



National Communications Authority
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1. Foreword

It's my pleasure to present the National Communications Authority's (NCA) Annual Report for 2024/2025—a year marked by transformational growth, strategic reform, and steady progress for Somalia's telecommunications sector. This report highlights our shared efforts to create a digitally empowered, resilient, and inclusive nation, built on strong governance, modern regulatory frameworks, and sustainable financial management.

Throughout the year, the NCA demonstrated its commitment to both regulatory excellence and national development. Our work contributed to creating an enabling environment for the development of Somalia's ICT ecosystem and had a significant impact on the national economy. Our financial performance reflects our operational efficiency and improving regulatory. Achieving international ISO certifications, including ISO 9001:2015 (Quality Management Systems), ISO 27001:2022 (Information Security Management), and ISO 27701:2019 (Privacy Information Management), reflects our commitment to institutional excellence, good governance, and operational integrity. These certifications represent a major milestone in aligning our internal processes with global best practices, ensuring the Authority operates with transparency, efficiency, and a strong focus on stakeholder trust, data protection, and service quality.

We have also achieved reforms to facilitate the transition to the Fourth Generation (G4) model of regulation, aligning with the International Telecommunication Union (ITU) framework. The Regulatory Transformation Strategy and Roadmap provided more modern oversight and enhanced market-based regulation. Key regulatory provisions, including the Telecommunications Traffic Monitoring Regulation, SIM Card Registration guidelines, ICT Market Observatory framework, and the Competition Regulation, have been implemented to ensure transparency, consumer protection, and digital security. We initiated the establishment of the National Computer Security Incident Response Team (CSIRT), completed a readiness assessment, and conducted consultations across various sectors. These efforts, combined with both national and international collaborations, have

contributed to Somalia's advancement in the ITU Global Cybersecurity Index, elevating the country from Tier 1 to Tier 2, a major milestone in its cyber preparedness.

On the other hand, Somalia's participation in WTSA-24, COP29 Digitalization Day, membership in the International Advisory Body for Submarine Cable Resilience, and EACO's 29th Assembly highlighted our growing role in international ICT diplomacy and standardization. Domestically, we hosted significant events, including the Somali Internet Governance Forum (SIGF 2024), and launched the NETP in partnership with the ITU and GSMA. Additionally, we established Africa's first National IPv6 Internet Protocol Center in collaboration with Jamhuriya University of Science and Technology (JUST) and AFRINIC.

Despite limited resources, the National Communications Authority (NCA) has a strong track record of delivering results, demonstrating its resilience and strategic focus. As a significant revenue source for the federal government, the NCA continues to contribute to the national budget. However, the insufficient budget allocation to support the Authority's operational and development priorities continues to restrict our ability to fully deliver on our mandate and strategic objectives. The accomplishments achieved this year reflect our commitment to regulatory excellence, innovation, and effective governance in driving Somalia's digital transformation.

Looking forward, the NCA's strategic priorities for 2025 include implementing the Competition Regulation, launching the National CSIRT, reviewing the licensing framework to adapt to emerging technologies such as 5G and IoT, and deploying the Telecom Regulatory Management Information System (TRMIS). These initiatives will ensure regulatory agility, enhance service quality, and facilitate the development of the digital infrastructure.

These achievements would not have been possible without the continued support and strategic guidance of the Minister of Communications and Technology, as well as the collaboration of our international and regional partners, and the active engagement of stakeholders across the ICT and Telecommunications industry. We also recognize the dedication and professionalism of the NCA staff, whose efforts have been instrumental in driving our progress. We look forward to an even more impactful year ahead as we continue to advance Somalia's digital future.

Table of Contents

1.	Foreword	3
2.	Executive Summary	5
3.	Introduction	6
4.	Strategic Regulatory Frameworks	7
	a. NCA Regulatory Transformational Strategy and Roadmap	8
	b. Telecommunications Traffic Monitoring Regulation	10
	c. SIM CARD Registration Regulatory Framework	10
	d. Competition Regulation	12
	e. Addressing Interconnection Disputes and Service Quality	13
	f. National Emergency Telecommunications Plan (NETP) and Disaster Preparedness.....	13
	g. Multistakeholder meeting on National Emergency Telecommunications Plan (NETP) Implementation. 14	
	h. Common Alert Protocol (CAP) Workshop	15
	i. Development of the Regulatory Framework for Low Earth Orbit (LEO) Services.....	16
5.	Somalia ICT price basket indicators(IPB): Methodologies, Guidelines and Performance	17
6.	ICT Market Observatory Framework	24
7.	The E-Commerce Assessment of the Federal Republic of Somalia	26
8.	Cybersecurity & Disaster Resilience	28
9.	NCA Participation in the World Telecommunication Standardization Assembly (WTSA-24)	31
10.	Global Partnerships and Engagements	33
	a. Fostering Regional Digital Connectivity: Somalia's Involvement with EACO.....	34
	b. Somalia Joins International Advisory Body for Submarine Cable Resilience	34
	c. Somalia at COP29: Leveraging Technology for Climate Resilience.....	35
	d. EACO 29th Assemblies	35
	e. Regional Development Forum for the Arab States Region (RDFARB).....	35
	f. International Submarine Cable Resilience Summit.....	36
	g. GITEX AFRICA 2024	36
	h. 12th Regional Cyber Security Week, 2024.....	36
11.	Stakeholder Engagement and Initiatives	38
	a. Somalia Launches Africa's First National IPv6 Internet Protocol Center	38
	b. Girls in ICT Day 2024 celebration	39
	c. Somali Internet Governance Forum (SIGF 2024)	40
	d. Second Somalia National Cybersecurity Forum	41
	e. GISEC and ITU CyberDrill 2024.....	42
	f. Partnership with IFC: Expanding Digital Connectivity in Somalia	42
12.	International ISO Certifications: A Major Milestone for the National Communications Authority	43
13.	Capacity Building & HR Development: GSMA pilot year-long program	44
14.	Future Outlook and Strategic Priorities for 2025	45
	a. Strengthening Market Competition through the Adoption of Competition Regulation	45
	b. Establishment of the National CSIRT.....	46
	c. Review and Amendment of the Licensing Framework	47
	d. Regulatory Transformation and Alignment with International Standards	47
	e. Digital Infrastructure Development and Connectivity Enhancement	48
	f. Implementing the Telecom Regulatory Management Information System (TRMIS).....	49
15.	Challenges & Lessons Learned	50

2. Executive Summary

Over the past year, the National Communications Authority (NCA) has achieved remarkable progress throughout the 2024/2025 period, playing a crucial role in Somalia's digital transformation and regulatory advancements. This Annual Report highlights NCA's dedication to building a robust, competitive, and secure ICT sector, while fostering regional and international partnerships to position Somalia as a key player in the global digital landscape.

Strategic Achievements and Milestones

Over the past year, the NCA successfully launched several key initiatives to modernize telecommunications governance and infrastructure. A major milestone was the implementation of the Regulatory Transformational Strategy and Roadmap, which guides Somalia towards a fourth-generation regulatory model that meets the International Telecommunication Union (ITU) standard. This comprehensive transformation has improved regulatory agility, market oversight, and consumer protection, setting the stage for a digital future.

One of the most notable was the establishment of Africa's National IPv6 Internet Protocol Center. The center, in which NCA collaborated with the Jamhuriya University of Science & Technology (JUST) and AFRINIC, puts Somalia at the forefront of digital innovation, provides the country with an optimal solution for IPv6 adoption, strengthens network security, and prepares the country for future changes in the expansion of the internet. The NCA has made significant progress in cybersecurity governance with the initiation of establishing the National CSIRT. It is an initiative that is intended to strengthen the nation's cyber defenses by actively identifying and addressing emerging threats. Additionally, the NCA introduced the SIM Card Registration guidelines, which enhance digital security and safeguard consumer data from fraud and misuse.

Global Collaborations and Strategic Partnerships

The NCA's global efforts have played a key role in enhancing global connectivity and promoting digital resilience. One significant milestone was Somalia's membership in the International Advisory Body for Submarine Cable Resilience, a leading global initiative focused on safeguarding critical digital infrastructure. It reaffirms Somalia's commitment to maintaining robust international data transmission networks, particularly in the face of increasing cyber threats. The Authority also took an active part in key global events, such as the World Telecommunication Standardization Assembly (WTSA-24) and COP29 Digitalisation Day, where Somalia's dedication to digital transformation and climate resilience was emphasized. Furthermore, the NCA's partnership with the International Finance Corporation (IFC) helped develop the regulatory frameworks for broadband connectivity and private sector investments, enhancing the country's digital infrastructure and driving socio-economic growth.

Through its partnership with the East African Communications Organization (EACO), the NCA has worked to promote shared regulatory frameworks and boost regional connectivity. This highlights the NCA's commitment to aligning Somalia's digital policies with regional and international standards.

Empowering Communities and Building Capacity

NCA demonstrates its commitment to developing human capital through initiatives like Girls in ICT Day 2024, which provided young Somali women with practical ICT training. In partnership with the National Telecommunication and Technology Institute (NTTI), this event provided short courses and training to bridge the digital gender gap and foster inclusivity in the ICT sector.

Furthermore, the NCA played a key role as a strategic partner and sponsor of the Somali Internet Governance Forum (SIGF) 2024, which brought together stakeholders from government, academia, the private sector, and civil society. The forum **addressed pressing challenges in digital governance, focusing on social media regulation, combating misinformation, and promoting digital literacy.** Through its support and facilitation of these vital discussions, the NCA showcased its proactive dedication to fostering a secure, inclusive, and responsible digital environment in Somalia.

Driving Regulatory Excellence

NCA has also worked to achieve regulatory excellence by implementing strategic policies to modernize the ICT sector. It has produced the Telecommunications Traffic Monitoring Guideline and the ICT Market Observatory

Framework, which will enhance transparency and accountability in the market, promoting fair competition and fostering consumer trust. The development of the Low Earth Orbit (LEO) Regulatory Framework marks a significant step forward, enabling the integration of satellite connectivity to enhance coverage, particularly in remote and underserved areas. Furthermore, NCA's initiative to implement the SIM Card Registration Regulation is expected to strengthen digital security, creating a more secure and reliable telecommunications landscape.

Addressing Challenges and Lessons Learned

Despite its notable achievements, the NCA faced challenges due to budget constraints and funding issues. The Authority has successfully generated significant revenue from licensing and spectrum fees, but the lack of a dedicated budget support mechanism has hindered the full realization of certain strategic initiatives. Furthermore, disputes regarding interconnections and aggressive pricing strategies among operators have complicated efforts to ensure market stability. To address these challenges, the NCA aims to enhance financial planning processes, encourage better collaboration among telecom operators, and implement conflict resolution strategies that support sustainable growth in the sector.

Strategic Outlook for 2025/2026

Looking ahead, the NCA is committed to building a digitally resilient Somalia. Our 2025 strategic priorities include enforcing competition rules, establishing the National CSIRT, and revising the licensing framework to incorporate emerging technologies such as 5G, IoT, and artificial intelligence. We'll also continue to promote regional and global partnerships to ensure that Somalia's digital transformation meets international standards. Additionally, the NCA aims to enhance digital infrastructure by expanding broadband access, updating telecommunications systems, and strengthening cybersecurity efforts. The development of the Telecom Regulatory Management Information System (TRMIS) will also help streamline regulatory procedures and enhance decision-making based on data.

3. Introduction

2024 has been a transformative period for Somalia's telecom sector, marked by significant progress in regulation, market oversight, and digital infrastructure development. The sector has experienced significant growth, resulting in enhanced digital connectivity, strengthened cybersecurity, and key partnerships with regional and international players. The NCA has stayed committed to building a robust, innovative, and competitive ICT landscape in Somalia.

A significant highlight of the year was the NCA's achievement of two ISO certifications, showing the Authority's commitment to international best practices. ISO 27001:2022 (Information Security Management System) and ISO 27701:2019 (Privacy Information Management System) underscore the Authority's dedication to operational excellence, information security, and data privacy. These certifications reflect the NCA's proactive approach to enhancing institutional efficiency and building stakeholder confidence within the telecommunications industry.

In 2024, the NCA also strengthened its regional and global engagement. The Authority hosted a high-level delegation from the East African Communications Organization (EACO), fostering regional cooperation and reinforcing Somalia's role in shaping East Africa's ICT landscape. Additionally, through the NCA, Somalia joined the International Advisory Body for Submarine Cable Resilience, a critical initiative established by the International Telecommunication Union (ITU) and the International Cable Protection Committee (ICPC). This membership positions Somalia as an active player in securing global digital infrastructure, ensuring the protection and resilience of submarine cables that facilitate international connectivity.

Additionally, the NCA developed and implemented regulatory frameworks to modernize the ICT sector. The NCA Regulatory Transformational Strategy and Roadmap to update the ICT regulatory framework by the targets outlined in the 5-year plan of the National Communications Authority (NCA) for 2023 – 2027, and move Somalia's ICT regulatory frameworks from Generation 1 (G1) to Generation 4 (G4), while the ICT Market Observatory Framework improved transparency by monitoring market trends, pricing strategies, and compliance. To further strengthen regulatory oversight, the NCA created the Telecommunications Traffic Monitoring Regulation and SIM Card Registration guideline to ensure service accountability and digital security.

Recognizing the critical role of emergency telecommunications, the National Emergency Telecommunications Plan

(NETP) was launched alongside a comprehensive Common Alert Protocol (CAP) workshop. These initiatives have significantly strengthened Somalia's disaster preparedness and crisis communication capabilities, enabling more effective coordination during emergencies. Furthermore, the Authority conducted a multi-stakeholder consultation for Submarine Cable Licensing, ensuring a robust regulatory framework that supports international investment and connectivity.

Looking ahead, the NCA is on track for further digital transformation and infrastructure development through its various strategies, primarily the 5-year strategic plan. Key strategic objectives for 2025 include expanding universal access policies, strengthening cybersecurity governance through the national CSIRT framework, and advancing interconnection agreements among telecom operators. The Authority also aims to facilitate investments in submarine cables, satellite services, and emerging ICT innovations, reinforcing Somalia's position as a digitally connected nation.

The NCA Annual Report 2024 not only reflects on the achievements and challenges of the past year but also serves as a roadmap for the future. By outlining key milestones, regulatory advancements, and strategic priorities, this report provides a comprehensive guide for policymakers, industry stakeholders, and development partners. The NCA remains committed to ensuring that Somalia's telecommunications sector continues to evolve, fostering a competitive, secure, and inclusive digital ecosystem for all.

4. Strategic Regulatory Frameworks



Having a strong and flexible regulatory framework is key to building a telecommunications sector that's resilient, competitive, and focused on consumers. In 2024, the National Communications Authority (NCA) kept working on and implementing strategic policies to boost transparency, drive innovation, and maintain market stability. The fast-changing digital landscape requires a regulatory approach that balances industry growth with consumer protection and security concerns.

Over the past year, the NCA has introduced key regulatory initiatives, including policies aimed at enhancing market oversight, interconnection agreements, competition regulations, and digital security measures. The introduction of the NCA Regulatory Transformational Strategy and Roadmap has put in motion efforts to modernize the regulatory environment, aligning Somalia's telecommunications sector with global best practices and fostering a pro-competitive market.

A major focus of 2024 was strengthening regulatory enforcement, particularly through the ICT Market Observatory Framework, which provides real-time market data and analytics. Additionally, the Telecommunications Traffic

Monitoring Regulation was introduced to enhance compliance and revenue assurance, as well as ensure fair market practices among operators.

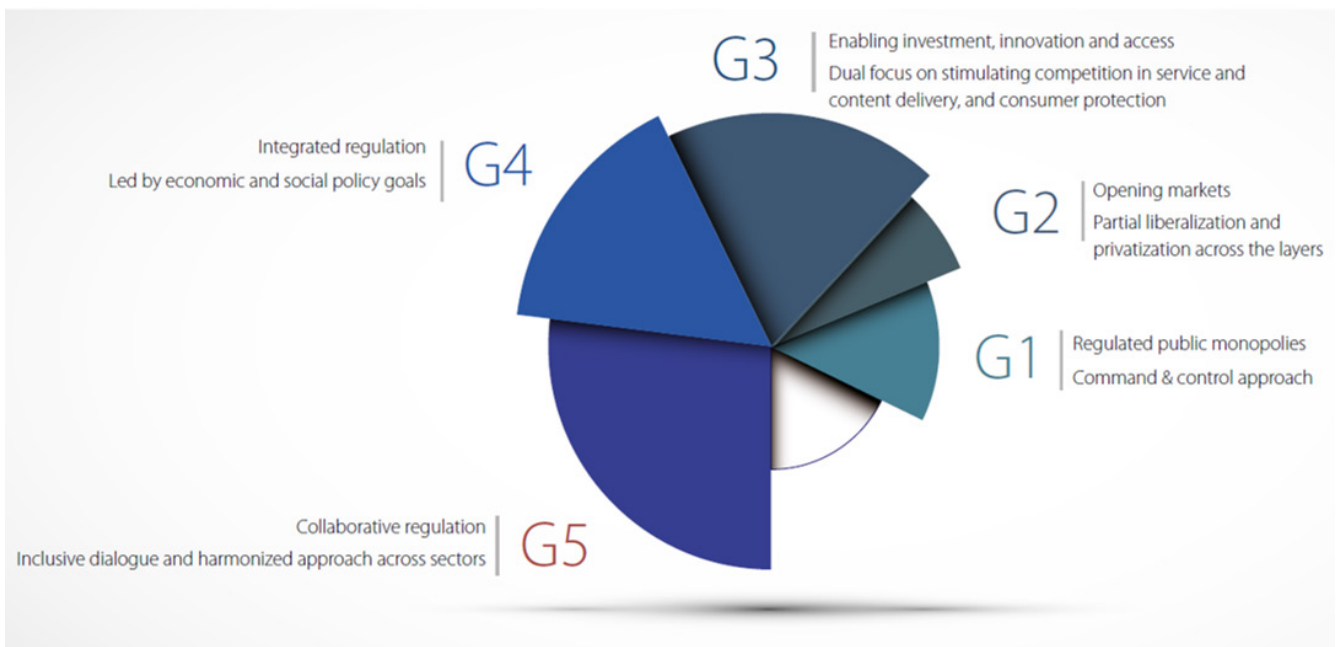
Digital security and data privacy have become critical concerns. The NCA developed the SIM Card Registration guideline to reduce fraud and enhance user identity security. It also initiated the regulatory framework for Low Earth Orbit (LEO) services, positioning Somalia to benefit from emerging satellite-based connectivity solutions. Recognizing the importance of collaboration, the NCA facilitated extensive stakeholder consultations on competition regulation, submarine cable licensing, and interconnection agreements. The Authority also played a key role in regional and global regulatory discussions, ensuring that Somalia remains an active participant in shaping the future of telecommunications governance.

This section of the report provides a detailed examination of the regulatory initiatives undertaken in 2024, outlining key achievements, challenges, and the strategic direction for 2025 and beyond.

a. NCA Regulatory Transformational Strategy and Roadmap

GENERATIONS OF REGULATION

Source: ITU.



In order to move Somalia’s ICT industry toward a fourth-generation (G4) regulatory framework that complies with international standards set by the International Telecommunication Union (ITU), the National Communications Authority (NCA) launched the ICT Regulatory Transformational Strategy and Roadmap. Four main pillars serve as the foundation for this strategic shift: modernizing the regulatory regime, enhancing the competition framework, increasing regulatory authority, and broadening regulatory mandates.

Development and Implementation of the Regulatory Transformational Strategy

The Regulatory Transformational Strategy was developed to ensure that Somalia’s regulatory environment remains agile, transparent, and forward-looking. The plan is based on an organized roadmap that has the following:

1. Assessment and Planning: Doing a full review of Somalia’s regulatory framework to find areas that need work and chances to make things better.
2. Implementation and Capacity Building: Putting new rules into effect, improving the capabilities of institutions, and giving the NCA innovative technological tools to help with supervision.
3. Monitoring and Adjustment – Continuously evaluate regulatory performance, address emerging challenges,

and refine strategies.

4. Final Review and G4 Compliance Verification: Ensuring that all changes align with ITU's G4 regulatory requirements. This will help Somalia stay competitive in the global digital economy.

Key Pillars of the Strategy and Its Role in Shaping Somalia's Telecom Sector

The strategy is based on four essential pillars, each aimed at addressing specific regulatory challenges and opportunities:

1. Regulatory Authority Enhancement

Strengthening the National Communications Authority (NCA) regulatory power requires enhancing its autonomy, accountability, and governance to ensure efficient oversight and management. A significant part of this initiative is diversifying funding sources, which reduces dependence on government allocations and promotes financial independence and sustainability. Furthermore, improving public consultation mechanisms is crucial to fostering a stakeholder-driven approach to decision-making that aligns with the community's needs and perspectives.

2. Regulatory Mandate Expansion

The National Communications Authority (NCA) will expand its regulatory scope by working with sector regulators such as broadcasting, internet content, and digital financial services. It will collaborate with other sector regulators to promote unified governance, thereby enhancing coordinated and comprehensive regulatory practices. Additionally, the NCA will establish cybersecurity guidelines and digital privacy regulations to foster a secure and resilient digital environment.

3. Regulatory Regime Transformation

The National Communications Authority (NCA) is in the process of transforming its regulatory framework to facilitate market entry and promote innovation. This includes the introduction of license-exempt categories. This transformation will emphasize improving infrastructure sharing to lower operational costs and increase network coverage. Furthermore, improving number portability and spectrum management will be critical priorities

for increasing competition and improving service quality in the telecommunications industry..

4. Competition Framework Refinement

The National Communications Authority (NCA) is working to enhance the competition framework by developing and implementing a comprehensive competition regulation that aims to ensure fair market practices in the telecommunications industry. Setting rules on Significant Market Power (SMP) will be a top priority. These rules will prevent behaviors that harm competition and ensure a fair marketplace. The framework will also place a strong emphasis on price transparency and ensure that all operators have fair access to network infrastructure. This will promote healthy competition and better service quality.

Expected Long-term Impact on Investment, Innovation, and Market Stability



The successful implementation of the Regulatory Transformational Strategy and Roadmap is expected to:

- Create a stable and predictable regulatory environment that encourages investment in digital infrastructure, thereby attracting both foreign and local investment.
- Promote innovation and digital inclusion by making it easier for new businesses to enter the market, by making technology better, and by making consumer services more cheap.
- Make the telecommunications industry more stable and safeguard consumers by making sure there is openness, encouraging fair competition, and upholding consumer rights.
- Somalia seeks to be a leader in Africa's digital transformation by following international standards and making the ICT sector more

competitive, open, and focused on new ideas.

The NCA is committed to making these changes happen so that Somalia's telecommunications industry is strong, safe, and open to everyone..

b. Telecommunications Traffic Monitoring Regulation



In accordance with Articles 6 and 16 of the National Communications Law of 2017, the National Communications Authority (NCA) implemented the Telecommunications Revenue Assurance, Traffic, and QoS Monitoring System to improve regulatory oversight, financial transparency, and service quality in Somalia's telecommunications sector. The cabinet formally authorized this regulation of ministers to start the Telecommunications Traffic Monitoring and revenue Assurance Regulation. This establishes up a way to make sure that telecom companies follow the rules on reporting their income, paying taxes, and using fair pricing structures.

The regulation requires real-time monitoring of telecom traffic, financial activities, and service quality indicators. The NCA can oversee telecom revenue from voice, SMS, data, and value-added services (VAS) through a centralized system. This ensures that all telecom operators report accurate revenue, prevent fraudulent activities, and comply with national tax regulations. Telecom operators must integrate their traffic management systems with the NCA's monitoring platform for complete compliance. This connection enables direct supervision of both domestic and international call volumes, mobile money activities, and broadband data usage. Additionally, it ensures that the government receives detailed and precise revenue

reports, thereby reducing financial inconsistencies and enhancing government revenue collection from telecom services.

Improving Compliance and Revenue Assurance Related to Regulatory Fees

Our Telecommunications Traffic Monitoring and Revenue Assurance System is important for maintaining financial accountability and ensuring accurate regulatory fee collection. Its key goals are:

- Verification of financial reports: Ensuring that telecom operators accurately report revenue from all telecommunications services.
- Preventing revenue leakage requires identifying and elimination of fraudulent practices, including traffic masking, SIM-box fraud, and the misreporting of revenue.
- Tax and licensing compliance: Ensuring operators meet their licensing, spectrum utilization, and tax responsibilities.
- Streamlined fee collection: Implementing automation in the auditing process to monitor regulatory fees and financial contributions due from operators.

With these mechanisms, the NCA will improve the financial discipline in the telecom sector. This leads to increased transparency and accountability among telecom providers, benefiting the government, operators, and consumers. The system also enables the government to forecast future telecom revenue by analyzing past financial trends and transaction data, supporting more informed financial planning and investment decisions. Additionally, it allows for monitoring mobile money transactions and digital financial services, ensuring compliance with national financial laws and protecting consumers from scams.

The NCA's objective is to promote a more transparent and accountable telecom sector in Somalia through the implementation of these regulations, thereby making a substantial contribution to the country's economic growth. The Authority continues to develop and expand its frameworks for traffic monitoring and revenue assurance, while also adapting to the changing dynamics of the industry and regulatory obstacles.

c. SIM CARD Registration Regulatory Framework



The National Communications Authority has made a significant effort to safeguard consumers, prevent fraud, and enhance security by establishing the SIM Card Registration Guidelines. These guidelines, which are in accordance with Article 66 of the National Communications Law of 2017, outline the registration, verification, and monitoring of SIM cards. The objective is to mitigate the potential risks associated with the fraudulent use and unregistered telecommunications services.

The primary goal of the SIM Card Registration Guidelines is to establish a distinctive identity for each mobile subscriber in Somalia and to verify it. This measure is intended to mitigate the risks associated with the unlawful use of telecommunication networks, financial fraud, and identity theft. Furthermore, this initiative is a critical component of Somalia's comprehensive digital security strategy, which aims to align the nation with international best practices in data privacy and SIM registration, while also creating a secure and responsible telecommunications ecosystem.

Operators are required to guarantee that the KYC of consumers to whom a SIM is issued is verified, and that no SIM card is issued without a corresponding KYC, in accordance with the new regulations. Before activating the SIM card, customers must provide authentic, valid national identification documents (issued by the National Identification and Registration Authority (NIRA)). Additionally, the regulations incorporate provisions for foreigners, corporate SIM registrations, and minors, which enhance the security features that are designed to be accommodating.

Mandatory SIM card registration is essential for the prevention of fraud and the enhancement of national security. This is achieved by:

- Connecting each SIM card to a verified individual to eliminate the anonymity that enables fraudsters to operate undetected.

- Preventing Criminal Activities: assisting law enforcement agencies in the investigation and monitoring of criminal activities, such as the financing of terrorism, cybercrimes, and financial fraud.
- Consumer Trust Enhancement: The establishment of a secure and accountable telecommunications environment that enables consumers to securely engage in e-commerce, digital transactions, and mobile banking.
- Enforcement of Data Integrity and Protection: Improving data protection mechanisms by requiring telecommunications operators to securely store and manage subscriber information in accordance with the Data Protection law of Somalia.

As of now, the National Communications Authority (NCA) requires telecom operators to block or deactivate unregistered SIM cards that weren't registered within the given timeframe. This is to boost security measures. Any operator that doesn't follow these rules will face financial penalties and regulatory action, highlighting the urgent need for full compliance in protecting Somalia's digital environment.

Acknowledging the operational and technical challenges associated with large-scale SIM registration, the National Communications Authority (NCA) has embraced a collaborative approach involving telecommunications operators, governmental agencies, and consumer advocacy organizations to facilitate a smooth transition. The primary areas of collaboration encompass:

- Integration with National Identity Systems: Telecommunications operators should authenticate subscriber identities against the National Identification Database to prevent fraudulent registrations and the duplication of SIM ownership.
- Public Awareness and Consumer Education: A comprehensive nationwide awareness campaign will be conducted to educate consumers about the registration process, associated deadlines, and the benefits of compliance.
- Capacity Building for Telecommunication Operators: Comprehensive training programs and technical support have been administered to registration agents, customer service

representatives, and telecommunications compliance officers to ensure the proper execution of SIM verification procedures.

- **Periodic Compliance Audits:** The National Compliance Authority (NCA) conducts regular inspections and compliance audits to assess the effectiveness of Subscriber Identity Module (SIM) registration initiatives and address emerging challenges.
- **Cross-Sectoral Cooperation:** Collaborate closely with financial institutions, law enforcement agencies, and cybersecurity organizations to combat digital fraud and enhance national digital resilience.

By forming a strong regulatory partnership with telecommunications operators, the National Communications Authority (NCA) has successfully ensured the effective enforcement of SIM registration policies while reducing disruptions to mobile services. This collaborative effort has also paved the way for future technological developments in identity verification, including biometric authentication and AI-driven fraud detection systems.

The successful implementation of the SIM Card Registration Guidelines is a significant achievement in the regulatory governance and digital security of Somalia. The National Communications Authority (NCA) demonstrates its commitment to the creation of a telecommunications ecosystem that is consumer-centric, secure, and robust by augmenting national security, mitigating fraud, and protecting consumer interests. In order to guarantee enhanced compliance, security advancements, and conformity with international standards in digital identity management, the NCA is going to keep improving these regulations as we advance.

d. Competition Regulation



Over the past decade, the telecommunications industry in Somalia has experienced rapid growth. This development has been accompanied by the swift evolution of the digital economy and the resulting rise in demand for data and connectivity. To preserve a competitive and inclusive telecommunications market, as well as maintain a level playing field as the market grows, it is essential to establish a regulatory framework that is both flexible and robust. The Somali National Communications Authority (NCA) has implemented regulatory measures to ensure equitable access to telecommunications services by adopting effective strategies for fostering market competition and safeguarding consumers. The NCA has collaborated with industry stakeholders to develop competition regulations that align with international best practices as part of its strategic initiatives.

Stakeholder Consultation on Competition Regulation



Acknowledging the importance of stakeholder involvement in regulatory framework development, the National Communications Authority (NCA), in partnership with the International Finance Corporation (IFC), held a stakeholder consultation workshop in Nairobi, Kenya, on September 10, 2024.

This workshop was designed to introduce new regulatory frameworks that address critical aspects of competition and interconnection within the Somali telecommunications sector. The event attracted diverse participants, including telecommunications operators, industry experts, government officials, and regulatory specialists. This varied representation of stakeholders ensured comprehensive contributions and meaningful discussions, thereby fostering a transparent and inclusive regulatory development process.

During the two-day workshop, stakeholders engaged in in-depth discussions about several key regulatory issues, including competition regarding submarine cable landings, interconnection agreements,

infrastructure sharing, and advancing competitive practices. The focus was on establishing a balanced regulatory landscape that encourages investment while protecting the interests of consumers and smaller market participants. The workshop emphasized the need to align Somalia's competition regulations with international standards, thereby enhancing the nation's digital ecosystem and promoting economic growth. The interactive format of the workshop enabled participants to exchange viewpoints, address challenges, and propose solutions, contributing to the development of a refined regulatory framework.

The consultation process reaffirmed the National Communications Authority's (NCA) commitment to collaborating closely with industry stakeholders to ensure that regulatory measures promote fair competition, facilitate innovation, and enable efficient service delivery. Consequently, the insights gathered from the workshop will guide the finalization and implementation of the competition regulation policy, ensuring its effectiveness in addressing the dynamic needs of the telecommunications market.

e. Addressing Interconnection Disputes and Service Quality

Telecommunications operators need to establish interconnections to ensure service continuity, promote competition, and maintain seamless communication. The National Communications Authority (NCA) of Somalia is committed to developing a telecommunications environment that is interconnected and in which all licensed operators collaborate effectively and fairly. The NCA has implemented a range of initiatives over the past year to enhance the quality of service and address interconnection challenges in the sector. These efforts are essential for guaranteeing that consumers receive reliable, high-quality telecommunications connectivity and that communication services remain uninterrupted.

- Monitoring the continuity of interconnection services. In the previous year, the National Communications Authority (NCA) was responsible for monitoring and guaranteeing the continuity of interconnection services among licensed telecommunications operators. The maintenance of stable connections between various networks was facilitated by this continuous supervision, which allowed consumers to experience

seamless communication regardless of their chosen service provider.

- Ensuring Quality of Service and Resolving Disputes
The NCA has played a crucial role in resolving interconnection disputes, particularly those that arise between major operators. A notable case that was addressed during the year was a dispute between Hormuud Telecom and Somtel concerning the quality of the interconnection service (QoS). The NCA intervened by mediating the dispute, facilitating dialogue between the two parties, and instituting measures to guarantee the continuity of interconnection services and maintaining of satisfactory QoS.

The NCA protects consumer interests and emphasizes the need to uphold standards in service delivery across linked networks by proactively resolving these disputes. This approach aligns with the NCA's commitment to fostering a transparent and competitive telecommunications industry.

Facilitating Interconnection Negotiations

In addition to resolving disputes, the NCA played a crucial role in conducting interconnection negotiations. These initiatives aimed to guarantee that all licensed telecommunications operators in Somalia maintain proper interconnection, thereby establishing a climate in which no operator is unfairly marginalized. The NCA's proactive involvement in negotiations facilitated more efficient interconnection processes and reduced the likelihood of potential conflicts between operators. The NCA has considerably enhanced interconnection efficiency and ensured that telecom operators fulfill their obligations to maintain service quality and availability through these targeted interventions.

f. National Emergency Telecommunications Plan (NETP) and Disaster Preparedness

Over the past year, Somalia's National Communications Authority (NCA) has made notable progress in improving the nation's emergency telecommunications. Acknowledging the essential role of reliable communication in emergencies, the NCA has focused on crafting and executing the National Emergency Telecommunications Plan (NETP). This strategic effort, developed in collaboration with the International Telecommunication Union (ITU) and GSMA, aims to establish a robust foundation for

effective communication and collaboration during times of crisis. The NCA has actively promoted collaboration among multiple stakeholders, uniting essential national and international partners to develop comprehensive strategies that enhance disaster readiness and response. In 2024, the NCA launched the NETP Multi-Stakeholder Meeting, providing a vital platform for coordinating efforts among the Ministry of Communications and Technology, the Somali Disaster Management Agency, Mobile Network Operators (MNOs), and international partners, including UNICEF, IFRC, and UNDP.

One of the main topics of the workshop was the Common Alert Protocol (CAP) Workshop, which brought together industry leaders and government officials to discuss the integration of early warning systems into Somalia’s telecommunications infrastructure. The workshop emphasized the need for Cell Broadcast-Enabled Early Warning Systems (CB EWS) to deliver real-time alerts to at-risk areas. Additionally, the NCA discussed with other stakeholders the clear definition of roles and responsibilities for various parties involved in implementing the NETP, which fostered a collaborative approach to emergency telecommunications. This planned approach has laid the groundwork for more reliable and resilient communication during emergencies, which helps protect lives and infrastructure.



With these efforts, the NCA has demonstrated its commitment to strengthening the country’s emergency communication infrastructure. By collaborating with operators and global experts, the NCA has established a solid foundation for ongoing improvements in disaster management and response capabilities. As Somalia builds its digital infrastructure, keeping strong and reliable communication going during emergencies remains a top priority.

g. Multistakeholder meeting on National Emergency Telecommunications Plan (NETP) Implementation.

In 2024, the National Communications Authority (NCA) of Somalia, in collaboration with the International Telecommunication Union (ITU) and the GSMA, officially launched the high-level implementation meeting of the National Emergency Telecommunications Plan (NETP). This significant event marked a critical milestone in strengthening Somalia’s disaster preparedness and enhancing the resilience of its telecommunications infrastructure.



The Minister of Communications underscored the critical role of telecommunications in disaster response and administration during the event. He emphasized the necessity of a telecommunications infrastructure that is both resilient and robust in order to safeguard lives and livelihoods during emergencies. The minister emphasized the government’s and its partners’ dedication to the creation of a comprehensive framework that can effectively address crises and facilitate ongoing national development.

Mr. Mustafa Yasin Sheikh, the Director General of NCA, also emphasized the critical role of telecom operators in the maintenance of reliable emergency communications. He highlighted that the NETP’s success is directly related to the active involvement of telecom operators, whose infrastructure and technical expertise serve as the foundation of Somalia’s emergency communication systems.

The importance of integrating Cell Broadcast-Enabled Early Warning Systems (CB EWS) and implementing the Common Alert Protocol (CAP) was emphasized by officials from ITU and GSMA in their remarks. These systems are necessary for the dissemination of timely alerts during emergencies, there by ensuring the safety and well-being of communities.

The four-day multi-stakeholder meeting provided a comprehensive overview of the duties and responsibilities involved in the implementation of the NETP, emphasizing the importance of collaboration among government entities, telecommunications operators, and international partners. The discussions aimed to ensure that the infrastructure remains functional and responsive during crises by establishing a clear and coordinated approach to emergency telecommunications. The NETP's successful launch has established the foundation for an integrated disaster communication strategy in Somalia.

h. Common Alert Protocol (CAP) Workshop

The National Communications Authority (NCA) of Somalia, along with the International Telecommunication Union (ITU) and GSMA, organized the Common Alert Protocol (CAP) Workshop in 2024. This project was an important part of larger efforts to put the National Emergency Telecommunications Plan (NETP) into action. The NETP aims to make emergency communication networks more effective across the country.



At the CAP Workshop, we aimed to give telecom operators and government agencies the knowledge and tools they need to integrate modern alerting systems into the national telecommunications framework. The main goal was to enhance disaster response capacity by adopting CAP, a widely recognized standard for sending emergency alerts in a consistent and actionable format. The adoption of CAP can ensure that emergency messages are delivered quickly and accurately, thereby helping to reduce potential harm during disasters.

During the workshop, participants engaged in detailed discussions about the deployment of Cell Broadcast-Enabled Early Warning Systems (CB-EWS), a critical component for the real-time dissemination of alerts. Topics covered included integrating CAP with mobile networks, developing standardized procedures for emergency communication, and fostering collaboration between telecom operators and government bodies during crisis situations.

The workshop brought together the majority of stakeholders, including representatives from mobile network operators (MNOs), disaster management agencies, international organizations, and government officials. This group of stakeholders created an environment for collaborative learning and strategic alignment. Experts from the

International Telecommunication Union (ITU) and the Global System for Mobile Communications Association (GSMA) offered invaluable insights into global best practices for implementing the Common Alert Protocol (CAP), highlighting the importance of integrating Community-Based Early Warning Systems (CB EWS) into Somalia's telecommunications infrastructure to improve public safety.

The NCA prioritized the development of an Action plan for the NETP in 2024, which is important for improving Somalia's emergency communications infrastructure. NCA worked together with telecom providers, government agencies, and international partners to strengthen collaboration and technological preparedness in the event of damage to communication networks. Using the Common Alert Protocol (CAP) to integrate early warning devices into the telecommunications network enables efficient and timely delivery of emergency signals.

i. Development of the Regulatory Framework for Low Earth Orbit (LEO) Services

In response to the growing demand for improved connectivity and the expanding significance of satellite-based communications, the National Communications Authority (NCA) has prioritized formulating a comprehensive Regulatory Framework for Low Earth Orbit (LEO) Services. This initiative aligns with the NCA's strategic objective to leverage advanced satellite technologies to expand telecommunications coverage, particularly in remote and underserved areas of Somalia. LEO satellites, positioned at altitudes between 200 to 2,000 kilometers above the Earth, offer several advantages over traditional geostationary satellites, including lower latency, faster data transmission, and improved connectivity. As global technology companies and satellite service providers continue to invest in LEO constellations, the NCA recognizes the importance of establishing a clear regulatory environment to facilitate the integration of these cutting-edge solutions into the national telecommunications infrastructure.



The development of the Low Earth Orbit (LEO) regulatory framework seeks to address several critical areas, including licensing requirements, spectrum allocation, compliance standards, and data governance. The National Communications Authority (NCA) actively engages with stakeholders, including international satellite operators, telecommunications companies, and technical experts, to ensure that the framework aligns with international best practices and meets the distinctive needs of Somalia's telecommunications landscape satisfactorily.

A key goal is to ensure equitable and transparent access to LEO services for all stakeholders, including both public and private entities. This includes establishing a licensing framework that promotes investment while also protecting consumer rights and ensuring network security. Furthermore, the framework aims to tackle spectrum management issues, especially as competition for satellite frequencies intensifies.

The regulatory framework will also ensure compliance and quality assurance to maintain high service standards. Operators seeking to provide LEO services in Somalia must adhere to specific criteria related to service reliability, data protection, and interference management. To encourage innovation while ensuring regulatory compliance, the framework will include provisions for pilot projects and provisional licenses, allowing operators to test new technologies in controlled environments.

5. Somalia ICT price basket indicators(IPB): Methodologies, Guidelines and Performance.



The Somalia ICT Price Basket Indicators (IPB) are very important for determining out how affordable and accessible telecoms services are in the country. These indicators provide a structured approach to examining the costs of key ICT services, including mobile voice, mobile data, fixed broadband, and bundled packages. With digital connectivity becoming more crucial for economic and social development, it is vital to understand and monitor these cost structures to promote an inclusive digital economy.

As the regulator of the telecommunications sector, the National Communications Authority (NCA) has taken a proactive approach to tracking ICT pricing trends. By developing and implementing the IPB, the NCA can make informed decisions based on facts, creating effective plans that protect consumers, lower prices, and promote competition in the market. To ensure Somalia's ICT pricing structures meet international standards, the NCA uses methods validated by the International Telecommunication Union (ITU) and the Organisation for Economic Co-operation and Development (OECD). This section of the report details the methodologies, guidelines, and performance metrics used to calculate the ICT Price Basket Indicators. It provides an in-depth analysis of Somalia's performance in 2024, comparing it to regional and global averages. The report aims to provide a clear and comprehensive understanding of Somalia's current ICT pricing situation, examining key cost factors, market dynamics, and government regulations. It also proposes strategic steps to address identified issues and reduce customer costs, ultimately helping Somalia achieve its digital transformation goals.

Methodologies for Calculating ICT Price Basket Indicators

The National Communications Authority (NCA) uses a methodology that follows global standards to calculate the ICT Price Basket Indicators (IPB). This approach ensures consistency, accuracy, and comparability when evaluating the affordability of telecommunications services in Somalia. The methodologies are based on well-established frameworks from the Organisation for Economic Co-operation and Development (OECD) and the International Telecommunication Union (ITU), allowing for a thorough analysis of telecom service prices. The main goals of this framework are to improve affordability, increase transparency, enable benchmarking, and inform policy decisions. By adopting these international standards, the NCA ensures its analyses are relevant and in line with global best

practices, supporting data-driven regulatory actions that promote fair pricing and competition in the market.

The OECD methodology, known for its robust approach, uses a “basket” method to analyze the retail prices of telecommunications services. This technique mirrors consumer behavior by categorizing usage patterns among different user types and determining costs based on typical usage scenarios. The OECD model covers various categories of telecom services, including fixed voice, mobile voice and data, fixed broadband, data-only mobile broadband, and leased line services. Each category is further split into multiple sub-baskets that represent distinct usage patterns, offering a detailed look at cost structures. The calculation process involves evaluating call duration, data usage, and pricing elements, while taking into account factors like monthly fees, per-unit costs, and promotional offers. Prices are adjusted using Purchasing Power Parity (PPP) to enable accurate international comparisons. Data is collected from telecom operators, consumer surveys, and tariff databases to ensure a thorough and reliable analysis.

In contrast, the ITU methodology emphasizes affordability and accessibility, especially in developing countries. It uses standardized baskets that include both basic and enhanced telecom services, assessing the financial burden on consumers by calculating costs as a percentage of Gross National Income (GNI) per capita. Under the ITU framework, key service categories consist of data-only mobile broadband, mobile data and voice usage (both low and high levels), low-usage mobile cellular, and fixed broadband services. This approach highlights affordability by analyzing how telecom service costs relate to average income levels, ensuring that pricing strategies support digital inclusion. Similar to the OECD approach, the ITU methodology adjusts locally using PPP to allow for international comparisons. Data is collected from leading telecom operators to represent the most common plans, focusing on non-promotional, standard pricing.

For the ICT Price Basket Indicators to be accurate and relevant, the NCA uses a thorough process to collect and validate data. This involves gathering pricing information from licensed operators, comparing it to independent market surveys, and using quality assurance techniques to confirm that the data is consistent and complete. The NCA also compares the data to regional and global averages to ensure it's accurate and comparable. However, challenges like

inconsistent data, changes in currency, and fast-moving markets can arise. To address these challenges, the NCA uses data normalization techniques, adjusts prices using PPP, and regularly updates datasets to match current market trends.

Guidelines for Data Collection and Analysis

Collecting and analyzing accurate data is crucial for calculating ICT Price Basket Indicators (IPB) effectively. The National Communications Authority (NCA) takes a comprehensive and methodologically sound approach to ensure that the data reflects the current market situation and accurately represents consumer experiences. The guidelines in this section aim to improve data reliability, increase transparency, and ensure consistent monitoring of telecom service affordability.

Data Sources and Partners

The data used to calculate ICT Price Basket Indicators comes from reliable sources. The NCA partners closely with telecom operators, industry participants, and international organizations to gather detailed and accurate pricing information. Some key partners include:

- **Telecom Operators:** Information from licensed operators is essential for accurately assessing the costs associated with mobile voice, data, fixed broadband, and bundled services.
- **Market Surveys:** Independent consumer surveys offer further insights into user experiences and the affordability of services.
- **International Collaborations:** Organizations such as the Economic and Social Commission for Western Asia (ESCWA) and the International Telecommunication Union (ITU) provide technical support and benchmarking data to facilitate comparative analysis.

Somalia's performance in ICT Price Basket Indicators (2024)

According to the 2024 performance analysis of Somalia's ICT Price Basket Indicators, there have been significant improvements in making key telecommunications services more affordable. The National Communications Authority has achieved this through strategic regulatory actions, increased market competition, and ongoing monitoring. As a result, ICT service prices have decreased, promoting greater digital inclusion.

The ICT Price Basket Indicators for 2024 reflect a favorable change in the cost structures of essential telecommunication services. The table below illustrates the average prices of major ICT services in 2023 versus 2024, as well as the percentage change observed.

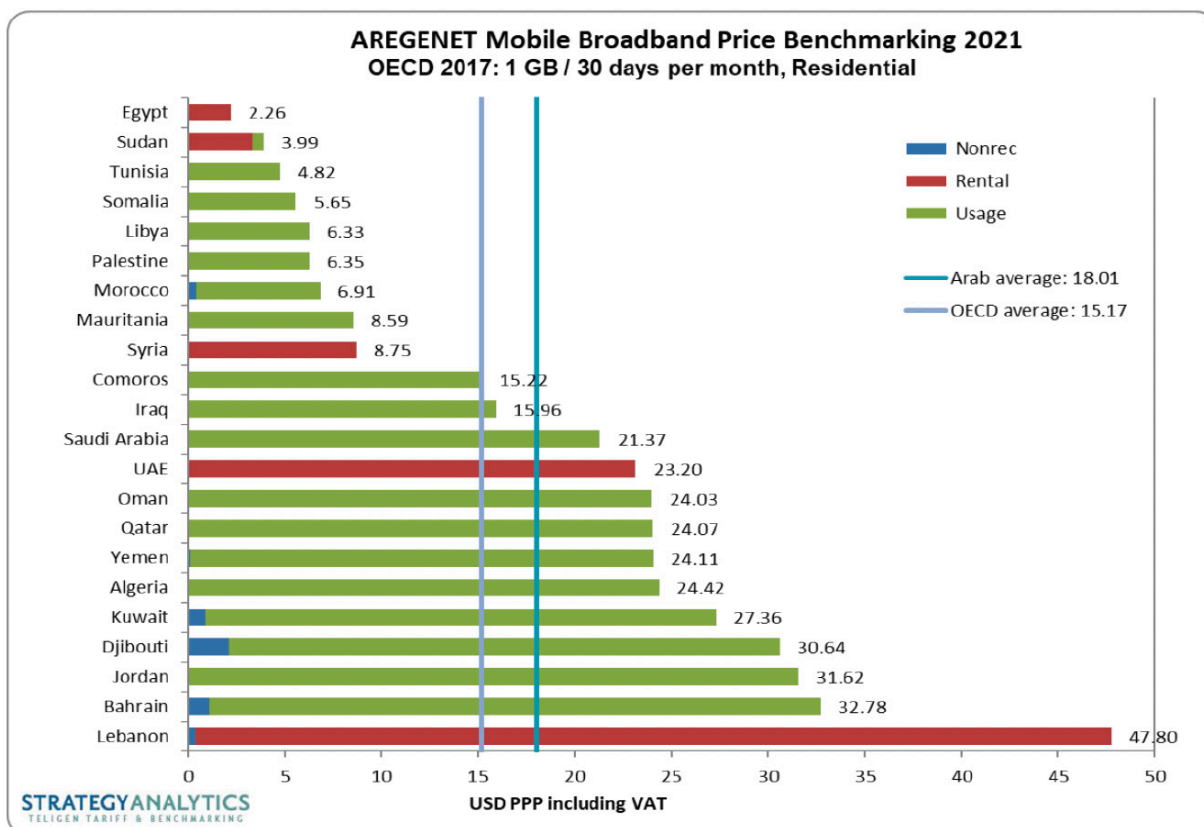
Key Findings of the 2024 ICT Price Basket Analysis:

Service Type	Average Cost (2023)	Average Cost (2024)	Percentage Change
Mobile Voice	\$4.50	\$4.20	-6.7%
Mobile Data	\$5.75	\$5.10	-11.3%
Fixed Broadband	\$30.00	\$28.50	-5.0%
Bundled Packages	\$15.00	\$14.20	-5.3%

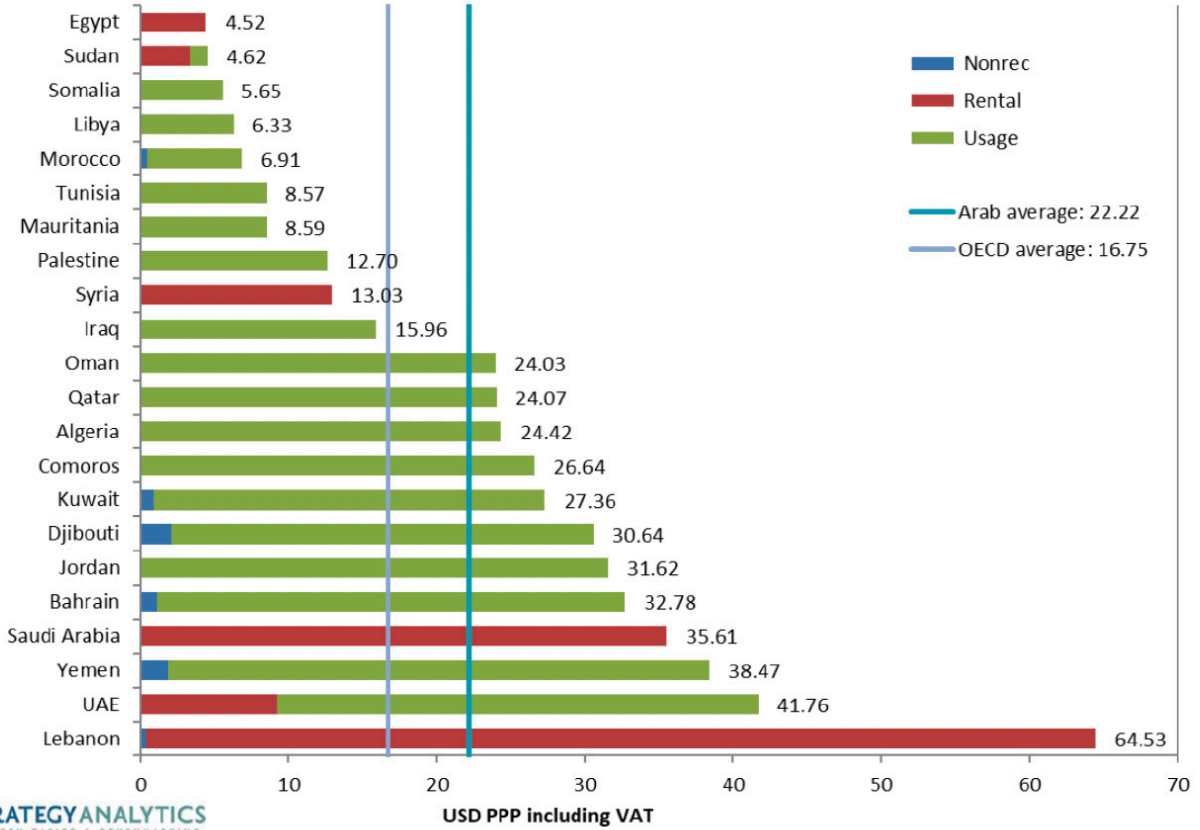
According to the data, mobile data service costs have dropped significantly, down 11.3% from last year. This drop is largely due to increased competition among mobile network operators and the introduction of more affordable data plans. Mobile voice service costs also decreased by 6.7%, mostly because of better interconnection agreements and competitive pricing. Fixed broadband services saw a 5.0% cost reduction, thanks to improved infrastructure sharing and regulatory efforts to lower provider costs. Additionally, bundled service packages decreased by 5.3%, showing a growing interest in integrated services among consumers and competitive promotions from telecom companies.

Regional and Global Benchmarking of ICT Costs

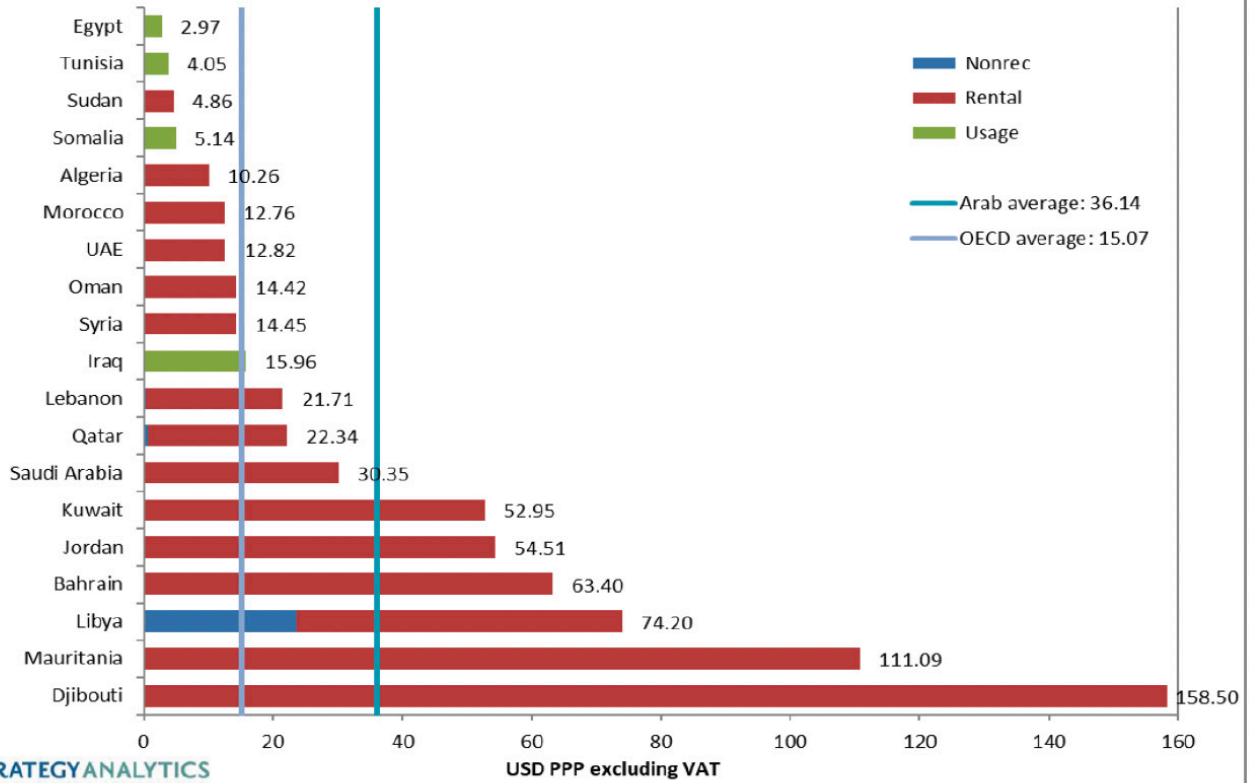
To understand the affordability of ICT services in Somalia, the NCA conducted a benchmarking analysis. This comparison shows that, despite a drop in ICT costs in Somalia, they still exceed those of some neighboring countries. As shown in the figure below, Somalia’s performance tops the Arab region average across all categories, although it falls short of the Arab region average.



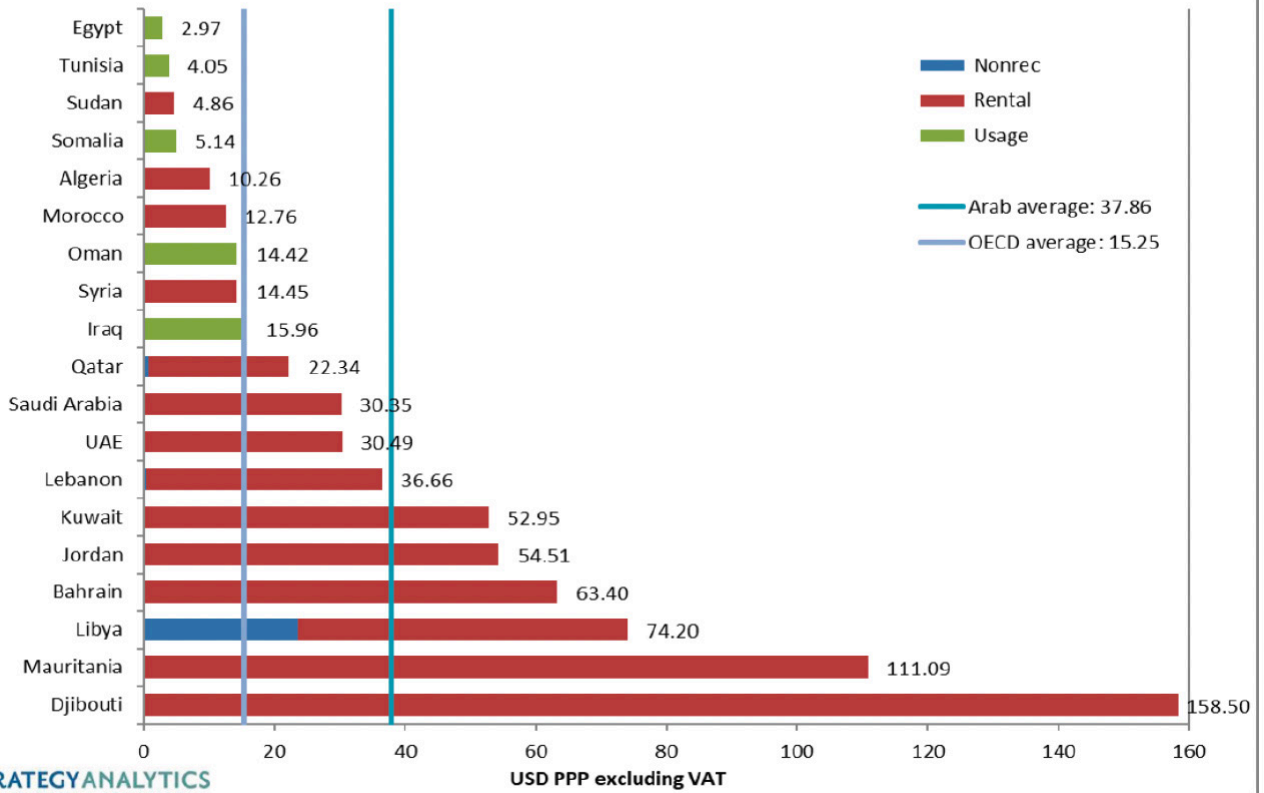
AREGENET Mobile Broadband Price Benchmarking 2021 OECD 2017: 2 GB / 30 days per month, Residential



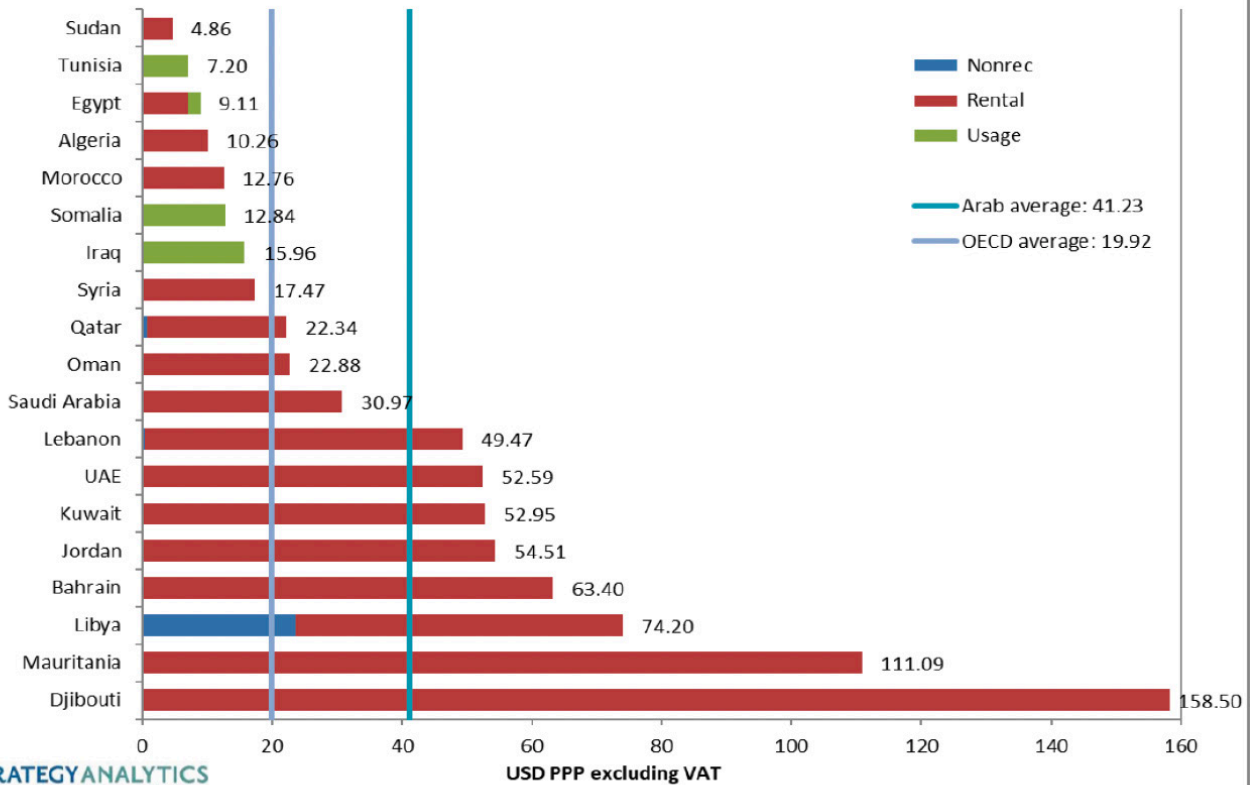
AREGENET Mobile Broadband Price Benchmarking 2021 OECD 2017: 0.5 GB / 30 days per month, Business



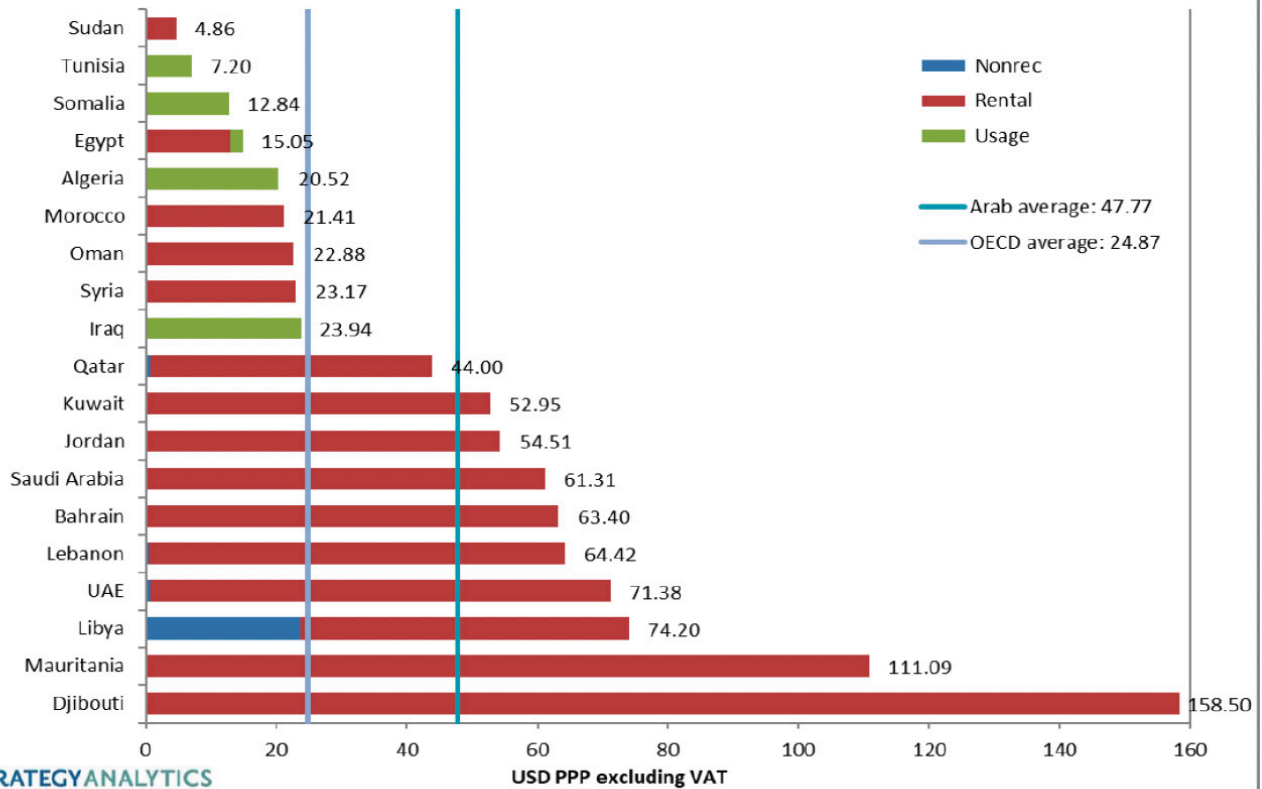
AREGENET Mobile Broadband Price Benchmarking 2021 OECD 2017: 1 GB / 30 days per month, Business



AREGENET Mobile Broadband Price Benchmarking 2021 OECD 2017: 5 GB / 30 days per month, Business



AREGENET Mobile Broadband Price Benchmarking 2021 OECD 2017: 10 GB / 30 days per month, Business



Analysis of Somalia's Mobile Broadband Price Benchmarking

Looking at mobile broadband pricing in Somalia, as shown in the figures above, shows that the country continues to succeed in offering affordable data services compared to the rest of the Arab region. This analysis uses the OECD's 2017 methodology to examine monthly costs (in USD Purchasing Power Parities - PPP, including VAT) for different data usage categories, from low to high volumes. It covers both residential and commercial sectors, giving a clearer view of Somalia's pricing strategies and affordability within a wider regional context.

In Somalia, the cost of a monthly 1 GB mobile broadband plan is around \$5.65 USD PPP. This is significantly lower than the Arab regional average of \$18.01, highlighting Somalia's advantageous position in the region. The low cost of mobile broadband for this data volume emphasizes the country's achievements in promoting competitive data pricing, largely due to heightened competition among telecom operators and regulatory measures aimed at reducing costs. Keeping prices affordable for the 1 GB plan is crucial for enhancing digital inclusion, as it allows more people to access mobile internet services without financial difficulty.

For the 2 GB per month residential category, Somalia is taking a cost-effective approach by offering mobile broadband at a consistent rate of \$5.65 USD PPP. This price is significantly lower than the Arab regional average of \$22.22, showing the country's commitment to keeping data services affordable as data usage grows. The fact that the pricing is consistent between the 1 GB and 2 GB plans highlights a strong regulatory framework that promotes affordable data options. This affordability benefits users with higher data needs, such as urban residents and younger users who rely on data-heavy apps. In the business sector, Somalia's pricing is also notable for its affordability. For mobile broadband usage of 0.5 GB monthly, the price is around \$5.14 USD PPP, which is considerably lower than the Arab regional average of \$36.14. This affordable pricing is a big advantage for small and medium-sized businesses (SMEs) and other companies that rely on mobile connectivity for daily operations. By keeping costs low for this data volume, Somalia supports business continuity and productivity, especially in urban areas where mobile internet plays a key role in business operations.

In Somalia, the cost of mobile broadband plans offering 1 GB per month is competitive at \$5.14 USD PPP, significantly lower than the regional average of \$37.86. This stable pricing highlights Somalia's commitment to providing affordable mobile data for businesses, regardless of the data volume. By keeping business data rates low, companies can maintain connectivity and support digital transformation across various sectors, ensuring access to essential online tools and platforms remains attainable and budget-friendly.

With increasing data demands, Somalia's pricing structure has shown notable stability. For the 5 GB per month business plan, mobile broadband costs \$12.84 USD PPP, well below the Arab average of \$41.23. This steady pricing, despite rising data usage, indicates a well-regulated market that balances affordability with sustainable business practices. It is important to offer affordable high-volume data plans for companies that depend heavily on data for operations, remote work, and digital communication. Similarly, for the 10 GB per month plan, Somalia's cost remains steady at \$12.84 USD PPP, compared to the Arab regional average of \$47.77. Providing large data volumes at stable and affordable rates is essential for supporting data-driven businesses and improving the overall digital readiness of the corporate sector. The consistent cost structure across different data volumes shows that telecom providers are not increasing prices disproportionately as data use grows, helping maintain business competitiveness in the digital landscape.

Across the Arab region, Somalia stands out as one of the most affordable countries for both home and business mobile broadband services. The country's competitive pricing in both low and high data volume categories is a testament to the National Communications Authority's (NCA) successful regulatory approach.

The factors driving this consistent affordability include regulatory policies that encourage competition, efficient infrastructure management that lowers operational costs, and a customer-focused approach that emphasizes affordable data access. Somalia shows a strategic dedication to promoting both social inclusion and business resilience. This competitive pricing model is crucial for establishing Somalia as a leader in mobile broadband affordability in the Arab region.

Challenges and Mitigation

Calculating ICT Price Basket Indicators involves several challenges that the National Communications

Authority (NCA) must address to ensure accuracy and consistency. One main challenge is data inconsistency, as telecom operators often provide pricing information in different formats and levels of detail, making standardization difficult. To solve this, the NCA uses data normalization techniques and works with operators to establish consistent reporting practices. Another major challenge is currency fluctuation, which can distort the representation of telecom costs when converted to international benchmarks. To reduce this, the NCA applies Purchasing Power Parity (PPP) adjustments, ensuring that pricing data accurately reflects purchasing power rather than being affected by exchange rate volatility.

Additionally, the telecommunications sector's dynamic nature leads to rapid market changes, including new pricing models and evolving service offerings, which can quickly make data outdated. The NCA counters this by regularly updating data and using automated collection methods whenever possible. Verifying the authenticity of data also presents a challenge, as discrepancies can occur between reported prices and actual consumer experiences, often due to promotional offers or bundled packages. To improve data credibility, the NCA employs cross-verification with independent consumer surveys and stakeholder feedback. The fragmentation of data sources, resulting from the diverse range of telecom operators, consumer reports, and third-party databases, further complicates data integration. The NCA addresses this by centralizing data management and standardizing collection methods to ensure consistency. Moreover, limited data granularity can hinder accurate assessments, especially when operators report aggregated costs without detailing specific components. In response, the NCA works with operators to obtain detailed data and applies statistical modeling when needed to derive granular insights from existing information. Through these strategies, the NCA effectively tackles challenges related to data inconsistency, market fluctuations, validation issues, fragmented sources, and limited detail, ensuring that the ICT Price Basket Indicators stay accurate, reliable, and reflective of Somalia's telecom landscape.

6. ICT Market Observatory Framework



Somalia's National Communications Authority (NCA) has launched the ICT Market Observatory Framework to boost transparency, ensure regulatory compliance, and support data-driven decision-making in the country's telecom sector. With Somalia's ICT landscape changing rapidly due to technological advancements, increased digital adoption, and changing consumer expectations, it's essential to put in place robust mechanisms for tracking market trends and promoting fair competition.

Our ICT Market Observatory Framework was developed inline with the standards of the International Telecommunication Union (ITU). This framework collects, analyzes, and shares key market data in a systematic way. This helps the NCA track trends, evaluate service quality, review pricing structures, and understand consumer behavior. By bringing all this data together and organizing it, the observatory framework becomes a reliable tool for making informed regulatory decisions and creating policies.

The Market Observatory Framework primarily aims to create a competitive and consumer-centered digital environment. It provides real-time insights and benchmarking analysis that help the NCA evaluate the performance of telecom operators and ensure they follow regulations. Moreover, the framework encourages the NCA to address emerging issues and support strategic digital transformation planning. It will also allow NCA to develop a transparent and resilient ICT sector in Somalia. The insights from the observatory help guide policy creation focused on affordability, accessibility, and innovation. The NCA aims to create a competitive, safe, and inclusive digital ecosystem that meets the evolving needs of industry stakeholders and consumers through promoting data-driven governance.

Key Functions and Objectives of the Market Observatory Framework

The ICT Market Observatory Framework is designed to function as a comprehensive tool for monitoring and analyzing key aspects of the telecommunications sector in Somalia. It enables the National Communications Authority (NCA) to make well-informed decisions, enhance regulatory oversight, and foster a competitive and consumer-oriented ICT environment. The principal functions and objectives of the Market Observatory Framework are outlined below:

- **Market Trend Analysis:**

The framework monitors the development of the ICT sector by analyzing growth trends, technological progress, and shifts in consumer behavior. This feature provides vital insights into emerging trends and market dynamics, enabling the NCA to update its regulatory strategies. The observatory identifies growth opportunities while addressing challenges posed by technological advancements and shifting consumer preferences.



EV



- **Pricing Structure Evaluation:**

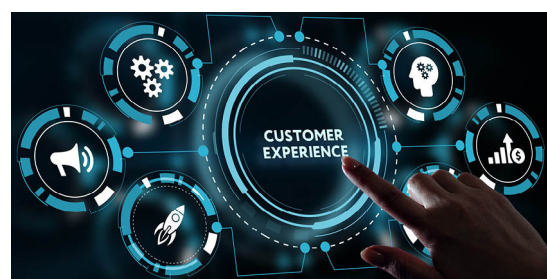
A key goal of the framework is to assess the affordability and competitiveness of ICT services in Somalia. The observatory regularly examines pricing models for mobile, broadband, and digital services, comparing them to regional and global benchmarks. This review helps ensure that telecom operators maintain fair and competitive pricing, improving consumer affordability and promoting healthy market competition.

- **Regulatory Compliance Monitoring:**

Our observatory plays a crucial role in ensuring telecom operators comply with NCA regulations by continuously monitoring their activities. It tracks key regulatory metrics, including service quality, licensing requirements, and compliance with consumer protection laws. It achieves that by identifying areas where operators aren't following the rules, the observatory helps the NCA enforce regulations and promote a transparent, accountable ICT sector.

- **Customer Experience and Service Quality Assessment:**

Measuring network performance and customer satisfaction is a key part of the observatory's role. It gathers data on service quality indicators like network coverage, call quality, internet speed, and user satisfaction. This ability lets the NCA address consumer complaints effectively and work with telecom operators to enhance service delivery, ultimately improving the overall customer experience in Somalia's telecommunications sector.



- **Economic Impact Assessment:**

Understanding the economic impact of the ICT sector is crucial for shaping policy decisions and investment strategies. The observatory assesses the role of telecommunications and digital services in driving national economic growth, job creation, and financial inclusion. By analyzing data on revenue, industry growth, and digital adoption, the framework provides evidence-based insights that inform strategic planning and sector development.

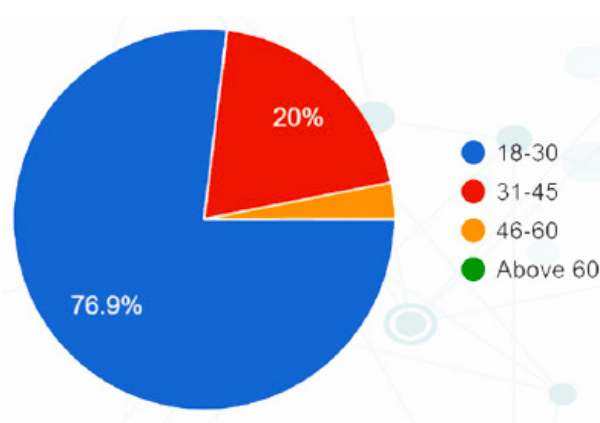
7. The E-Commerce Assessment of the Federal Republic of Somalia.

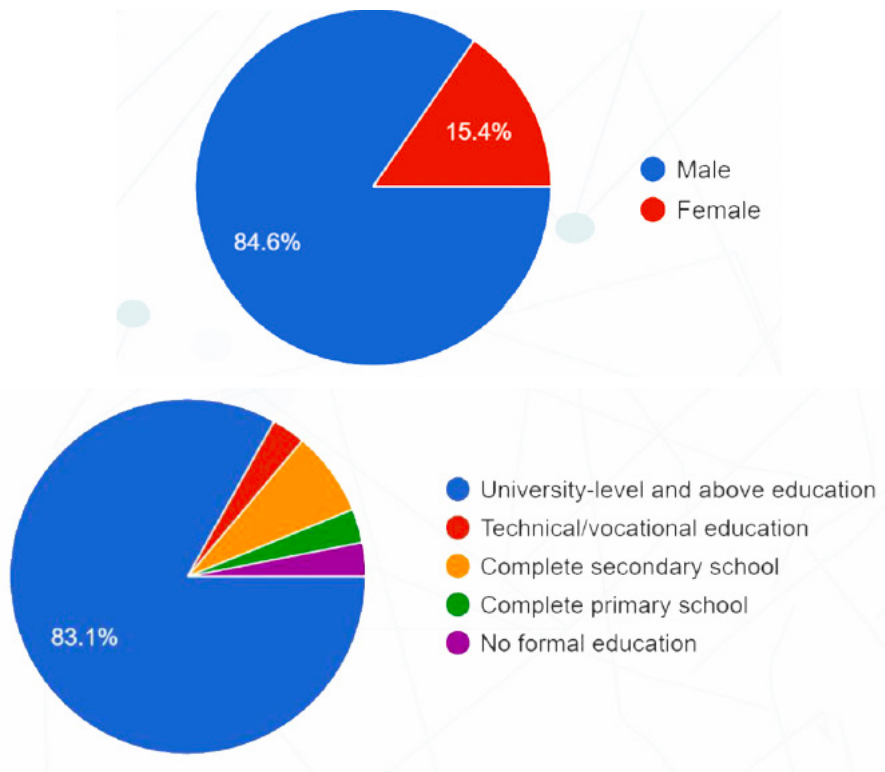


This global trend has changed how businesses operate and how customers make purchases. The ease of buying products worldwide with just a click has made e-commerce a key part of the digital economy. This shift highlights its importance in today's economic activities, driven by the integration of digital technologies, such as the internet. In Somalia, a country rebuilding its infrastructure, e-commerce offers a vital chance for growth. The National Telecommunications Authority (NCA), in partnership with the Ministry of Communications & Technology, conducted a survey to assess the state of e-commerce, focusing on the specific needs of Somali businesses, efforts toward digital transformation, and the challenges faced in developing the digital economy.

Demographic Overview

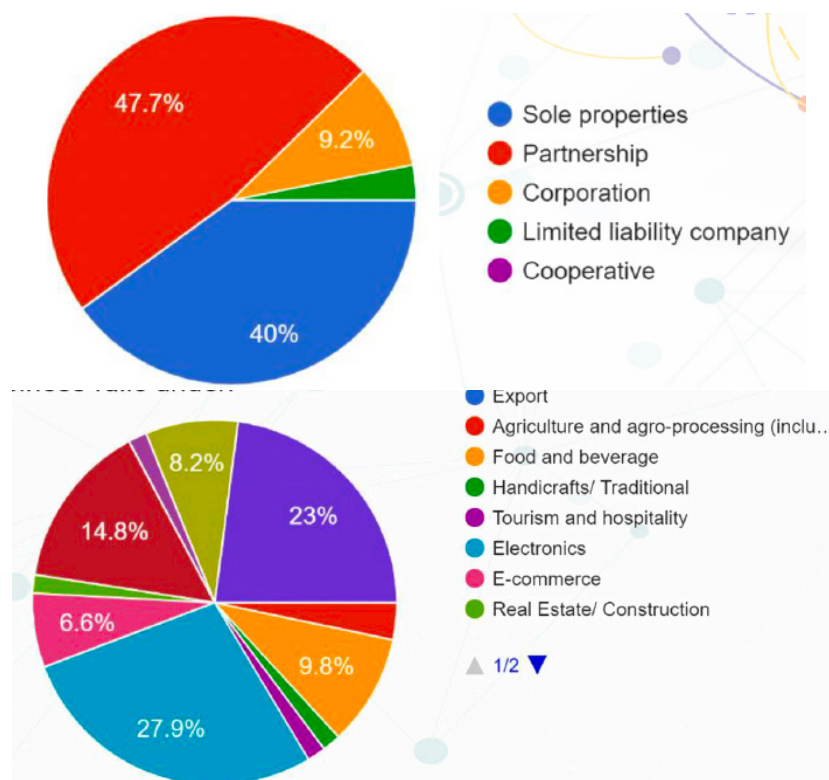
Our survey reached a diverse group of business owners and stakeholders from various industries. The results show a thriving and energetic business landscape. A significant portion of participants were between 18 and 30 years old, and 31 and 45, demonstrating a dynamic approach to entrepreneurship. In terms of gender, the majority of respondents were men, highlighting opportunities for more female participation in e-commerce. Additionally, most respondents held university degrees or higher, indicating a well-informed business community prepared to adopt digital innovations.





Market Dynamics and Adoption

According to the survey, most businesses are set up as partnerships, limited liability companies, or sole proprietorships, with partnerships being the most common type. Respondents came from a wide range of industries, including agriculture, food and beverage, electronics, and e-commerce. The survey also showed that many respondents had high levels of internet and mobile phone access, suggesting a solid base for adopting e-commerce. When it came to accessing the internet, smartphones were the go-to device, and mobile internet was the most popular way to connect.



Challenges and Potential Growth

Despite its potential, e-commerce in Somalia faces several obstacles to growth. One major challenge is the country's infrastructure, which struggles with low bandwidth, frequent connectivity issues, and an unreliable power supply. Payment systems pose another challenge, as businesses are hindered by the scarcity of secure and reliable digital payment options, making it difficult for them to adopt online transactions fully. Additionally, logistical challenges such as high delivery costs and limited tracking capabilities make it difficult to distribute products effectively.

Somalia's e-commerce sector has a lot of potential for economic growth. To fully unlock this potential, we need targeted efforts to fix infrastructure gaps, simplify payment systems, and improve logistics. By creating an environment that supports digital trade, Somalia can boost economic growth, help businesses thrive, and enhance the lives of its citizens.

8. Cybersecurity & Disaster Resilience



As Somalia advances with its digital transformation, the threats and vulnerabilities related to cyberattacks have also increased. The rapid growth of digital services and the increasing dependence on technology for communication, financial transactions, and public services have made cybersecurity a crucial part of national security and socio-economic stability.

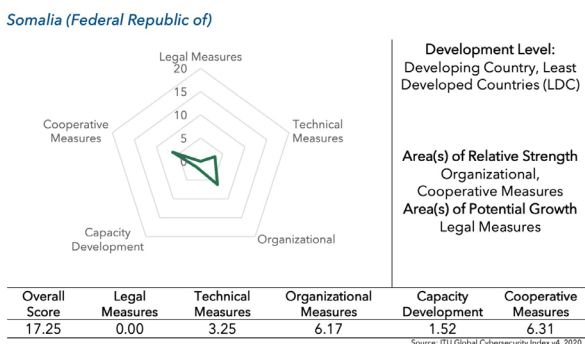
In 2024, Somalia's National Communications Authority (NCA) has made progress in implementing its cybersecurity initiatives by developing comprehensive frameworks aimed at enhancing the country's cyber resilience. A key part of this effort is the initiation of the establishment of the National Computer Security Incident Response Team (CSIRT), designated as the main entity for the detection, response, and mitigating cyber threats. This initiative demonstrates adherence to international standards and highlights the NCA's commitment to safeguarding Somalia's critical digital infrastructure.

Throughout the year, the NCA collaborated with local and international stakeholders to enhance cybersecurity awareness, develop capacity-building initiatives, and foster partnerships aimed at creating a safer digital environment. These efforts led to a significant improvement in Somalia's ranking in the ITU Global Cybersecurity

Index, reflecting the nation’s enhanced ability to detect, prevent, and respond to cyber incidents.

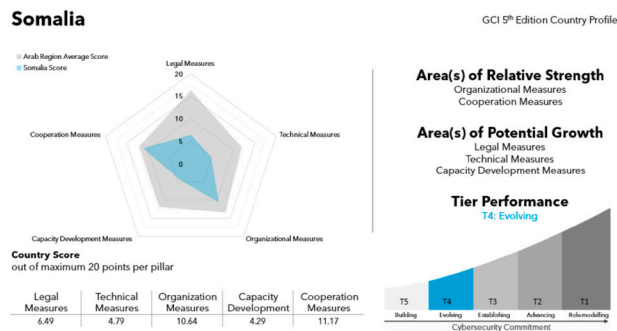
Moreover, the NCA successfully organized the Second Somali National Cybersecurity Forum, bringing together experts, policymakers, and industry leaders to discuss emerging threats and collaborative solutions. The Authority also developed and issued comprehensive cybersecurity guidelines for Internet Service Providers (ISPs), significantly raising the standard of cybersecurity practices within the sector.

Key Achievements



Somalia’s cybersecurity ranking improved in 2024. Building on an overall score of 17.25 in the ITU Global Cybersecurity Index, the country strengthened its key pillars—Organizational (6.17) and Cooperative Measures (6.31)—and initiated efforts to address persistent deficiencies in Technical (3.25) and Capacity-Building (1.52) readiness, thereby establishing a foundation for future advancements in the currently Legal Measures domain.

These achievements were driven by several key initiatives led by the National Communications Authority (NCA). The launch of the National Computer Security Incident Response Team (CSIRT) was a major milestone, supported by detailed Terms of Reference and a comprehensive assessment of technical and consulting needs. A nationwide consultation helped ensure the CSIRT’s operating model aligned with local conditions and international best practices. At the same time, the NCA hosted the Second Somali National Cybersecurity Forum to bring together government, industry, and civil society stakeholders around shared goals. Collaboration with the East African Communications Organization also produced a Regional CERT Communication Framework that encourages cross-border cooperation. Additionally, translating core cybersecurity terms into Somali increased awareness and laid the foundation for future legal and capacity-building reforms—contributing to Somalia’s improved performance indicators in 2024.



On an international level, the NCA’s dedication to improving Somalia’s cybersecurity capabilities is demonstrated by its better position in the ITU Global Cybersecurity Index (GCIv5) for 2024. Somalia’s score rose from 17.25 out of 100 in 2020 to 37.38 in 2024, moving from Tier 1: Building to Tier 2: Evolving. This progress, driven by stronger legal frameworks, technical solutions, organizational improvements, capacity building, and increased collaboration, shows Somalia’s growing alignment with global cybersecurity standards.

National CSIRT Readiness Assessment



The establishment of the National Computer Security Incident Response Team (CSIRT) in Somalia represents an important step forward in the country’s cybersecurity infrastructure. The National Communications Authority (NCA) has conducted a thorough readiness assessment to evaluate Somalia’s capacity to establish and sustain an effective CSIRT, aligning this evaluation with international best practices and using frameworks established by the International Telecommunication Union (ITU) and other global cybersecurity standards.

The readiness assessment primarily aimed to evaluate Somalia’s current cybersecurity status and identify deficiencies that must be addressed to effectively establish the National Cyber Security Incident Response Team (CSIRT). It concentrated on developing

the essential institutional, technical, and organizational foundations to promote the efficient and sustainable operation of the CSIRT. Additionally, the assessment sought to provide recommendations that would guide the phased implementation of the CSIRT, ensuring alignment with both national cybersecurity objectives and international standards.

The assessment process was initiated through a multi-stakeholder approach that included workshops, consultations, and engagement activities. A three-day workshop was held to inform key stakeholders about the importance and operational framework of a national CSIRT. This event helped develop mission and vision statements, highlighting the need for coordinated efforts in cybersecurity. Afterwards, targeted consultations and interviews were organized with important representatives from both the public and private sectors to evaluate Somalia's current cybersecurity infrastructure and readiness. To gather crucial data, a comprehensive CSIRT assessment questionnaire was distributed to key stakeholders, including the National Communications Authority. The questionnaire aimed to gather valuable insights into current cybersecurity capabilities, challenges, and areas for improvement. Additionally, the expert team reviewed relevant documents, past reports, policies, and strategies related to Somalia's cybersecurity landscape. Data was also collected from reputable global indices, such as the ITU Global Cybersecurity Index (GCI) and the National Cybersecurity Index (NCSI), to measure Somalia's performance against international benchmarks.

CERT Establishment Consultation with Stakeholders



As part of its strategic effort to enhance Somalia's cybersecurity, the National Communications Authority (NCA) hosted a three-day national consultation to establish the National Computer Security Incident Response Team (CSIRT). The consultation brought together a wide range of key stakeholders to discuss the CSIRT's role in safeguarding Somalia's digital

ecosystem. Participants included government officials, financial institutions such as banks and remittance services, telecom operators, Internet Service Providers (ISPs), and civil society groups. The diverse group engaged in in-depth discussions on identifying threats, defining the CSIRT's mandate, and developing effective coordination mechanisms across sectors.



Consultations have shown that we urgently need a centralized system to respond to cybersecurity threats targeting key national infrastructure, particularly in telecoms and finance. Stakeholders looked at international best practices for responding to incidents, sharing threat intelligence, and working with private companies. This will help create a flexible and effective CSIRT framework tailored to Somalia's specific needs. The insights from consultations will directly inform the design, governance, and operational plan of the National CSIRT. The NCA is committed to advancing this important initiative, working to global standards and partnering with national and international organizations.



Key Findings and Analysis

The assessment identified several key gaps that must be addressed to effectively establish a CSIRT. It emphasized the importance of enhancing capacity building, which includes both human resources and technical infrastructure. The current cybersecurity

framework appears fragmented and lacks a unified coordination mechanism for incident response and threat management. Additionally, there is a significant shortfall in established communication channels among stakeholders, especially between the public and private sectors. The assessment also pointed out the absence of a centralized repository for cyber threat intelligence and incident management, which poses a serious risk to the timely detection and response to cyber incidents. Furthermore, public awareness of cybersecurity practices was found to be limited, hindering proactive incident reporting and mitigation. These findings highlight the urgent need to create a centralized CSIRT under the NCA to improve response efforts and strengthen the nation's cyber resilience.

9. NCA Participation in the World Telecommunication Standardization Assembly (WTSA-24)

The National Communications Authority (NCA) actively participated in the World Telecommunication Standardization Assembly (WTSA-24), held from October 15 to 24, 2024. Organized by the International Telecommunication Union's Telecommunication Standardization Sector (ITU-T), WTSA is a major global event that sets the strategic direction for telecommunication standardization and policy development. It brings together experts worldwide to develop international standards that support interoperability and improve the security of ICT networks.



Key Objectives and Participation Highlights

The NCA's role in WTSA-24 focused on enhancing Somalia's presence in the global telecommunications standardization community. The delegation engaged in discussions to incorporate international standards into Somalia's regulatory system, align local practices with leading global standards, and develop strategic partnerships with key international ICT stakeholders.

Strategic Engagements and Outcomes

During WTSA-24, the NCA delegation held several sideline meetings with international stakeholders to discuss collaborative opportunities and share insights on standardization challenges.

- 1. Meeting with ITU-T Director:** The delegates met with Mr. Seizo Onoe, the Director of ITU-T, to discuss ways to enhance Somalia's participation in ITU-T activities. The discussion emphasized the need to bridge the standardization gap and integrate Somalia into regional ITU-T groups, particularly for Africa and the Arab region.



2. Meeting with IEEE Representatives: The NCA held discussions with representatives from the Institute of Electrical and Electronics Engineers (IEEE) to explore potential collaborations. They discussed implementing international standards as national regulations, certification processes for compliance, and establishing an IEEE chapter in Somalia. The meeting also emphasized empowering youth through technical education and innovation initiatives, promoting a culture of standardization within the country.



3. Engagement with AICTO: The NCA delegation met with the Arab Information and Communication Technology Organization (AICTO) to discuss cybersecurity strategies, AI initiatives, and data protection policies. The meeting highlighted AICTO's support for Somalia's ICT development, including technical capacity building and promoting regional cooperation.



4. Collaboration with UNHCR: The NCA delegates engaged with the United Nations High Commissioner for Refugees (UNHCR) to investigate how ICT can enhance connectivity and promote digital inclusion for refugees. The conversations centered on strategies for digital transformation aimed at improving service access for displaced communities.



Significant Resolutions and Recommendations

During WTSA-24, many important resolutions were adopted that impact various areas such as international roaming, cybersecurity, numbering, and digital transformation. Notably, Resolution 44 is significant for Somalia because it aims to close the standardization gap between developed and developing nations, which aligns with Somalia's goals to improve ICT regulatory practices. Resolution 50 addresses cybersecurity, emphasizing the need for coordinated efforts against cyber threats and strengthening Somalia's cybersecurity framework. Additionally, Resolution 64 promotes the transition to IPv6, which is crucial for expanding internet access across the country. Resolution 88 is another key resolution aiming to improve mobile roaming policies by reducing costs and encouraging fair competition, thereby boosting regional connectivity. Lastly, Resolution 100 advocates for establishing a common emergency number for Africa, which is vital for improving public safety communications in Somalia.

The NCA's active engagement in WTSA-24 demonstrates its commitment to aligning Somalia's telecommunications sector with international standards. Moving forward, the NCA plans to implement the relevant resolutions adopted at the assembly within its regulatory framework. This will involve fostering stronger collaborations with international partners and continuously striving to bridge the standardization gap. The insights gained from WTSA-24 will play a pivotal role in guiding the NCA's efforts to enhance Somalia's ICT policies and ensure its active contribution to regional and global telecommunications initiatives.

10. Global Partnerships and Engagements

a. Fostering Regional Digital Connectivity: Somalia's Involvement with EACO



In 2024, Somalia made notable strides in boosting regional cooperation in telecommunications by actively engaging with the East African Communications Organization (EACO). A key highlight was the visit of a high-level EACO delegation, led by Executive Secretary Dr. Ally Yahaya Simba, to Somalia. This visit emphasized the growing ties between Somalia and EACO, focusing on advancing the region's ICT sector.

During their two-day visit, the delegation engaged with key stakeholders from the National Communications Authority (NCA) and the Ministry of Communications and Technology. They held strategic discussions with Hon. Mohamed Aadan Moalin Ali, the Minister of Communications and Technology, and Mr. Mustafa Yasin Sheikh, the Director General of the NCA. This visit highlighted EACO's support for Somalia's progress in the ICT sector, with a particular emphasis on the low cost of communication services.

Dr. Ally Yahaya Simba, the Executive Secretary of EACO, expressed appreciation for Somalia's achievements in ICT development and emphasized that regional collaboration is vital for growing the ICT sector across East Africa. He said, "By working together as a region, we can jointly advance the ICT sector, benefiting the citizens of our respective countries." A key moment during the visit was the initial meeting between Somali telecommunications operators and the EACO delegation, arranged by the NCA. This meeting aimed to strengthen cooperation between EACO and Somalia, underscoring the importance of collective efforts to improve telecommunications and economic infrastructure.



Mr. Mustafa Yasin Sheikh, Director General of the NCA, emphasized the advantages of Somalia’s EACO membership, stating, “Joining EACO gives our country a major opportunity. We can tap into the organization’s expertise and support to improve our telecommunications and economic infrastructure.”

The visit ended with EACO’s pledge to support Somalia’s telecommunications growth, reaffirming a shared vision for greater cooperation. This milestone shows Somalia’s commitment to regional integration and using EACO’s resources and expertise to improve its ICT sector. Through these efforts, Somalia seeks to enhance its telecommunications infrastructure, encouraging digital connectivity and economic progress in line with regional objectives.

b. Somalia Joins International Advisory Body for Submarine Cable Resilience

November 2024 was a major milestone for Somalia’s digital infrastructure and global connectivity. Mustafa Yasin Sheik, Director General of the National Communications Authority (NCA), was appointed to the International Advisory Body for Submarine Cable Resilience. This marks a significant step, highlighting Somalia’s growing influence in global efforts to protect critical digital infrastructure.

The International Advisory Body, created through a partnership between the International Telecommunication Union (ITU) and the International Cable Protection Committee (ICPC), focuses on strengthening the resilience of submarine cables. These cables transport over 99% of global international data traffic, making them crucial for sustaining worldwide digital communication. As cyber threats and geopolitical risks grow, the Advisory Body’s importance escalates in safeguarding the continuity and security of global data transmission networks.

Somalia’s participation in this global initiative underscores its proactive approach to digital transformation and its dedication to international collaboration. By engaging in discussions and strategies regarding submarine cable resilience, Somalia strengthens its position as a crucial player in safeguarding and enhancing vital global connectivity.



c. Somalia at COP29: Leveraging Technology for Climate Resilience



At COP29 Digitalisation Day in Baku, Azerbaijan, Mr. Mustafa Yasin Sheikh, Director-General of Somalia’s National Communications Authority (NCA), emphasized the country’s dedication to building resilient digital infrastructure to address climate issues. During the High-Level Roundtable on Green Digital Action, he highlighted the critical role of technology in improving early warning systems, analyzing climate data, and managing resources.

Highlighting Somalia’s proactive stance, Mr. Mustafa emphasized that investing in digital tools is not just an

improvement but a necessity for a country often facing climate-related challenges like long droughts and severe weather. He explained that Somalia is actively working to develop digital systems that improve early warnings, incorporate satellite data, and boost climate resilience, reaffirming the country's commitment to not only adapt but also contribute to global climate efforts.

Alongside his engagement at the roundtable, Mr. Mustafa took part in a panel discussion about AI for the UN's Early Warnings for All (#EW4All) Initiative, sharing Somalia's experiences in leveraging AI to improve early warning systems. The panel featured representatives from ITU, Google, McKinsey, and the Norwegian Meteorological Institute, and analyzed the transformative capabilities of AI in global early warning systems. Mr. Mustafa highlighted how AI is used in Somalia to analyze vast meteorological datasets, predict extreme weather patterns, and map connectivity gaps for targeted interventions. Integrating AI and mobile technologies is particularly significant for reaching remote communities, improving responsiveness, and ensuring that early warnings are disseminated efficiently.



d. EACO 29th Assemblies



Mr. Mustafa Yasin Sheikh, the Director of Somalia's National Communications Authority (NCA), attended

the 29th Assembly of the East African Communications Organization (EACO) in Nairobi, Kenya. This year's assembly focused on "Promoting Digital Transformation in the East African Region" and served as a vital platform for stakeholders to discuss collaborative efforts to enhance digital transformation and stimulate economic growth in the region. Participants exchanged ideas on innovative methods to improve digital connectivity, address emerging technological challenges, and align regulatory frameworks to build a strong digital ecosystem. The event also gave the NCA an opportunity to showcase Somalia's progress in digital policy implementation and strengthen regional partnerships to develop the ICT sector.

Mr. Sheikh reaffirmed that Somalia is ready to leverage digital innovation to foster socio-economic development and enhance regional cooperation. The NCA's participation in this assembly underscores Somalia's strategic role in shaping the future of digital transformation in East Africa.

e. Regional Development Forum for the Arab States Region (RDFARB)

The Director General of the National Communications Authority (NCA) attended the Regional Development Forum for the Arab States Region (RDFARB) held in Amman, Jordan. This important event, organized by the International Telecommunication Union (ITU), provided a key platform for promoting regional collaboration and advancing digital development efforts.

The RDFARB brought together key stakeholders from the telecommunications and ICT sectors across the Arab States, providing a collaborative environment for discussing strategic priorities and coordinating efforts in preparation for the upcoming ITU World Telecommunication Development Conference (WTDC-25).



The Director General's participation highlighted Somalia's dedication to aligning its national ICT strategies with regional and global development goals.

By engaging in meaningful dialogues and sharing insights with other ICT leaders, the NCA reaffirmed its commitment to promoting digital inclusion and capacity building across the region.

f. International Submarine Cable Resilience Summit



The Director General of the National Communications Authority (NCA) of Somalia, Mr. Mustafa Yasin Sheik, took part in the International Advisory Body for Submarine Cable Resilience. This marks a significant milestone for Somalia, showing its commitment to improving essential digital infrastructure and strengthening its role in global telecommunications resilience.

The International Advisory Body for Submarine Cable Resilience, established jointly by the International Telecommunication Union (ITU) and the International Cable Protection Committee (ICPC), addresses the urgent need to strengthen the resilience of submarine cables. These cables are vital to global communication, transmitting over 99% of international data traffic. Amid rising cyber threats and geopolitical issues, the advisory body plays an essential role in protecting the stability and continuity of this critical infrastructure.

g. GITEX AFRICA 2024



At GITEX Africa 2024, the National Communications Authority (NCA) was an active participant, joining

the event from May 29 to 31 in Marrakech, Morocco. As Africa's top tech and innovation event, GITEX Africa brought together global and regional players to showcase advancements in various tech fields, including AI, digital health, smart manufacturing, and agritech.

The NCA delegation's attendance at GITEX Africa 2024 showcased Somalia's dedication to advancing technological innovation and digital transformation. By connecting with industry leaders, innovators, and policymakers, the NCA expanded its network and gained valuable insights into emerging technologies that could influence Somalia's ICT future.

During the event, the NCA team participated in panel discussions, knowledge-sharing sessions, and one-on-one meetings focused on using digital solutions to address local and regional challenges. These interactions were crucial in identifying best practices and creating collaborative opportunities that align with the NCA's strategic goal of developing a robust digital economy. The NCA delegates highlighted the country's ongoing efforts to promote digital inclusion and innovation. This involvement solidified the NCA's position as a key player in Africa's digital landscape, committed to harnessing technology for socio-economic growth.

h. 12th Regional Cyber Security Week, 2024

The NCA delegates also attended the 12th Regional Cybersecurity Week held in Muscat, Oman, which brought together over 600 participants from more than 60 countries. Hosted by Oman's Ministry of Transport, Communications, and Information Technology and organized by the ITU Regional Cybersecurity Center, the event focused on the theme "Cybersecurity Enhances Economic Growth." It featured high-level discussions on emerging cyber threats, regional cooperation, and strategies to strengthen digital economies, with presentations on key topics such as cyber sovereignty, zero-trust architecture, and proactive defense. The event included the FIRST Symposium and OIC-CERT Conference, offering a platform for collaboration among cybersecurity experts from Arab, African, and OIC member countries. Participants engaged in a large-scale cybersecurity exercise simulating the impact of cyber threats on the digital economy. Awards recognized achievements in cybersecurity innovation and education, while a local exhibition showcased Omani cybersecurity solutions. A key highlight was the signing of a Memorandum of Understanding between

OIC-CERT and ARISPA to advance cybersecurity collaboration in Arab and Islamic countries.



11. Stakeholder Engagement and Initiatives

a. Somalia Launches Africa's First National IPv6 Internet Protocol Center

In 2024, the National Communications Authority (NCA) partnered with Jamhuriya University of Science & Technology (JUST) and the African Network Information Center (AFRINIC) to establish Africa's first National IPv6 Internet Protocol Center. This innovative initiative represents a significant advancement in Somalia's digital transformation, placing the nation at the forefront of modern internet infrastructure growth. The newly launched center serves as a specialized hub for research, training, and the application of IPv6 technology. This initiative addresses the urgent need to transition from IPv4 to IPv6, responding to the growing demand for internet access, enhancing network security, and facilitating the adoption of emerging technologies such as 5G and the Internet of Things (IoT). Additionally, the center supports Somalia's National ICT Strategy, underscoring the country's dedication to a secure, scalable, and sustainable digital future.



The inauguration ceremony brought together high-profile government officials, industry leaders, academia, and stakeholders from Somalia's digital ecosystem. Speaking at the event, Eng. Mohamed Ahmed Mohamud, President of Jamhuriya University of Science and Technology, emphasized the importance of collaboration between public institutions and academia in fostering technological innovation. He remarked, "This collaboration is crucial for Somalia's technological and knowledge development. Strengthening cooperation between public institutions and the education sector is key to building a strong digital economy."



Director General of NCA, Mustafa Yasin Sheikh, highlighted the strategic importance of IPv6 adoption for expanding internet services, enhancing cybersecurity, and integrating advanced technologies into Somalia's digital infrastructure. He stated, "This center is a landmark achievement in modernizing Somalia's telecommunications sector and accelerating our digital growth. IPv6 is not just an upgrade—it is the foundation for a more resilient and future-ready internet ecosystem."

Minister of Communications and Technology, H.E. Mohamed Adan Macalin, reaffirmed the government's commitment to advancing digital connectivity and urged all stakeholders to support the adoption of IPv6. "The launch of this center signals Somalia's transition into a modern digital era. I urge all telecommunications companies, academic institutions, and private sector players to engage in implementing the National IPv6 Strategy," he stated.

The National IPv6 Internet Protocol Center is hosted at Jamhuriya University of Science & Technology, a leading academic institution recognized for its commitment to advancing digital education in Somalia. As the host, the university plays a central role in managing the center's day-to-day operations, providing training, and facilitating research and innovation in IPv6-related technologies.

The establishment of the National IPv6 Internet Protocol Center is an initiative under the National IPv6 Transition Strategy, aimed at coordinating the nationwide adoption of IPv6 and fostering local capacity building. The center will provide technical support to government institutions, ISPs, and private sector entities, as well as facilitate training programs to enhance the skills needed for IPv6 management and deployment.

During the launch, NCA and JUST signed a Memorandum of Understanding (MoU) formalizing their partnership and designating JUST as the host institution for the center. The MoU outlines joint efforts in training, research, and public awareness to ensure a smooth transition to IPv6 across Somalia.



As a key element of Somalia's National ICT Strategy, the National IPv6 Center will drive the country's digital transformation initiatives, creating a foundation for a more robust, secure, and inclusive internet infrastructure. By fostering cooperation, enhancing capabilities, and partnering with global organizations like AFRINIC and ITU, the center aims to help Somalia achieve its goal of becoming a regional leader in digital innovation.

b. Girls in ICT Day 2024 celebration

On April 25, 2024, the National Communications Authority (NCA) of Somalia, in collaboration with the National Telecommunication and Technology Institute (NTTI), held the eighth annual Girls in ICT Day celebration. This event showcased the NCA's dedication to empowering young women in Information and Communication Technology (ICT) and emphasized ongoing initiatives aimed at closing the digital gender gap in Somalia.



The 2024 celebration continued the tradition of inspiring young women to pursue careers in ICT by offering practical training and professional development opportunities. The event featured a series of workshops designed to build both technical and soft skills among female ICT students. Key areas covered during these workshops included Web Development, Data Science and Analytics, CV Writing, and Public Speaking. These sessions were designed to enhance technical competence and foster professional growth, equipping participants with essential skills to thrive in the evolving digital landscape. Since its inception in 2018, the Girls in ICT Day initiative has played a pivotal role in addressing the digital gender divide in Somalia. Over the years, NCA has successfully trained more than 325 young women through over 30 specialized training courses and four competitive events. This initiative has become a vital platform for motivating and enabling

young women to pursue careers in the ICT industry, equipping them with the necessary skills to excel in the digital economy.

Global data underscores the importance of such initiatives. A 2022 study by the International Telecommunication Union (ITU) revealed that only 34% of women in Africa use the internet, compared to 45% of men. Additionally, almost 900 million women globally do not use mobile internet, with nearly two-thirds residing in South Asia and Sub-Saharan Africa. The GSMA Association estimates that closing the mobile internet gender gap by 2030 across low- and middle-income countries would require approximately 810 million women to adopt mobile internet, which translates to about 100 million women per year.

Through the Girls in ICT Day celebration, the NCA reaffirms its commitment to promoting digital inclusion, motivating young Somali women to adopt technology and seek careers in the ICT sector. With targeted training programs and support for professional growth, the NCA plays a key role in building a balanced and vibrant digital ecosystem in Somalia.

c. Somali Internet Governance Forum (SIGF 2024)



The National Communications Authority (NCA) sponsored the second Internet Governance Forum (IGF) in Mogadishu, marking a significant step in Somalia's efforts to harness digital technology for development and democratic reform. This two-day event, opened by Deputy Prime Minister Salah Ahmed Jama, brought together key stakeholders to explore the evolving digital landscape and its implications for the nation. It attracted a diverse range of participants, including representatives from government bodies, universities, the private sector, and civil society organizations. The discussions focused on addressing the rapid expansion of Somalia's digital ecosystem, particularly regarding the regulation of dominant social media platforms, such as Facebook and TikTok. Important issues included addressing misinformation, cybercrime, online safety, data protection, and the need for robust digital policies.



In his opening remarks, NCA Director General Mr. Mustafa Yasin Sheikh underscored the forum's critical role in shaping Somalia's digital future. He emphasized that this gathering marks a crucial moment for the country, bringing together stakeholders from various sectors to address both the opportunities created by digital transformation and the challenges that must be tackled collectively. Mr. Mustafa stressed that as the digital landscape evolves, ensuring technology acts as a positive force is essential, promoting inclusion, economic growth, and social cohesion. He reiterated the need for collaborative efforts among stakeholders in establishing comprehensive internet governance frameworks, reaffirming the NCA's dedication to partnering closely with the government, private sector, academia, and civil society. He observed that this cooperative approach would contribute to building a resilient and secure digital ecosystem that benefits all Somalis.

and digital policy development.



Internet connectivity in Somalia has seen remarkable growth in recent years, transforming communication, commerce, and access to information. Nevertheless, this digital boom has brought challenges, such as privacy issues, the uncontrolled spread of harmful content, and deficiencies in regulatory frameworks. As the pace of digital adoption quickens, it becomes increasingly crucial to strike a balance between innovation and safety. The forum provided a platform for experts to share global best practices in internet governance while contextualizing solutions to Somalia's unique needs. Participants deliberated on strategies to use the internet as a tool for empowerment, fostering collaboration among key stakeholders to create a safe and inclusive digital environment.

As the forum concluded, stakeholders committed to leveraging the outcomes to guide future policy decisions. This initiative underscores Somalia's commitment to digital transformation and strengthens its position as a regional leader in internet governance

d. Second Somalia National Cybersecurity Forum

The National Communications Authority (NCA) and the Ministry of Communications and Technology jointly organized the Second Somalia National Cybersecurity Forum in Mogadishu. The two-day event brought together stakeholders from government, telecom and tech companies, ISPs, banks, and civil society to strengthen partnerships and enhance Somalia's cybersecurity resilience. Minister H.E. Mohamed Adan Moalin Ali officially opened the forum, highlighting key progress, including the submission of cybersecurity legislation and the development of a national strategy and policy. NCA Director-General Mr. Mustafa Yasin Sheikh emphasized the need for public-private collaboration to address cyber threats. A key feature was Somalia's first-ever cybersecurity tabletop exercises (TTX), simulating real-world attacks like malware and ransomware to build practical response skills. The forum concluded with a commitment to advancing cybersecurity through research, policy development, and collaboration





e. GISEC and ITU CyberDrill 2024

The National Communications Authority (NCA) participated in the Cybersecurity in the Quantum Era (CyberQ) conference, held on November 12th-13th, 2024, at the ADNEC Centre in Abu Dhabi. Hosted by the UAE Cybersecurity Council and supported by the Technology Innovation Institute, the event gathered global leaders to discuss the future of cybersecurity in the quantum era. NCA's participation highlights its commitment to advancing cybersecurity and fostering international collaboration. NCA engaged in discussions on the impact of quantum computing on security and strategies for safeguarding critical infrastructure. The event also enabled NCA to exchange knowledge and build partnerships with global cybersecurity organizations, further enhancing Somalia's cybersecurity ecosystem and aligning with global best practices



f. Partnership with IFC: Expanding Digital Connectivity in Somalia

The National Communications Authority (NCA) of Somalia and the International Finance Corporation (IFC) have established a strategic partnership aimed at strengthening Somalia's digital ecosystem. This collaboration underscores their shared commitment to expanding broadband connectivity, mobilizing private investment, and driving digital innovation –essential elements for the country's socioeconomic progress. Joint efforts will expedite the deployment of high-speed internet infrastructure across urban and rural communities, significantly reducing the digital divide and improving access to critical services. Combining IFC's international expertise with NCA's regulatory capabilities, this partnership is expected to facilitate private investment, innovation, and sustainable growth within Somalia's digital sector.



This cooperation aligns with NCA's strategic vision of a digitally inclusive Somalia, where a robust telecommunications infrastructure supports economic resilience and innovation. The partnership highlights the crucial role of public-private collaboration in shaping Somalia's digital future.

12. International ISO Certifications: A Major Milestone for the National Communications Authority



In a historic milestone, the National Communications Authority (NCA) has received three esteemed international ISO certifications from the International Organization for Standardization (ISO). This recognition underscores the NCA's commitment to excellence, efficiency, and adherence to global best practices in telecommunications regulation and governance. The certifications awarded are ISO 9001:2015 for Quality Management System (QMS), ISO 27001:2022 for Information Security Management System (ISMS), and ISO 27701:2019 for Privacy Information Management System (PIMS). These certifications demonstrate the NCA's commitment to internationally recognized standards in quality management, information security, and data privacy, establishing the Authority as a leader in strong regulatory practices. Achieving these certifications represents a significant step forward for Somalia's regulatory environment, as the NCA is now the first government organization in the country to meet these standards, typically adopted by private sector entities, yet increasingly relevant for public institutions.



The certification ceremony was attended by a diverse group of stakeholders, including members of parliament, cabinet ministers, governors, general directors, and representatives from telecommunications operators, academic institutions, financial institutions, and civil society organizations. During the event, the significance of this accomplishment was underscored, emphasizing its alignment with the National Communications Authority's strategic objectives for the years 2023 to 2027, which concentrate on enhancing management capacity and operational standards to meet global benchmarks. This achievement not only fortifies the operational framework of the National Communications Authority but also cultivates stakeholder confidence, ranging from the general public to telecommunications operators.

The Minister of Communications and Technology commended the National Communications Authority (NCA) for securing three ISO certifications within one year, acknowledging the Authority's commitment to advancing regulatory practices in telecommunications and technology. This recognition solidifies the NCA's leadership role in modernizing regulatory practices and integrating global standards within Somalia's telecommunications sector. The event concluded with a collective sense of pride and optimism, as stakeholders expressed their gratitude for the NCA's endeavors to enhance the quality and security of Information and Communications Technology (ICT) services nationwide. As the NCA continues to set a precedence, these accomplishments catalyze further innovation and the enhancement of regulatory practices in Somalia.



13. Capacity Building & HR Development: GSMA pilot year-long program

The National Communications Authority (NCA) and the National Institute of Telecommunications and Technology (NTTI), in partnership with the Global System for Mobile Communications Association (GSMA), officially launched a year-long training program.



The training, conducted online, officially launched on January 4 and was attended by senior officials from GSMA, NCA, and NTTI. In his opening remarks, Director General Mustafa said, “This training allows us to benefit from the latest innovations in telecommunications, which will enable us to respond to the communication needs of our society effectively.”

Since the program began in January this year, 15 staff members from NCA and NTTI have completed the courses offered in the program. The courses completed include:

1. Leveraging Mobile to Achieve SDG Targets
2. Bridging the Mobile Gender Gap
3. Internet of Things (IoT)
4. Addressing the Digital Divide
5. Mobile Money for Financial Inclusion
6. Principles of Mobile Privacy and Security
7. Climate Change and the Mobile Industry
8. Spectrum Management for Mobile Telecommunications
9. 5G: The Path to the Next Generation
10. The Role of Mobile in Humanitarian Action
11. Children’s Rights and Connectivity
12. Big Data and Artificial Intelligence for Impact

14. Future Outlook and Strategic Priorities for 2025

As Somalia continues its journey towards a digitally transformed and resilient telecommunications sector, the National Communications Authority (NCA) remains unwavering in its commitment to advancing progress through strategic initiatives. Building upon the accomplishments of preceding years and addressing the emerging challenges within the ICT ecosystem, the NCA's strategic outlook for 2025 underscores the significance of innovation, regulatory enhancement, and the development of robust digital infrastructure.

The year 2025 marks a significant milestone for the development of Somalia's ICT sector. The NCA is aligning its efforts with the National ICT Policy and Strategy, the National 5G Strategy, the IPv6 Transition Strategy, and the National Emergency Telecommunications Plan (NETP). These priorities reflect a comprehensive approach to digital transformation, ensuring Somalia's telecommunications infrastructure can bolster economic growth, enhance public safety, and cultivate an inclusive digital economy. To meet these goals, the NCA's strategic priorities for 2025 focus on boosting market competition, strengthening cybersecurity frameworks, implementing unified licensing policies, and adhering to international standards set by the International Telecommunication Union (ITU) and other regional benchmarks.

Furthermore, the strategic focus for 2025 will emphasize practical implementation, which includes launching public consultations, finalizing regulatory frameworks, enhancing cybersecurity resilience, and fostering multi-stakeholder collaboration. Through these efforts, the NCA is dedicated to creating a more connected, secure, and digitally empowered Somalia, prepared to meet the challenges and opportunities of the digital age.

a. Strengthening Market Competition through the Adoption of Competition Regulation

Improving market competition is a key goal for the National Communications Authority (NCA), as it enhances consumer choice, service quality, and innovation in the telecommunications industry. In 2025/2026, the NCA will roll out a Competition Regulation focused on reducing market dominance, encouraging fair competition, and stopping anti-competitive practices.



To accomplish this goal, the NCA will take the following actions:

- Stakeholder Consultations: Engage industry players, consumer groups, and regulatory experts to gather input on the proposed competition regulation.
- Regulatory Adoption: Develop a comprehensive framework that aligns with the fourth generation (G4) Regulatory Transformation Plan, focusing on safeguarding market integrity and fostering a competitive environment.
- Capacity Building: Train NCA personnel and industry stakeholders on compliance with the new competition rules.

Adopting the Competition Regulation, the NCA aims to create a level playing field for telecom operators and Internet Service Providers (ISPs), promote innovation, and ensure that consumers benefit from improved service quality and affordability.

b. Establishment of the National CSIRT

Cybersecurity is a priority in the NCA's strategic agenda for 2025/2026, reflecting the increasing need to secure digital infrastructure and protect users from cyber threats. The NCA will take decisive steps to enhance national cyber resilience by building on the National Cybersecurity Strategy and the National CSIRT Implementation Plan.



Key Initiatives:

- Establishment of the National CSIRT: By the end of 2025, the NCA will operationalize the National Computer Security Incident Response Team (CSIRT). This entity will serve as the central body for coordinating responses to cyber incidents, providing technical assistance and offering guidance on cybersecurity best practices.
- Risk and Compliance Framework: Develop and implement a Cybersecurity Risk and Compliance Framework that addresses emerging digital threats and enhances risk management capabilities.
- Training and Capacity Building: Implement focused training sessions for government officials, law enforcement agencies, and telecom operators to enhance their skills in threat detection and response.
- Public Engagement and Awareness: Launch national cybersecurity awareness campaigns, emphasizing proactive threat management and digital safety.
- International Collaboration: Engage with global cybersecurity and CSIRT partners to align Somalia's cybersecurity practices with international standards.

c. Review and Amendment of the Licensing Framework

A critical component of the NCA's strategic vision for 2025/2026 is the review of the ICT licensing framework. The Authority recognizes the need to address the evolving nature of the telecommunications sector, particularly with the advent of new and emerging technologies.



Strategic Actions:

- **Review and Amendment of the Licensing Framework:** Conduct a comprehensive review to update the framework, ensuring it accommodates emerging technologies and innovative telecom services, such as 5G, IoT, and IPv6. This update will align with the National 5G Strategy and IPv6 Transition Strategy.
- **Unified Licensing Implementation:** Roll out the Unified Licensing Framework to simplify complexity, enhance efficiency, and foster fair competition.
- **Stakeholder Engagement:** Facilitate consultations with telecom operators, legal experts, and technology innovators to ensure the licensing framework remains relevant and future-proof.
- **Regulatory Compliance:** Develop clear guidelines for operators to ensure compliance with updated licensing requirements, aligning with ITU and regional standards.

d. Regulatory Transformation and Alignment with International Standards

In line with its long-term vision, the NCA is moving towards a Fourth Generation (G4) Regulatory Model. This shift brings Somalia's regulatory practices in line with global best standards and establishes the NCA as a responsive and progressive regulatory authority.



Key Areas of Transformation:

- G4 Regulatory Framework Implementation: Transition from traditional regulatory models to a more dynamic, adaptive framework that promotes convergence, service flexibility, and digital inclusion.
- International Compliance: Continue to align with ITU frameworks and regional regulatory benchmarks to ensure interoperability and consistent governance.
- Collaborative Governance: Strengthen collaboration with international bodies, such as EACO and ITU, to promote regional regulatory coherence.
- Policy Innovation: Establish regulatory sandboxes to test new technologies and evaluate their regulatory implications in a controlled environment.

e. Digital Infrastructure Development and Connectivity Enhancement

Strengthening Somalia’s digital infrastructure remains a key priority in meeting the growing demand for broadband and advanced telecommunications services. The NCA’s approach focuses on fostering inclusivity and bridging the digital divide.



Key Initiatives:

- Development of the Infrastructure Mapping Tool: Improve data-driven decision-making by comprehensively mapping telecom resources and network infrastructure.
- Universal Access Regulation: Finalize the Universal Access and Service Regulation to ensure fair access to telecom services in both urban and rural areas.
- Telecom Service Pricing Regulation: Conduct public consultations to establish a transparent pricing framework that balances affordability with sustainable service delivery.
- Interconnection Negotiations: Host and facilitate agreements for interconnection among Mobile Network Operators (MNOs) to ensure efficient connectivity and service continuity.
- National E-commerce Platform: Enable the public launch to enhance digital trade and assist small businesses.

f. Implementing the Telecom Regulatory Management Information System (TRMIS)

The NCA plans to deploy the Telecom Regulatory Management Information System (TRMIS) by the end of the year. This system, supported by the SCALED-UP Project, will improve operational efficiency, data management, and regulatory decision-making.



Key features of TRMIS:

- Centralized Data Management: Consolidate licensing, compliance, and market monitoring data in a unified system.
- Automation of Regulatory Processes: Streamline complaint handling, license issuance, and compliance tracking tasks.
- Enhanced Reporting: Generate real-time insights and comprehensive reports for regulatory analysis.
- User Accessibility: Provide secure access to data for authorized users, improving transparency and stakeholder engagement.

The TRMIS will act as a key part of NCA's digital transformation, promoting data-driven decisions and enhancing regulatory efficiency.

15. Challenges & Lessons Learned

During the reporting period, the National Communications Authority (NCA) faced various operational, technical, and financial challenges, providing important insights for future strategic planning and execution. A major challenge focused on budgetary constraints. Although the NCA has generated and collected significant revenue for the government through licensing, spectrum fees, and other services, there is still a lack of an effective mechanism to address the NCA's budgetary needs. The absence of a well-defined financial support framework has hindered the Authority's capacity to regulate the sector effectively.

Additionally, the Ministry of Finance's failure to release the allocated budget further hampered the NCA's ability to implement essential regulatory initiatives, creating a critical gap in operational funding. Operational challenges also emerged in the area of interconnection infrastructure. Insufficient budget allocation for interconnection equipment posed significant barriers to progress.

From a market perspective, the telecommunications sector experienced instability due to operators' aggressive pricing strategies. The initiation of a price war led to a significant drop in retail prices, jeopardizing the financial viability of telecom services. Moreover, delays in the regulatory consultation regarding telecommunications pricing obstructed necessary timely actions for market stabilization.

These challenges underscore the necessity of a budgetary support system to empower the NCA to maintain its regulatory functions effectively. Moreover, enhancing collaboration among operators, developing conflict resolution strategies, and streamlining the consultation process for pricing regulation are essential measures for mitigating similar challenges in the future.

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