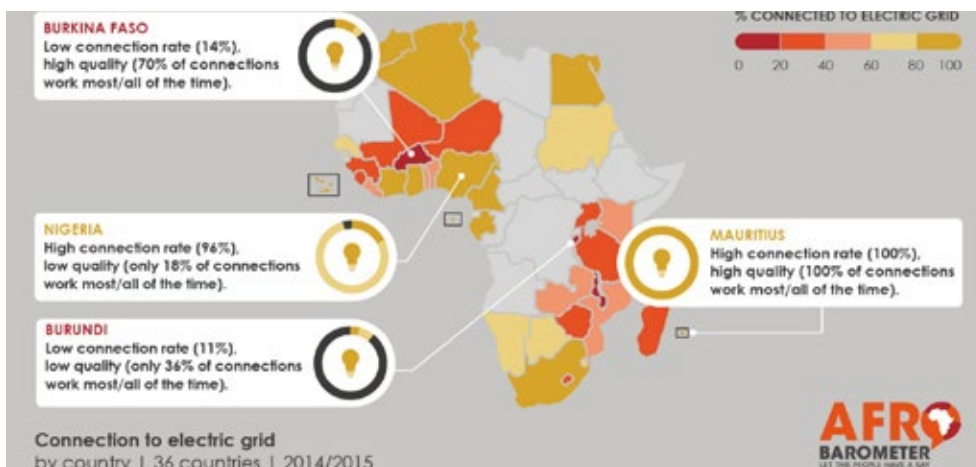
its launch in 2015 and the role it has played in the regional and global Internet Governance Forum. He indicated that the Zimbabwean government was invited by ICANN to participate at GAC. He reminded participants that the government could not support and operate ZIGF without the support of partners from both the public and private sector.

Part of the Deputy Minister's address examined the suitability of current ICT technology used in Zimbabwe, especially in rural and other economically marginalised areas. He also spoke about digital illiteracy which he said makes it hard for users from marginalised demographics to use smartphones and other similar gadgets, much to their disadvantage. This inability to fully exploit technological gadgets and Apps was examined in more detail by Chido Musodza when she spoke on localisation of technology. Her presentation is featured under the summary of the IGC's Session Two.

Digital illiteracy among Zimbabwe's marginalised population remains a

hurdle to Internet access. It is unfortunate that factors such as digital illiteracy affect women and girls more than their male counterparts thus leading to a gender divide in the use and adoption of technology. The gender divide, was discussed further under Session Two of the IGC which is discussed fully below. To alleviate digital illiteracy, government has tried to promote access to the Internet by donating computers to rural schools. Unfortunately, most of these computers remain unused because the schools have no reliable source of electricity to run the computers which in other cases is coupled with the shortage of qualified teachers who can teach computer skills. There is therefore, need for government to prioritise access to other basic services such as electricity before access to the Internet and other ICT based services can be enjoyed in such areas.

A 2016 Afrobarometer report found that an estimated 39% of the Zimbabwean population had access to the electricity grid.<sup>11</sup> This means that at least 61% of the Zimbabwean population live in areas without any electricity; this is especially true for most of Zimbabwe's rural areas. Electricity remains the main source of energy because alternative sources of energy such as solar energy have not proved as popular or affordable in rural and urban Zimbabwe.



Infographic showing connection rates to electricity grids in 36 African countries including Zimbabwe. Photo Credit: Afrobarometer

The direct relationship between access to electricity and access to the Internet is one example of why no single actor can improve access to the Internet through their own singular effort. Improving access rates to the Internet in Zimbabwe will take

11 A. Oyuke, P. Halley Penar, and B. Howard "Off-grid or 'off-on': Lack of access, unreliable electricity supply still plague majority of Africans" Afrobarometer Dispatch No. 75, 14 March 2016



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*"internet governance dialogue must be inclusive of all the relevant stakeholders and the government ministries."*

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a multi-stakeholder, an approach which will see each stakeholder contributing to remove the various barriers which still make it hard for Zimbabweans to connect to the Internet.

Other barriers to Internet access were discussed by Facebook's Emilar Vushe-Ghandi during her panel discussion summarised below. Government has also rolled out a number of community based ICT centres in various parts of the country; however, it is necessary to train community members on how to use computers to ensure that these community centres are fully utilised.

The Deputy Minister also gave an update on the three "CyberBills" which the Zimbabwean government has been working on since 2013 as part of the Harmonisation of ICT Policies in Sub-Saharan Africa (HIPSSA) initiative. The three draft Bills are the Cyber Crime and Cyber Security Bill, the Electronic Transactions and Electronic Commerce

Bill, and the Data Protection Bill. According to the Deputy Minister, the draft Cyber Crimes and Cybersecurity Bill is before the Attorney-General's Office, while the two other draft Bills are before the Cabinet Committee on Legislation.<sup>12</sup> These are preparatory stages the draft Bills have to pass through as they are prepared for presentation for debate in the National Assembly. The same sentiments were expressed by President R. G. Mugabe in his speech at the opening of the current session of Parliament in September 2017.<sup>13</sup> He called for the three draft "Cyber Bills" to be brought before this session of Parliament for debate. In his closing remarks, the Deputy Minister stressed the point that internet governance dialogue must be inclusive of all the relevant stakeholders and the government ministries.

.....

12 The Cabinet Committee on Legislation is a committee which considers proposals for legislation put forward by government Ministries, and draft legislation prepared by the Attorney-General's Office to give effect to Ministries' proposals. The Committee is chaired by the Minister of Justice, Legal and Parliamentary Affairs and consists of various Ministers appointed to the Committee by the President, as well as the Attorney-General and the Secretary for Justice.

13 <http://www.parlzim.gov.zw/component/k2/president-s-speech-at-the-official-opening-of-the-5th-session-of-the-8th-parliament>







## LIGHTNING TALK 1

# DIGI-RIGHTS



01. **Larry Kwirirayi:** 3 Men-on-a-Boat (Moderator)
02. **Natasha Msonza:** Digital Society of Zimbabwe
03. **Fungai Machirori:** Association of Progressive Communications
04. **Donald Mavhudzi:** Tajamuka



01

Larry Kwirirayi: 3 Men on a Boat

The first lightning talk was moderated by **Larry Kwirirayi** who led a panel which discussed the concept of digital rights.



02

Natasha Musonza, digital Society of Zimbabwe

### **“On Online Social Movements, Activism & Security.”**

**Natasha Msonza** gave a short talk on online security entitled **“On Online Social Movements, Activism & Security.”** Her presentation centred on online social movements and the security concerns such movements face. This was a timely talk which took into consideration the fact that since 2013, Zimbabwe has seen a steady rise in the number of online social movements and activists. Examples of online social movements such as

*“Online activism without the proper privacy enhancing tools enhances the effectiveness of State sponsored surveillance.”*

Baba Jukwa, #Tajamuka, Women of Zimbabwe Arise (WOZA), and #ThisFlag come to mind.

These social movements face threats from State organs such as the police and other security services. The social movements are also exposed to corporate spying from service providers and other data harvesting private sector actors. Social movements have proved popular in Zimbabwe mainly because they facilitate digital activism in a country where it is difficult to freely express political opinions in an offline environment. Indeed, social media and the digital world have amplified political opinion and are now considered “megaphones for social movements.”

Some digital activists make use of digital technologies which keep them safe in the online environments, but most still do not. Online activism without the proper privacy enhancing tools enhances the effectiveness of State sponsored surveillance. The State remains largely in control of the physical infrastructure necessary to communicate online. Most States

are therefore, in a good position to monitor phone calls and use surveillance technology such as IMSI catchers, and by initiating Distributed Denial of Service Attacks against online activists' websites.

Natasha went on to state that social media movements have to remain resilient in face of the attacks sponsored by their various adversaries. She also noted that social activists are usually ignorant of the levels of risk associated with online activism, she attributed this to a lack of interest and knowledge among many activists and organisers in Zimbabwe. This ignorance of online security practises has led to the development of a security divide between internet users who are conscious about their online security and those users who are indifferent to it. Her parting shot was that online social media activists should cultivate a culture of promoting security online. Her suggestions for achieving this include:

- 1. Knowing and being mindful of what people publicise online because the digital world does not forget, and once something is posted, it is nearly impossible to delete completely.**
- 2. Social activists educating themselves on how to build up digital resilience by making use of technology developed by organisations such as Mozilla and EFF. Other technologies such as encryption also work to minimise the risk of having communications easily intercepted.**

A useful resource on growing resilient online social movements is Zeynep Tufekci's book "*Twitter and Tear Gas*" which is available for [free download here](#). A participant from academia raised the point that there should be more deliberate collaboration between digital security trainers and academic researchers on conducting and publishing research which is meant to improve online security in the Zimbabwean internet space.



*Fungai Machirori, Association for Progressive Communications*

## “Whither sex, sexuality, and gender online.”

The second speaker to give her lightning talk was **Fungai Machirori**; her talk was entitled “*Whither sex, sexuality, and gender online*.” Fungai spoke about how there was a lot of “moral policing” in the Zimbabwean internet space, a situation which led to the shaming mainly of women who express themselves in a way deemed contrary to the behaviour of a “good Zimbabwean woman.” However, the problem with morals is that they are subjective and it will therefore be hard to decide a level or measure of morality that is acceptable to the broad spectrum of internet users in a country as diverse as Zimbabwe. She also explained how the system of patriarchy was not prevalent only among male internet users but among women as well, and that patriarchy was any behaviour which put women down.

She discussed none consensual release or so called “leaking” of sex tapes and nudes, and how female subjects in such media are portrayed by the online public. When such media is released the woman is invariably portrayed as “loose” or immoral while her male counterpart is praised for his “prowess.” Fungai went on to describe how the online narrative or portrayal of women was actually a reflection of a society’s offline views or opinions. The projection of offline biases and prejudices onto online spaces is also seen in how sexual minorities are treated online. People who openly profess to be part of sexual minorities are usually harassed, and labelled with derogatory terms.

Plenary contributions held after Fungai’s talk brought out the point that issues relating to sex and sexuality



online are not far removed from the fundamental right to freedom of expression. Is it really a criminal or even shameful act when two consenting adults decide to exchange intimate images of each other? The participants seemed to think that such acts should not be criminalised, participants also hailed the criminalisation of revenge porn in the revised draft Cyber Crime and Cyber Security Bill.

Lastly, the discussion Fungai led gave an insight into some of the reasons why the internet is accessed by more men than women. The continued trolling, and shaming of women in online spaces has led to a space which is hostile towards women who express themselves freely, this has led to a gap in the levels of access between men and women, this gap is commonly referred to as the gender divide. Zimbabwe, as with other low income countries also experiences the gender divide as access to technology in general, and the internet in particular is not evenly distributed between the country's male and female populations.<sup>14</sup> Fungai left the participants with the thought-provoking question of whether it is possible to protect sexuality on line.

.....  
<sup>14</sup> "How can we make it happen for women in ICTs?" Her Zimbabwe Article



## Activism Online

The last speaker to give his lightning talk under this session was **Donald Mavhudzi** from the online social movement #Tajamuka. Donald spoke in place of Promise Mkhwananzi who could not make it to this year's IGC. Donald started by giving a summary of Tajamuka's activities which include advocating for better socio-economic conditions in Zimbabwe. He then explained how Tajamuka harnessed social media as a tool to get the Tajamuka message across to various parts of the country which the organisation would otherwise not have been able to reach had it relied solely on offline methods.

Hillary Clinton in a speech she gave when she was still Secretary of State, rightly described the Internet as the "new town square." That is, the Internet has given people an opportunity to assemble together in virtual spaces for the purpose of sharing similar political, religious, and other views

which cannot be safely shared in offline spaces. Tajamuka is testament to this fact, this is seen by the large following the social movement enjoys online. However, Donald lamented the fact that the Facebook likes and Twitter Retweets, Tajamuka posts receive have failed to translate into actual support and numbers offline. Leading to a phenomenon one participant described as "keyboard activism." Keyboard activism is a situation whereby internet users support a cause in the online space but hardly do anything in the actual offline world to bring about the goals of that cause to fruition.

Zeynep Tufekci has again written extensively about why there is usually a disconnect between popular online social movements and actual mobilisation of supporters in the offline environment. She states that the major reason for this disconnect is because offline movements are built on steady supporter bases which are developed



and nurtured overtime. Whereas, online social movements can gain popularity instantaneously and without any broad support structures and this lack of a steady support base is the reason why most online social movements are not resilient.

Donald also highlighted the fact that social media channels can sometimes be used to mislead and dilute the message of online social movements. For example, it is not difficult for someone who is not of Tajamuka to register a social media account or page and send out false information in Tajamuka's name. In this regard, Donald agreed with Natasha's presentation that online social activists and movements must develop a culture which prioritises vigilance when it comes to online safety, and adherence to the fundamental rights of freedom of expression and access to information.

#### Panel Discussion 1

### **Analysing Zimbabwe's Cyber Crimes and Cyber Security Draft**



- 01. Christopher Musodza, Digital Society of Zimbabwe
- 02. Otto Saki, Ford Foundation (moderator)
- 03. Jacqueline Chikakano, Media Lawyer
- 04. Dzimbabwe Chimbga, Zimbabwe Lawyers for Human Rights



This panel discussion focused on the development and progress made on the draft Cyber Crimes and Cyber Security Bill. This draft Bill is relevant to the IGC because it has a direct impact on the right to privacy, and the right to freedom of expression, as well as other rights which fall outside the scope of the current report. Anriette Esterhuysen sent her apologies for not being able to be part of this panel as was indicated in the original programme outline.



*“acts such as staying logged onto a Wi-Fi network beyond the expected legitimate period was still criminalised by the current version of the draft Bill.”*

**Christopher Musodza** started off the discussion by giving a background to the draft Bill and the various forms the Bill has taken over the past four years. He shared a brief background to the HIPSSA process and how Zimbabwe ended up with its first draft of the Computer Crimes and Cyber Crimes Bill, as it was initially known. His presentation was largely based on the position paper drafted by MISA Zimbabwe in collaboration with Digital Society of Zimbabwe which outlined the provisions of the draft Bill which were against the provisions and spirit of the Zimbabwean Constitution. For example, the use of keystroke loggers, or the condoning of searches without warrants. He then related how some of the issues raised in the above mentioned position paper were actually incorporated into the current version of the draft Bill. He however, pointed out that acts such as staying logged onto a Wi-Fi network beyond the expected legitimate period was still criminalised by the current version of the draft Bill.



**Jacqueline Chikakano** took over from where Christopher left off by examining the fundamental changes that have been made to the three subsequent versions of the draft Bill. Jacqueline analysed the draft Bill through a human rights based approach, which was embodied in the MISA-Zimbabwe Model Law on Computer Crimes and Cyber Security.<sup>15</sup>

The MISA-Zimbabwe Model Law called for human rights focussed approach in legislating against cybercrimes. It sought to strike a balance between state, security and public interests pursuits and fundamental human rights that are affected or related to such a law. Jacqueline noted that the current draft Bill still contained broad and sometimes undefined concepts which were open to dangerously wide interpretation. She praised the current version of the draft Bill for containing a more robust oversight mechanism which serves the dual purpose of ensuring enforcement of the Act with due regard to fundamental human rights and freedoms as well as establishing a whistle blower system to promote reporting of cybercrime. This oversight mechanism is in the form of the 10-member committee responsible for the administration of the draft Bill when it is gazetted into an Act. It is commendable that one of the 10 seats on this committee is reserved for a member from a Civil Society Organisation which operates in Zimbabwe.

The draft Bill also criminalised child pornography in line with section 19

.....  
<sup>15</sup> MISA-Zimbabwe model law- <https://zimbabwe.misa.org>

provisions of the Constitution. She also welcomed the fact that the current version of the draft Bill criminalises the transmission of intimate images and media without consent which is a breach of a person's right to privacy. This is a welcome development because cases of sharing of intimate images without consent have previously been reported to the Police but none of these reports have led to any successful convictions.<sup>16</sup> It should be noted that the current version of the draft Bill does not specifically criminalise "general" pornography, the draft Bill only gives a definition of what amounts to pornographic material. Pornography is however, criminalised under the Censorship and Entertainments Control Act [Chapter 10:04].

Other changes Jacqueline spoke about include those made to the criminal act of cyber-bullying and harassment; the current version of the draft Bill criminalises only the generation and communication of electronic communication which harasses another person. This is different from the first version of the draft Bill which only criminalised the initiation of electronic communication which harasses another person. The current draft Bill narrows down the number of incidents where investigating officers can ask for a citizen to assist them in the investigation of either a cybercrime or computer crime. During plenary, Otto raised the point that assistance can only be rendered with the consent of the court. Furthermore, the search and seizure provision has also been restricted in scope and is not as wide as it was in the first two versions of the draft Bill.

In conclusion, Jacqueline argued that the 2017 version of the draft Bill had made strides towards respecting the spirit of the Zimbabwean Constitution but more still needed to be done to improve the draft Bill. She also applauded the drafters for taking into consideration some of the input and comments made by other stakeholders. Lastly, she stated that there was need to work on provisions which still permitted the use of keystroke loggers which are wrongly classified as forensic tools when in actual fact they are privacy breaching tools.

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16 For example, the two former Miss Zimbabwe title holders who were stripped of their crowns after intimate images of them were released. In both instances police reports were allegedly made but to date there have been no arrests or convictions in either case.



**Dzimbabwe Chimbga** then wrapped up this discussion by brief presentation on the court cases related to the use of technologies in Zimbabwe. In the case Dzimbabwe discussed, messages that circulated on social media were used as the basis for the criminal charges levelled against the accused in each respective case, the accused were mainly charged under the Criminal Codification and Reform Act. None of these cases have led to any convictions.

The cases Dzimbabwe touched on included that of Edmund Kudzai in which he was charged with subverting a constitutionally elected government after it was alleged that he ran the Baba Jukwa Facebook page. Evan Mawarire was also charged with subversion plots to remove a constitutionally elected government. These charges stemmed from his #ThisFlag online social movement. Energy Mutodi and Edson Chirwa were separately charged with undermining the authority of the president as a result of Facebook posts they made. In all these instances, arrests were made but there was no conviction and the accused were released.

Dzimbabwe warned that what a particular Act purports to be and how it is actually applied can sometimes be different. In the current instance, the Cyber Crime and Cyber Security draft Bill may be drafted to control online crimes but it is possible that it may inevitably be used to stifle free speech and the freedom of the media. This would not be a situation unique to Zimbabwe. In Tanzania, the government makes use of the country's Cyber Crime Laws to persecute and prosecute any government critics and dissenters. It is feared this might become the norm in light of the provision in the draft Bill which criminalises the transmission of data inciting violence or damage to property which might be used to arrest human rights activists and government dissenters.

The gazetting of the Cyber Crime and Cyber Security Bill into an Act will however,



not do away with other legislation such as the Public Order and Security Act, the Criminal Codification and Reform Act, the Access to Information and Protection of Privacy Act as well as the Interception of Communications Act. These Acts will continue to apply alongside the Cyber Crime and Cyber Security Act. Dzimbabwe shared Jacqueline's concerns that the definitions given in the draft Bill are too broad and open to abuse. He gave an example of the definition of pornography which could be interpreted to affect artistic work and in the long run the freedom of expression. Both Jacqueline and Dzimbabwe also spoke of the excessive fines and penalties which are not proportional to the acts which are criminalised under the draft Bill.

During plenary a question was asked whether Zimbabwe had the skillset to enforce not only the Cyber Crimes draft Bill when it becomes law. The other question was on whether or not these broad definitions would criminalise normally legal actions such as ethical or white hat hacking and running network penetration tests. Another technical issue raised during plenary which would make it hard to enforce this draft law included the extradition clause which empowers a court to extradite a person to Zimbabwe so that such a person could stand trial in Zimbabwe under the relevant circumstances.



## LIGHTNING TALK 2

# DIGI-RIGHTS



- 01. Silvia Mukwindidza, Bustop TV
- 02. Chido Musodza, Radio Voice of the People
- 03. Kudzai Mubaiwa, iZone Hub (Moderator)
- 04. Sean Ndlovu, CITE ZW



*Silvia Mukwidza, Bustop Tv*

## Zimbabwe realities of online content

**Silvia Mukwindidza** kicked off this session by speaking to the realities of online content in Zimbabwe. Silvia's organisation is Bustop TV. It is a group of young creative/comedians who use satire to provide social commentary on the issues plaguing Zimbabwe. In addition to this, Bustop TV uses satire to raise awareness about what is happening in the country, in terms of politics, the economy, and other current affairs. Silvia spoke about how social media has provided an affordable platform on which local creatives can publish their work at relatively low cost. Before the advent of social media and ICT based communications, creatives such as Bustop TV had to distribute their work through television broadcasts or programmes recorded onto DVD discs.

She however, noted that online content creators are not usually well versed in how to protect the intellectual property rights which arise from their creative works. Knowledge of these rights would partially curb piracy. As Bustop TV's popularity has grown, the organisation

has diversified its operations and now includes a factual news show which seeks to keep the nation updated on current affairs stories. One great example of Bustop TV news reporting was when they interviewed participants at a march held in solidarity with Grace Mugabe in light of the charges levelled against her by the South African organisation Afri-Forum. When the Bustop TV reporter asked the participants what or who Afri-Forum was none of the participants were able to give an informed response.

Silvia also echoed Donald's statements about the disadvantages of relying solely on social media as a platform, especially in Zimbabwe where social media is mainly accessible to the urban population. The limited access of social media in rural areas means that the audience is restricted to Zimbabwe's cities, towns and their surrounding areas. Silvia said that Bustop TV sometimes travels to rural areas for the purpose of interacting with rural audiences.





*Chido Musodza, Radio Voice of the People*

## Localising Access

**Chido Musodza** followed up with a talk on the importance of Localising Access. The concept behind her presentation was that mobile phones and the internet dependent technologies could have more impact if Zimbabwe's population was able to access these technologies in a relatable language and context. The use of foreign and dominant languages such as English, French, and Mandarin caused a language barrier in some instances which prevented locals who may not be conversant in any of those dominant languages from being able to access and use the Internet or to fully utilise their smartphones which are usually in English.

The adoption of mobile phone-based services such as mobile banking, mobile money services such as Ecocash, short messaging, and making voice calls are all dependent on the user's ability to interact with their device. If the language of interaction is foreign, then there is a barrier between the user and the mobile device or service being accessed. But what does

localisation mean? Does it simply refer to the translation of Applications to a local language? The answer is no, localisation of access means going beyond simply translating the language of an Application from language A to language B. It means taking into consideration the context and culture within which that Application will be used. Localisation of access also means incorporating other languages that are usually overlooked such as sign language and braille.

She also spoke about the challenges to be overcome when localising Apps which include but are not limited to a lack of resources in low income countries, African languages for example, Shona usually have a number of diverse dialects. Local languages also lack the adequate words which properly describe technical concepts such as encryption or hacking. This limitation of local languages also means it is hard to teach technology related subjects in local languages.



Some of the opportunities which might promote localisation of access include: the existence of a national ICT policy which supports the use of local languages; the creation of a Language development body established by the law which will enable access to users and create a different but wholesome experience of the Internet. As more people get involved in localisation of access, there will be more jobs created in the sector. One other way of keeping localisation costs low is to make use of existing popular platforms. For example, Facebook has translated its application into a number of local languages, and this expertise can be used in translating other applications. The issue of values and their effect on internet access is seen in the 2015 Pew study which revealed that the internet is valuable as an educational tool but beyond that, education is seen as a source of immoral information.<sup>17</sup> The internet will only be valued in such a context when the culture local internet users have is reflected on the internet they access.



## The Creative Rights Movement

**Sean Ndlovu** then spoke about the Creative Rights Movement. He spoke on the issues relating to the establishment and maintenance of creative hubs. He narrated how creative hubs had a role to play in promoting access to information and in creating jobs for the unemployed youth thus stemming brain drain. Sean gave an example of how his creative hub had become a centre where youths and entrepreneurs could network and collaborate on ideas. However, the lack of proper policies means that Hubs are responsible for their own survival.

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17 Internet seen as a positive influence on education, but a negative influence on morality in emerging and developing nations- <http://www.pewglobal.org/2015/03/19/internet-seen-as-positive-influence-on-education-but-negative-influence-on-morality-in-emerging-and-developing-nations/>

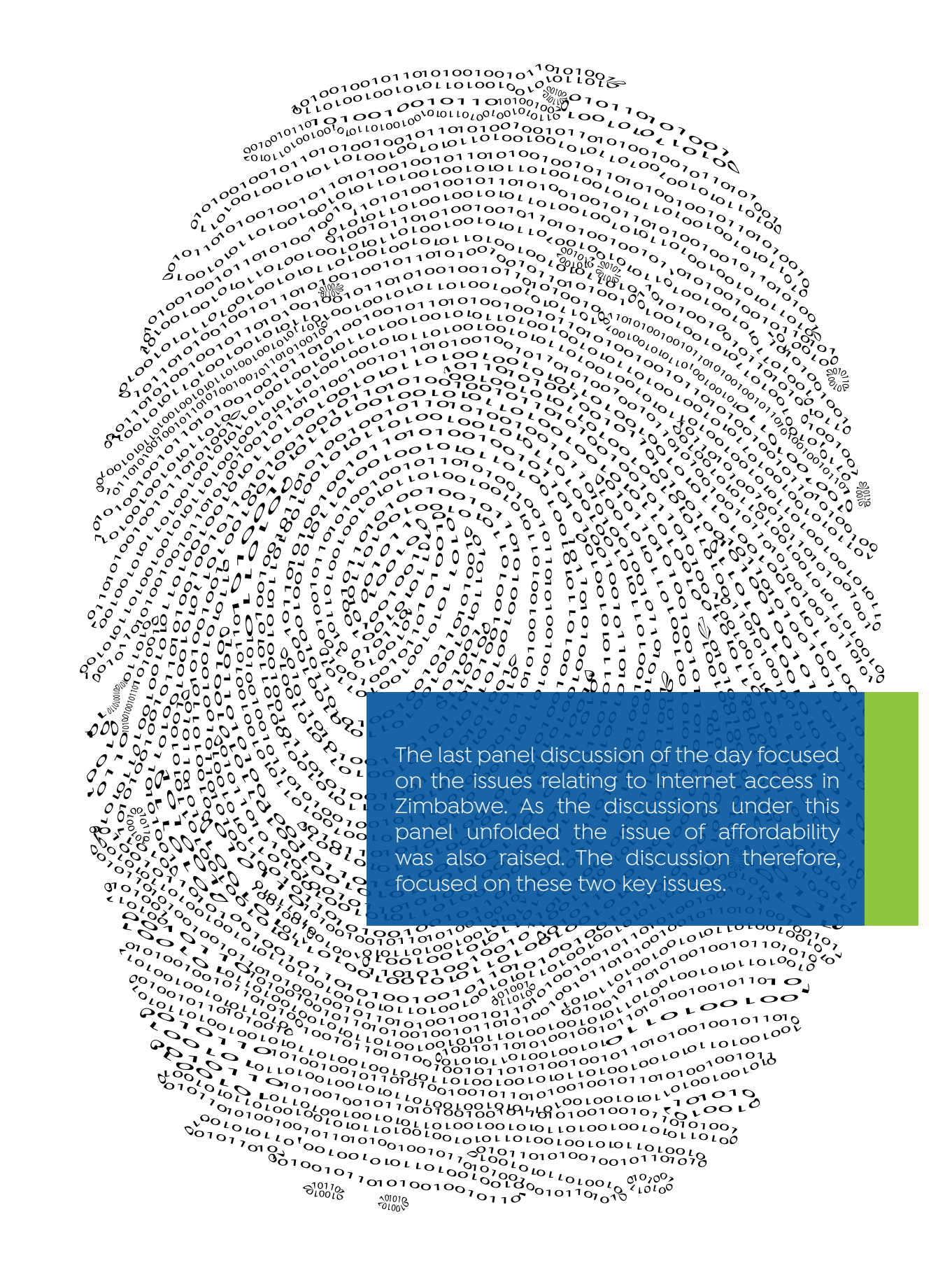
He went on to mention how government has promised to support creative tech hubs from part of the proceeds of the Universal Services Fund, he also gave examples of how private sector players such as CBZ were funding creative spaces. Sean made a few suggestions that would promote the creative hub scene in Zimbabwe, these suggestions include: Turning currently idle Community Youth Centres into hubs as a way of improving the community and youth. The creation of Special Economic Zones, after the Start-up Chile Program. Under this initiative, the Chilean Government invited applicants of any nationality to come and base their startup in Chile in exchange for some money. Lastly, Sean suggested the need for strong mentorship initiatives for upcoming entrepreneurs. He stated that the mentorship and guidance from people that had done it before could help Creative Hubs Grow.

## Panel Discussion 2

# The Politics of Access



01. Dumisani Nkala, TELCO Zimbabwe
02. Joseph Bishi – Murambinda Works Community Network
03. Emilar Vushe-Gandhi – Facebook
04. Bob Ochieng – Internet Corporation for Assigned Names and Numbers (ICANN)
05. Isaac Maposa, Internet Society of Zimbabwe (Moderator)



The last panel discussion of the day focused on the issues relating to Internet access in Zimbabwe. As the discussions under this panel unfolded the issue of affordability was also raised. The discussion therefore, focused on these two key issues.



Dumisani Nkala, TELCO ZIMBABWE

**Dumisani Nkala** spoke about the politics of access as seen through the eyes of an Internet Service Provider. She shared an interesting study from the World Bank which shows the direct link between ICT development and economic growth. That is, for every 10% increase in a country's high speed internet connections, that country's economic growth increases by an estimated 1.3%. This means that access to the Internet is not an end in itself but access to the Internet has a ripple effect which results in economic growth.

She highlighted that since 2014, the number of users accessing the Internet via 3G and 4G mobile internet has risen significantly. 3G and 4G internet access in Zimbabwe is now the popular choice for the majority of internet users. ADSL and Fibre access are the second and third choices respectively. Various factors contribute to the popularity of mobile internet over fixed line internet, for example, fixed line internet usually

comes to the home either via the landline/telephone or by fibre; both scenarios usually require either home ownership or a long term lease over the property where the fixed line service is to be installed. In Zimbabwe's urban areas the majority of people do not own the properties they stay in. The initial costs of accessing the internet through fixed line services are also higher than the price of an entry level smartphone which is capable of accessing the internet. Despite its popularity Dumisani says that mobile will not replace fixed line communication anytime soon, especially in light of the increase in fibre to home connections slowly being rolled out around Zimbabwe.

Dumisani stated that three factors were needed to contribute to positive economic growth, namely policy, investment, and technology. The policy issues she identified included the implementation of obsolete policies which for example, attempt to regulate

broad technologies as opposed to regulating specific services offered. She also referred to the over regulation experienced by service providers in the ICT space. Fragmented government policies also contributed to the confusion and had resulted in an outdated policy environment which is not progressive but rather regressive. Dumisani also raised the point that it was because of these uncertain policies that led to the high tax regime service providers experience at the hands of the government. She says that about 40 cents of every dollar earned is remitted to the government in forms of taxes.

The investment issues she highlighted have to do with Zimbabwe's country risk issues as well as the adoption of trending, and relevant technologies. The availability of long-term funding for ICT projects to be implemented locally was also a determining factor in who would decide to invest in Zimbabwe's ICT space. Dumisani also spoke of the technology issues faced by service providers, especially when it comes to the duplication of infrastructure and the management of servitudes. Her parting shot was that Zimbabwe will only start making significant progress towards industry growth when there are clear policies in place which are combined with a practical and co-ordinated industry leadership.



Joseph Bishi and his organisation are driven by the belief that a developing country can only increase its productivity when rural areas are developed to the point that new opportunities are created and innovations occur at that rural level. Joseph successfully argued that access to telecommunications can strongly influence the financial and social well-being of a population, which is why they had set up Murambinda Works to provide the community of Murambinda with internet access, as well as offer computer skills training.

According to Joseph, the challenges to get a rural community such as Murambinda computer literate can be reduced to three categories, namely: environmental constraints, skills constraints, and cultural constraints. These challenges make it necessary for the development of technological solutions which solve the unique challenges Africa faces, for example, technology which will uses TV white spaces

such as Microsoft's 4Afrika initiative in Kenya which delivered broadband internet to rural parts of Kenya using previously unused broadcasting bandwidth. There is also need for longer distance connectivity which will link villages and neighbouring settlements to establish clear and convenient lines of communication.

Joseph's suggestion for sustainable progress requires a multi-stakeholder approach which incorporates community engagement, skills and workforce development and lastly, thought leadership. Asked by a participant how Murambinda Works covers its operational costs, Joseph stated that the organisation charges a nominal fee for some of the services they offer the community and these charges go towards the covering of operational costs.



**Emilar Vushe-Gandhi** then spoke about what access means for her organisation, Facebook. Her talk was similar to Joseph's in that she also highlighted similar barriers to internet access. The first hurdle she identified had to do with infrastructure development especially in areas which lie outside of urban areas. The lack of supporting infrastructure necessary to facilitate adequate internet access in rural areas perpetrates the urban-rural divide when it comes to internet access. Infrastructure also includes access to electricity, mobile network cell towers and almost none-existent fixed line networks in rural areas.

Her second barrier to access was awareness of why access to the internet is a human right and how access to the internet is a direct contributor to the idea of self-development. The third barrier she identified to access was affordability. Affordability of access remains a challenge to most people in low income countries. What does affordable internet accessibility look like? According to the Alliance for Affordable Internet (A4AI) internet is affordable if 1GB of data costs no



more than 2% of income.<sup>18</sup> Zimbabwe is still far from meeting the A4AI standard.

During this session's plenary it was agreed that access and connectivity should go beyond the use of instant messaging Apps and social media Apps. It should translate into connectivity which promotes socio-economic and political development. Emilar emphasised that there should be consideration for the human development aspect to connectivity. A point was also raised that sound economies usually have relatively affordable data. While speaking of access and affordability, Emilar mentioned that Facebook Basics had been rolled out in 8 Southern African countries. She also stated that Facebook was still in negotiations with the Zimbabwean government for the rolling out of the service in the country.



**Bob Ochieng** joined the IGC via Skype call and gave an outline of the work ICANN is doing to promote healthy Internet Governance the world over. His presentation was based on the African Domain Name System Market Study for 2016. The study found that Africa has 51 fully functioning ccTLDs, with only 13 countries having a fully competitive Registrar market. Africa's 5 million domains translate to an average of 4.4 domains for every 1000 people of the African population.

He spoke about ICANN's key to success factors which include;

- Infrastructure to facilitate affordable access to the Internet
- Digital Awareness with sufficient literacy
- Conducive Policy, Regulatory and Governance Framework

.....  
<sup>18</sup> A4AI 2017 Affordability Report, page 7

- Payment Gateways to ensure easy payment of fees
- Price
- Ease of Registration and Confidence & Critical Mass.

The fact that Africa's population is growing means that other parts of the world are looking to Africa to provide the next wave of Internet users, for example, Facebook is talking about reaching its next 1 billion users.

Bob then made reference to the Domain Market 1 which has lower costs of registering a domain name. Registration can be done from anywhere in the world as there is no requirement that the person be a member of any country. This level of registration is usually automatic. The domain name market 2 is more in line with business model and it calls for appropriate regulatory and governance mechanisms. Bob also reminded participants that a domain name has no value and that is why there is need for enhancements such as adding a web page and localised e-mail service.

Responding to a question from a participant about the participation of Africans in ICANN's GAC, Bob reiterated that the main challenge was not election to the Board but actual participation once elected.

After the panel discussions participants then broke away into 5 thematic groups for discussions on the IGC's resolutions.

Thematic Groups discussed during the breakaway session

01. Internet Regulation Principles
02. Access and Affordability
03. Cyber-security
04. Promotion and Development of Local Content
05. Decriminalisation of Fundamental Rights Online
06. Advocacy and Public Awareness
07. Regional and International Solidarity



# Conference Resolutions for 2017 and Way Forward

We, participants to the MISA Zimbabwe facilitated National Internet Governance Conference held on 21 September 2017 in Harare, Zimbabwe;

Having debated and deliberated developments in Zimbabwe's internet ecosystem with focus on the Cybercrimes and Cybercrimes Draft Bill (2017) and access to the internet in Zimbabwe;

Informed by presentations on internet governance developments from 2015 to date by government representatives, experts in ICTs, internet based businesses, online content producers, academics and civil society representatives in Zimbabwe and the African continent;

Affirming our support for the Zimbabwe Internet Governance Forum (ZIGF), in line with global and continental best practices as established under the World Summit on Information Societies (WSIS) and International Telecommunications Union (ITU), both of which our country Zimbabwe is signatory to;

Emphasizing that our new constitution specifically recognises the rights of all

Zimbabweans to freedom of expression, media freedom, access to information and privacy, which equally apply online as they do offline;

Hereby resolve to remain guided by the principles and actions on internet governance in Zimbabwe as adopted in the first Multi Stakeholder conference of 2015.

## **Internet Regulation Principles:**

- That internet regulation must be guided by the following key principles:
- Protecting the democratic rights of all citizens to freedom of expression, access to information, privacy and protection of intellectual property.
- Ensuring that all Zimbabweans have unhindered access to the internet. Access to the internet must be affordable and predicated on net-neutrality.
- Infrastructure development and competition must be friendly to the environment and predicated on environmental sustainability.
- Competition between telecommunications corporations, internet service providers, content providers and other ancillary services be fairly regulated in the interest of promoting access, diversity and affordability and respect for human rights

**Advocacy and Public Awareness:** That there be deliberate effort from all internet stakeholders to increase public awareness on Internet Governance processes in the country; particularly so in rural populations, and other economically marginalised demographics.

**Access and Affordability:** That access to the internet should go beyond access to social media applications at zero rated or subsidised rates, to the realization of its utilitarian for all citizens regardless of gender, race and class through a fair, transparent pricing policy that allows innovation and competition.

**Cybersecurity:** That there be a democratic cyber security framework that strikes a healthy balance between the promotion and protection of individuals users fundamental rights to freedom expression and privacy and national and regional security.

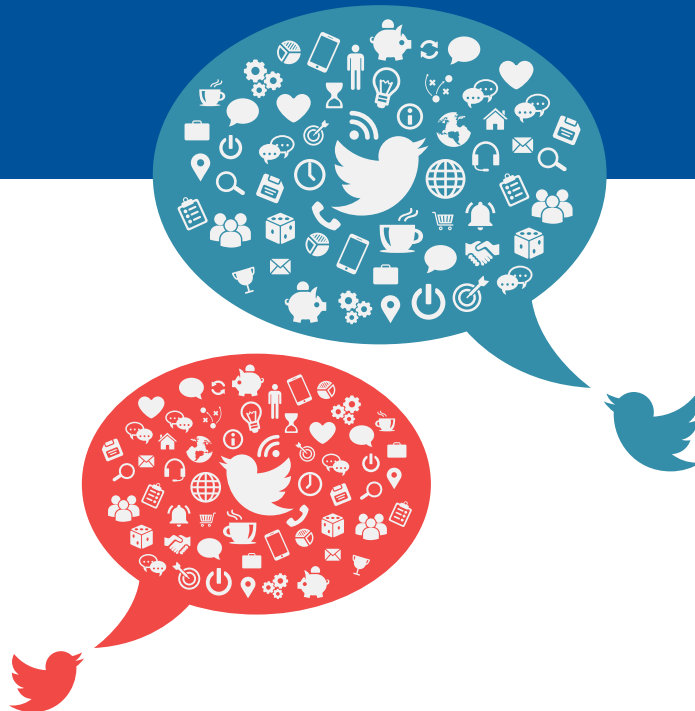
**Decriminalization of Fundamental Rights Online:** That the country's internet regulation and policies be centred on the African Declaration of Internet Rights and other regional and globally accepted human rights principles which promote human socio-economic and political development at all fronts.

**Promotion and Development of Local Content:** That the internet be recognized as an important tool for the facilitation of dialogue between citizens and government that should be promoted for sustainability in pursuit of accountable democracy, national development and preservation of Zimbabwe's values and diverse culture.

**Regional and International Solidarity:** That Zimbabweans continue to interact and learn from regional and international best practice for key trends, developments and regulatory frameworks around internet governance.

# What was said on Social Media

Most of the activity for the MISA Zimbabwe Internet Governance Conference was on Twitter with the hashtag #ZIG17, which was a continuation from the first Conference hashtag #ZIG



## Activity Highlights

Number of tweets	110
Organic Impressions	42,222
Engagement Rate	1.3%
Link clicks	7
Retweets	267
Likes	141
Replies	15

The MISA Zimbabwe IG Conference was held on the 21<sup>st</sup> of September, 2017, in Harare.

Approximately 110 tweets were made from the @misazimbabwe account with organic impressions of 42,222. Essentially this means people on Twitter saw these tweets approximately 42,000 times.

## Top Tweets by @misazimbabwe

The #Zimbabwe #Cybercrimes bill does not balance enforcement and protection of rights - says @dziechimbga #ZIG17

For marginalised areas to appreciate the internet even with community networks, content has to be relevant #ZIG17 - #MurambindaWorks #ZIG17

Offence of illegal remaining in the current #CyberCrimes Bill is unclear and may need to be revisited - @dziechimbga #ZIG17

The manifestations of conversations offline are reflected in the online space & buttressed by anonymity- @fungaijustbeing #ZIG17

Community networks are important for bridging the digital divide - say #Murambindaworks - @CreyM @ #ZIG17

Africa has 5 million African domains with a million of them being South African. #ZIG17

Would be interesting to note whether there is a way of measuring the reach of local content on WhatsApp - @bustoptv #ZIG17

Data pricing and internet access generally remains a challenge not only in Zimbabwe bt globally- @vamaunga #ZIG17

Are there any Cybersecurity experts that will assist in enforcement of the law once it passes?- Question #ZIG17

Social media remains pro urban - which is a weakness for social movements. There needs to be complementary activity offline - #ZIG17

Localisation of the internet, applications and content cannot only be about language, but values & culture #ZIG17

Social media despite the challenges with access in rural areas, can be used as a bridging mechanism offline to online- @Tajamuka #ZIG17

Low uptake among women, we need to interrogate the reasons why and adopt approaches to increase uptake amongst them- Hon. Mlambo #ZIG17

Calls for assistance in the #Zimbabwe #Cybercrimes draft is evidence that law enforcement capacity is low – says @tariroshingi #ZIG17

## What others said on Twitter

**Kudzai M. Mubaiwa** @kumub- When we talk about access we must move beyond penetration only and include political and economic access #ZIG17

**The Dreamcatcher** @MissChiMystique- Digital divide becomes wide due to income levels, rural-urban divide, educated and not so educated- @emigandhi #ZIG17 **Kuda T Hove** @kudathove- @emigandhi now talking about how @facebook approaches #internet access & connectivity #ZIG17

**ZACRAS** @ZacrasOnline- @JosephBishi Murambinda Works: ICT is not everything but it comes to harness human interest #ZIG17 **Tess** @Takatheresa- Sylvia of @bustoptv says they bring satire to issues that Zimbabweans aren't usually keen to talk about online. #ZIG17

**Stash** @NatashaMsonza- The harmonization of cyberlaws in the region including definitions of crimes is partly intended to address this says @ottosaki #ZIG17

**Cite** @citezw- Jacqueline Chikakano: The most critical changes on the Crime and Cyber bill haven't been made #zig17 #Asakhe @ZacrasOnline @misazimbabwe

**3-mob.com** @ThreeMenOnABOat - Good thing that has come from changes to the Cyber Crime bill is the definition of porn... and criminalisation of revenge porn #ZIG17

**Koliwe Majama** @koliwemajama- Koliwe Majama Retweeted #FreeVoice Comedy =@fungaijustbeing just summed it all – it is not about gender but patriarchy as a system that anyone can practise it- #ZIG17

**#FreeVoice Comedy** @silviakwin

How do we know that it's men who are victimising women online? @misazimbabwe @bustoptv @ZimMediaReview #ZIG17 @povonewsafrika @MagambaTV

Reply

**Lizzabetty Mhangami** @liznashe- #ZIG17 On #revengeporn "Patriarchy is an oppressive system largely practiced by men" but women are #conduitsofpatriarchy @fungaijustbeing

**seanndlovu** @seanndlovu- @NatashaMsonza suggests we lookup & fiddle

wit tools 2 protect ourselves from [@EFF](#) [@mozilla](#) [@Info\\_Activism](#) [#ZIG17](#) [@seanndlovu](#) [@misazimbabwe](#)

**Media Alliance Zim** [@MAZ\\_Zim](#)- [@fungaijustbeing](#) Our view as a society is to condemn & hold women to higher standards in comparison to their male counterparts [@hivos](#) [#ZIG17](#)

**Radio VOP** [@RadioVop](#)- Don Mavhudzi says without social media the 2016 stay away cld nt have been sucessfull [#ZIG17](#) [@rashweatm](#) [@Tajamuka](#)

**Isaac Maposa** [@IsaacMaposa](#)- [@ISOCZIM](#) [@NatashaMsonza](#) talking about secure online? covering DDOS attacks [#ZIG17](#)

**Otto Saki** [@ottosaki](#)- Deputy Minister Mlambo principles for data protection & electronic transaction bills with Cabinet Com on Legislation [@misazimbabwe](#) [#ZIG17](#)

**TAFADZWA MURANGANWA** [@TMURANGANWA](#)- ZimAsset recognises ICTs as a tool for economic growth-Dep Min of ICT Win Mlambo [#ZIG17](#)

**Stash** [@NatashaMsonza](#)- Many Zimbabweans legit see the renamed Cyber Security & Cyber Crime bill as an attempt to regulate social media & stifle FOE [#ZIG17](#)

# APPENDICES

## APPENDIX 1

# 2015 Internet Governance Multi-Stakeholder Conference Resolutions

### 1. Internet Regulation Principles

That internet regulation must be guided by the following key principles:

- a. Protecting the democratic rights of all citizens to freedom of expression, access to information, privacy and protection of intellectual property.
- b. Ensuring that all Zimbabweans have unhindered access to the internet.
- c. Access to the internet must be affordable and predicated on net-neutrality
- d. Infrastructure development and competition must be friendly to the environment and predicated on environmental sustainability.
- e. Competition between telecommunications corporations, internet service providers, content providers and other ancillary services be fairly regulated in the interest of promoting access, diversity and affordability and respect for human rights.

### 2. Access and Affordability For All

That the internet being a cornerstone tool/mechanism for the enjoyment of the rights of all Zimbabweans to freedom of expression, access to information, right to privacy, and media freedom as outlined in the new constitution, must be accessible and affordable for all of our country's citizens regardless of gender, race and class.

### 3. The Internet of Things:

That we contextualise the emergent 'internet of things' in our context to our national development needs in a manner that is inclusive, affordable and accessible for all Zimbabweans.

#### **4. Promotion of Government**

##### Public Accountability

That the internet remains a key tool through which citizens can interact with their governments in pursuit of accountable democracy and national development.

#### **5. Promotion and Development of Local Content**

That there be active encouragement and investment in the production and development of local content that is gender sensitive and focused on our national context.

#### **6. Copyright**

That copyright on the internet be a priority for policy makers and all internet stakeholders in order to protect intellectual property rights.

#### **7. Decriminalisation of Freedom of Expression**

That in order for the internet to reach its fullest potential of allowing Zimbabweans to enjoy their human rights, stakeholders actively embraces the decriminalisation of freedom of expression.

#### **8. Democratic Regulation**

That regulation of the internet must be undertaken by the state in a democratic, participatory, accountable and independent manner and in consultation with all stakeholders and civil society.

#### **9. Cyber-security**

That there be a democratic cyber-security framework in relation to national and regional security, protection of privacy and private property, which remains true to the right of all citizens to freedom of expression, media freedom and access to information.

#### **10. Corporate Monopolies and Censorship**

That there be engagement with corporate entities in internet service provision and telecommunications on all issues to do with censorship and respect for human rights as well as further engagement with the public on issues of internet governance.

#### **11. Internet-Based Entrepreneurship**

Government and stakeholders should value the internet as a key mechanism for innovation, investment, entrepreneurship, access to new markets and employment for Zimbabweans.



## **12. Advocacy and Public Awareness**

That government, relevant stakeholders and civil society organisations should intensify their public awareness campaigns on the importance of the internet as not only a developmental and entrepreneurial tool, but also as an emerging and inevitable technological cornerstone of freedom of expression, access to information and media freedom.

## **13. Coordination of Efforts**

That there be greater coordination of efforts between various initiatives around internet governance frameworks.

## **14. Regional Solidarity and Lessons Learnt**

That Zimbabweans continue interacting and learning from our neighbouring countries in the Southern African, African and broader international community on key developments, success stories and democratic regulatory frameworks around internet governance.

## APPENDIX 2

# List of Acronyms

<b>A4AI</b>	Alliance for Affordable Internet
<b>ADSL</b>	Asymmetric digital subscriber line
<b>CCTLD</b>	Country Code Top Level Domain
<b>CITE ZW</b>	Centre for Innovation and Technology Zimbabwe
<b>FOE/FOX</b>	Freedom of Expression
<b>GAC</b>	Governmental Advisory Committee
<b>HSDPA</b>	High-Speed Downlink Packet Access
<b>HIPSSA</b>	Harmonisation of ICT Policies in Sub-Saharan Africa
<b>ICANN</b>	International Corporation of Assigned Names and Numbers
<b>ICTs</b>	Information and Communication Technologies
<b>IGC</b>	Internet Governance Conference
<b>ISPs</b>	Internet Service Providers
<b>LTE</b>	Long Term Evolution
<b>MAZ</b>	Media Alliance of Zimbabwe
<b>MISA Zimbabwe</b>	Media Institute of Southern Africa (Zimbabwe Chapter)
<b>MNOs</b>	Mobile Network Operators
<b>POTRAZ</b>	Postal and Telecommunications Regulatory Authority of Zimbabwe
<b>Radio VOP</b>	Radio Voice of The People
<b>TELCO</b>	Telecontract: a subcontractor to the sole Government provider of telecommunications services, the Posts and Telecommunications Corporation of Zimbabwe (PTC)
<b>WOZA</b>	Women of Zimbabwe Arise
<b>ZACRAS</b>	Zimbabwe Association of Community radio Stations
<b>ZIG</b>	Zimbabwe Internet Governance
<b>ZIGF</b>	Zimbabwe Internet Governance Forum
<b>ZIMASSET</b>	Zimbabwe Agenda for Sustainable Socio-Economic Transformation

# Conference in Pictures



01



02



03



04



04



04



05



06



07



08

01. Members of Parliament follow proceedings at the IG Conference
02. **Deputy Minister Win Mlambo** and **Broadcasting and ICTs Programme officer for MISA Zimbabwe, Koliwe Majama** having a conversation while **Mr Madya**, official from the Ministry of ICTs looks on.
03. **Kuda Hove**, moderator of the thematic breakaway session makes a point
04. Some of the participants asking questions in plenary sessions
05. The 1st Lightning Talk panel (from left: **Fungai Machirori**, **Donald Makuvaza** and **Natasha Msonza**)
06. Main panel on the Cybersecurity and Cyber-crimes draft bill (from left: **Dzimbabwe Chimbga**, **Jacqueline Chikakano** and **Chris Musodza**)
07. **Tawanda Mugari** from the Digital Society of Zimbabwe makes a contribution during the IG Conference
08. Media Alliance of Zimbabwe Chairperson, **Patience Zirima** asks a question during one of the sessions, while the MAZ Coordinator looks on.

# Conference in Pictures

09. **Robert Shonhiwa**  
from the Harare  
Institute of  
Technology making  
a point.

10. **Kudzai Mubaiwa**  
moderating the 2nd  
Lighting Talk at the  
IG Conference

11. Panel of the 2nd  
Lightning Talk  
(from left: **Silvia  
Mukwindidza, Sean  
Ndlovu and Chido  
Musodza**)

12. National University  
of Science and  
Technology  
Journalism Studies  
lecturer, **Dr Phillip  
Dos Santos and  
Koliwe Majama**  
engage in  
conversation on the  
side-lines of the IG  
Conference.

13. A participant makes  
a contribution  
during the  
breakaway session  
while **Dumisani  
Nkala** from Telco  
looks on.

14. Participants listening  
in during the  
thematic breakaway  
session

15. **Thomas Sithole**  
from Plumtree  
Development Trust  
makes a point

16. Participants in  
discussion during  
the thematic  
breakaway session

17. ZACRAS Director,  
**Vivienne Marara**  
gets some  
assistance from  
Digital Society of  
Zimbabwe trainer  
**Chris Musodza**





# Misa Zimbabwe **Multi-stakeholder Internet Governance Conference**

*Report 2017*



84 McChlery Avenue, Eastlea, Harare, Zimbabwe **T:** +263 4 776165/746838 **Hotline :** +263784437338

**E:** [misa@misazim.co.zw](mailto:misa@misazim.co.zw) **W:** [zimbabwe.misa.org](http://zimbabwe.misa.org)



@misazimbabwe



MISA Zimbabwe