

Personal

Born 1959 South Africa.

Education

PhD, Witwatersrand University 2009. Title: *Wire Less: A decade of telecommunications reform in South Africa*. Supervisor: Prof Robin Mansell, London School of Economics and Politics.

Certificate in Economics and Public Finance, UNISA (University of South Africa) 1998.

MA, University of Natal, Durban (SA) 1994. Title: *Towards a Democratic Media Policy for South Africa*.

Honours in African Political Studies, University of Transkei, (SA) 1982,

B Journalism, Rhodes University, Grahamstown (SA) 1979

Experience

Professional:

Currently: Executive Director of *Research ICT Africa* and responsible for directing developing and directing 18 African country ICT policy and regulatory research network with the purpose of developing on the continent the data and analysis necessary for evidence-based ICT policy and effective regulation.

2010 – present: Adjunct Professor in the *Management of Infrastructure Reform and Regulation* Programme at the University of Cape Town's Graduate School of Business where she convenes the PhD programme and executive professional development programme for regulators and policy makers.

2008 - Associate Director *The Edge Institute*, Director of Research ICT Africa.

2006 Associate Professor, *Graduate School of Public and Development Management*, University of the Witwatersrand. Research Director, Learning Information Networking and Knowledge (LINK) Centre, Graduate School of Public and Development Management, University of the Witwatersrand, SA.

2003 Research Director, *LINK Centre, University of the Witwatersrand*: Responsible for developing ICT Policy Research Network (Research ICT Africa)

1999 Director of the *LINK Centre*, University of the Witwatersrand, responsible for establishing and developing a centre to create policy and regulatory capacity in the area of telecommunications, broadcasting and information communication technology through training, research and consultancy in the southern African region. Consultancy experience during this time included assisting the Independent Broadcasting Authority with the development of a regulatory framework for satellite broadcasting in South Africa (1999); Local Content review and

regulatory framework for universal access for the Independent Communications Commission of South Africa (ICASA); Broadband case study on South Africa for the International Telecommunication Union international broadband study; South Africa Internet pricing case study and SA case study on *Improving the Position of Developing Countries in International Fora* for the UK Department for International Development; advising the national lottery on their national data communications network and consulting on interconnection agreements and Joint Economic Development Programme requirements of Wireless Business Solution's data communication licence.

1997 Councillor, *South African Telecommunications Regulatory Authority (SATRA)*.

Appointed to the Council of SATRA by President Mandela, on the recommendation of Parliament, following a public nomination process. Collectively responsible with five other councillors for setting up of an independent regulator to oversee the regulation of the telecommunications sector in the public interest. The Council was responsible for implementing government policy to transform the sector through the delivery of universal access, expansion of competition in mobile cellular services and later fixed voice services; formulating human resource development strategies for the sector and ensuring the empowerment of historically disadvantaged individuals and communities.

- SATRA Council representative on Joint Liaison Committee to co-ordinate spectrum usage between the telecommunication and broadcasting sectors.
- SATRA representative on the SADC Model Legislation consultative process.
- SATRA representative on the broadcasting policy process.

1994 *Independent Broadcasting Authority*: Policy Department

Founding head of department, specifically responsible for co-ordination of the *Triple Inquiry Report* on the protection and viability of public broadcasting, cross-media control and local content for Parliament.

1984 Lecturer in Journalism and Politics, Department of Journalism and Public Relations, Technikon Natal, Durban. Development Journalism, Politics and Public Relations programme over a decade. Introduced a generation of journalists to the field with several having risen to senior editorial positions on publications and news stations across the country.

1979 Journalist, sub-editor, freelance and editor on several publications including, The Rand Daily Mail and The Sowetan and in-house publications. Started my career on the RDM having worked with SAAN group during university vacations. Within two years I had developed a significant portfolio of generalist, political and investigative reports with a number of high profile stories and front pages. I then went on to gain invaluable sub-editing experience on the Sowetan where I was one of a very small number of sub-editors a daily tabloid and several specialists publications

were produced.

Consulting experience:

2010-2011 Engaged by the *Mauritian Government* and the *African Development Bank* to conduct the review of their national e-strategy and propose a renewal strategy for Mauritius for the next three years.

2010 - Technical advisor to the ITU on the *Harmonisation of ICT Policies in Sub-Saharan Africa (HIPSSA)* for the SADC region

2009-2010 Scientific Advisor to UNDESA for conference on The Role of Parliamentarians in the Development of an Equitable Information Society, Kigali, Rwanda and building Parliamentary Committees on Communications.

2008 - Gap Analysis on ICT Policy and Regulation Capacity, Research and Technical Assistance in Africa, Caribbean and Pacific (infoDev)

2007 - South African Treasury (Department of Finance) on Regulated Prices for Infrastructure Industries.

2008 - Technical advice to South African Competition Commission on Telkom BCX merger.

2006 - Trade and Industrial Strategy Project (TIPS) consultancy to South African Department of Trade and Industry on World Trade Organisation (WTO) negotiations on telecommunications.

2004 - Sector Impact Analysis on Job Creation and Poverty Alleviation (Trade and Industrial Strategy, TIPS, for the South African Presidency).

2004 - Assessing the Impact of Restructuring and Privatisation on the South African Economy, (Trade and Industrial Strategy (TIPS) consortium for Department of State Enterprises.)

2003 - Ten-year review of economic regulation in the telecommunications sector (SA Presidency).

2003 - Competition Commission, technical assistance on SAVA anti-competitive practice dispute with Telkom.

2002 - Under-serviced areas licensing and regulatory framework (ICASA).

2002 - South African Case Study as part of international study on *Improving the Participation of Developing Countries in International Decision-Making*, DFID.

2001 - Independent Communications Commission of South Africa (ICASA) Local Content Review.

2001 - Commonwealth Telecommunications Union – Development of Policy and Regulatory Training Curriculum.

2001 - DFID – South African Case Study on Internet Costing 1999 - Independent Broadcasting Authority – Development of regulatory and a licensing regime for Satellite Broadcasting.

2001 - International Telecommunication Union – South African Case Study on the Policy and Regulatory Implications of Broadband.

2000 - Government Information and Communication System: Development of Discussion Paper on the Media Diversity and Development Agency.

Publications

Published in the areas of public policy, media, telecommunications, gender, and informal sector development including:

International journals/contributions

Gillwald, A & Muruithi, M (2011) Regulatory Intervention or Disruptive Competition: Ending Roaming charges in East Africa, *INFO*, Special Africa Issue, Spring, Emerald, London.

Milek, A, Stork C & Gillwald A (2011) Towards Evidence-based ICT Policy and Regulation: Gender Assessment of ICT Access and Usage in Africa, *INFO*, Special Africa Issue, Spring, Emerald, London.

Gillwald, A (2010) The Poverty of ICT Policy, Research and Practice, *Information Technologies and International Development*, MIT Press, Cambridge.

Gillwald, A (2008) Infrastructure, *Encyclopedia of Communications*, Blackwell's, London.

Gillwald, A (2005) Closing the Window of Opportunity: Under-serviced Area Licensing in South Africa, *Information Technologies and International Development*, MIT Press, Cambridge.

Gillwald, A (2005) Good Intentions, Poor outcomes: Telecom Reform in South Africa, *Telecommunications Policy*, Vol.29. Issue 4. Elsevier. Pergamon.

Gillwald, A (2004) *Real reform, good governance and affordable access: national keys to unlocking global participation and networking*, US Social Sciences Research Council International Co-Operation and Governance: ICT and Transnational Civil Society, www.ssrc.org/programs/itic/publications/Gillwald1.pdf

Gillwald A (2004) *Participatory Democracy, Human Capital and Information: Some Basic Requirements for an Effective National and Transnational Civil Society*, US Social Sciences Research Council International Co-Operation and Governance: ICT and Transnational Civil Society.

http://www.ssrc.org/programs/itic/publications/knowledge_report/memos/gillwaldmemo2.pdf

Firth L, Gillwald A, Houghton J, Morris P, Prosperetti L and Merini Matteo: Broadband: Four Nations' Experiences, *Journal of Network Industries*, Kluwer Law International, Netherlands, 2001.

Gillwald, A: (1988) *Convergence, Regulation and the Public Interest*, *Intermedia*, London.

S A Department of Education accredited

Gillwald , A (2007) Straddled Between Two Stools: Broadband developments in South Africa, *Southern African Journal of Information and Communication*, LINK Centre, Witwatersrand University, Johannesburg.

Gillwald A (2001) Experimenting with Institutional Arrangements for Communications Policy and Regulation: The case of telecommunications and broadcasting in South Africa, *Southern African Journal of Information and Communication*, Vol.2. No.1 Wits University, Johannesburg.

Gillwald A (2000) Telecommunications Policy and Regulation for Women and Development, *South African Journal of Information and Communication*, Vol. 1. No.1, Witwatersrand University, Johannesburg,

Gillwald A (1988) 'A Black Coup' - Inkatha and the Sale of Ilanga, *Transformation*, 7, University of Natal, Durban. pp 27 - 36.

Book Chapters

Cohen T and Gillwald, A (2008) The Ambiguities of Participation in the Global Governance of Electronic Networks: Implications for South Africa and Lessons for Developing Countries in Wilson E and Drake, W (eds) *Governing Global Electronic Networks*, MIT Press, Cambridge.

Gillwald, A (2005) *Stimulating Investment in Network Extension: Lessons from South Africa* in Melody, W and Mahan, A (eds) *Stimulating Investment in Network Development: Case studies and Research from WDR Research Cycle II*, World Dialogue on Regulation for Network Economies and infoDev. ISBN 87-90288-18-1

Gillwald, A (2002) Policy and Regulatory Challenges for Access and Affordability, in Mansell R, Samarajiva R and A Mahan (eds) *Networking Knowledge for Information Societies*, Delft University Press, Delft.

Gillwald, A (2001) in James, T (Ed) *The ICT Policy Handbook*, IDRC, Johannesburg

Gillwald, A (2001) Building Castells in the Ether, in *Challenges of Globalisation*, (eds) Muller, Cloete and Badat, Maskew Miller Longman, Cape Town.

Gillwald A (1999) Regulation of the telecommunications sector in South Africa, in *BMI-Technology Communication Handbook 1999*, Johannesburg.

Gillwald A (1991) Understanding Media through Gender – Methods of Developing Media Awareness, in *Media Matters in South Africa*, (eds.) Prinsloo J and Criticos C, Media Resource Centre, University of Natal Press

Peer reviewed publications

Gillwald, A & Stork, C (2008) *Towards Evidence-based ICT Policy & Regulation: ICT access and usage in Africa*, Research ICT Africa, ISSN 2073-0845 and available at www.researchICTAfrica.net

Esselaar S, Gillwald A and Stork, C (2007) Towards and African E-Index: Supply-side Analysis of 16 African countries. Research ICT Africa! available at www.researchICTAfrica.net

Esselaar S and Gillwald A (2006) South African Telecommunications Sector Performance Review, *Link Centre Public Policy Research paper no. 8*, Witwatersrand University www.researchICTAfrica.net

Gillwald A (ed) (2005) *Towards and African e-Index: ICT access and usage in 10 African countries*, LINK Centre, Witwatersrand University, South Africa, www.researchICTAfrica.net

Gillwald A and Esselaar S (2004) South African Telecommunications Sector Performance 2004 Review, *LINK Centre Public Policy Paper No. 7*. Witwatersrand University

Gillwald A (ed.) (2003) ICT Sector Performance in Africa: a review of seven countries, Research ICT Africa! www.researchICTafrica.net .

Gillwald A and Kane S (2003) South African Telecommunications Sector Performance Review, *LINK Centre Public Policy Research Paper*, No.5, Witwatersrand University.

Gillwald, A (2003) National Convergence Policy in a Globalised World: Preparing South Africa for Next Generation Networks, Services and Regulation, *LINK Centre Public Policy Research Paper*. No.4, Witwatersrand University, Johannesburg.

Gillwald, A (2003) Under-serviced Area Licences in South Africa: Steps to achieving viable operators, *LINK Centre Public Policy Research Paper* no.3, Witwatersrand University, Johannesburg.

Gillwald, A: (1994) Women, Media and Democracy in South Africa, *Media Development*, London.

Gillwald, A: (1993) The Public Sphere, the Media and Democracy, *Transformation*, no21, pp 65 - 77, University of Natal Press.

Gillwald, A: (1992) Gender, Media and Democracy, *Sash*, vol.35, no.2..

Gillwald, A: (1991) Media morality: Media morality: More than Codes of Ethics in *Media in a New South Africa*, IDASA.

Gillwald , A (1984) Hawkers of Umtata - Reflections on the Current Situation, *Transkei Development Review*, vol. 3, no. 1-2, pp 32 - 41.

Recent Published Conference proceedings

Gillwald, A (2008) *Where are we now? Reviewing African indicators after the World Summit on the Information Society (WSIS)*,

http://www.allacademic.com/meta/p_mla_apa_research_citation/1/1/2/1/8/p112180_index.html

Teljeur, E, Gillwald, A, Steyn, G and Storer, D. (2003) *Regulatory Frameworks Impact and Efficacy* Vol.1. and Vol.2. Trade and Industrial Policy Strategy and Development Policy Research Unit, University of Cape Town.

Presentations

Presented papers and participated in conferences in the areas of media, gender and telecommunications, including:

2010 – *Costing Open Access*, OECD/AFDB workshop on Broadband and Open Access, Tunis.

2010 *Indicators for Africa*, ITU /UNCTAD Measuring the Information Society, Korea National Department of Statistics, Seoul.

2010 *Lessons from Africa on the end of Roaming*, International Telecommunications Society 2009

2009 *Broadcasting Governance*, World Intellectual Policy Organisation (WIPO), Standing Committee on Copyrights and Related Rights, Geneva.

- 2009 *Towards Evidence Based Legislation & Oversight, The Role of Parliamentarians in the Development of an Equitable Information Society*, Kigali, Rwanda.
- 2009 *Assessing ICT access and usage in Africa*, EuroCPR, Seville.
- 2008 *Towards Evidence Based Policy: ICT Access and Usage in Africa*, Telecommunications Policy and Regulatory Conference, Washington, United States.
- 2008 *Assessing Telecommunications Performance in Africa*, Conference on Telecommunications Infrastructure and Performance TELECOM Paris Tech.
- 2008 *Measuring ICT access and usage in Africa*, International Telecommunications Union WSIS Review: Measuring the Information Society, Geneva.
- 2007 *Towards an African e-Index: Developing ICT indicators for Africa*, LIRNE.net Regulators Forum, Montevideo.
- 2006 *Can the Developmental State Deliver ICT services in South Africa?* EU Regulatory Review, Free University of Brussels, Belgium.
- 2005 *Next Generation Networks for Developing Countries*, ITU NGN Workshop, Special Project Unit, Geneva www.itu.int
- 2004 *Building Organic Knowledge Networks: A key to effective multi-stakeholder ICT policy and governance*, University Of Padova Colloquium On The Multi-Stakeholder Approach In Information And Communication Policy, Isle Of San Servolo, Venice, 22-23rd November 2004.
- The role of reform in stimulating telecommunications investment*, LIRNEasia, Colombo, Sri Lanka.
- Stimulating Investment in Network Extension: the case of South Africa*, World Dialogue on Regulation African Expert Forum, Cairo.
- Transforming Telecom Reform in Africa*, Africa Telecom, International Telecommunications Union, Cairo.
- 2003 *Transforming Telecom Reform: the Case of South Africa*, Dialogue on ICTs and Poverty: Harvard Forum lead by Amartya Sen and Michael Spence, Cambridge, USA.
- ICT Policy Challenges for South Africa*. TIPS Conference on Privatisation, Competition and Regulation in South Africa, Johannesburg.
- 2002 *Global Governance and Local Exclusion: the case of South Africa*, *Tel.com 2002*, Johannesburg, South Africa.
- 2002 *Broadband: South African Case Study*, Commonwealth Telecommunications Organisation Symposium, Kuala Lumpur.
- 2002 Invited participant to *World Dialogue on Regulation Expert Forum*, Skødsberg, Denmark.
- 2002 *Convergence and Divergence in ICT regulation*, International Institute for Communication, Johannesburg, South Africa.
- 2001 *Policy and Regulatory Challenges of the Digital Divide*, ITU Africa Telecom, Johannesburg, South Africa.

- 2001 A *Prospect for Digital Broadcasting in South Africa*, Broadcast Africa conference, Johannesburg.
- Broadband: A South African Case study*, ITU meeting of the Secretary General's Special Projects Unit.
- 2000 Conference Convener for *ICT 2000: Innovation, Delivery and Development*, Wits University, Johannesburg, July 2000.
- 2000 First and Third World Perspectives on Globalisation: Manuel Castells National Seminar Series, Centre for Higher Education Transformation (CHET), Pretoria. Paper: *Building Castells in the Ether: ICT sector response to Manuel Castells' Information Age Trilogy*.
- 1999 Telecom 99, International Telecommunications Union, Geneva, October, 1999.
Paper: *Women, Telecommunications and Development*.
- ITU Regional Meeting on Telecommunications Reform, Botswana. Paper: *Gender, Labour and Consumer Interest Regulations in Developing Societies*
- 1998 International Telecommunications Union (ITU) Meeting to establish Task Force on Gender Issues, chair of Working Group 1.
- Representative on the Stakeholders Committee for the Broadcasting Green and White Papers.
- Africa Telecom 98. Johannesburg. Paper: *Convergence, Regulation and the Public Interest*.
- 1997 Namibian Communication Policy Forum, Windhoek. Presentation: *South Africa's experiences in establishing an independent regulator for telecommunications*.
- MISA workshop in Zimbabwe on devising legislation to open up the broadcasting and telecommunications sector and establishing an independent regulator. Presentation on the South African perspective.
- 1996 International satellite communication workshop and conference, Washington, US.
- 1996 ISOG '96 Satellite Conference: Paper: *The Politics of Deregulation*.
- 1996 Information Society and Development Conference, Gallagher Estate, South Africa, rapporteur, seconded to Ministry of Post, Telecommunications and Broadcasting. First G7 meeting to be held in Southern Hemisphere.
- 1993 African Studies Association 32nd meeting, Boston, US. Paper: *Gender Media and Democracy in South Africa*.
- 1992 South African Communication Association, 15th annual congress, UOFS. Paper: *A New Public Sphere – The role of the Mass Media in the Realisation of Democracy*.
- 1990 The Shape and Role of the Media in a New South Africa, Media Policy Workshop, IDASA and Campaign for Open Media. Paper: *Ethics and Media Policy*.
- 1988 Regional Perspective on Natal, University of Natal, Durban. Paper: *'A Black Coup' - Inkatha and the sale of Ilanga*.

International Lectureships

- 2011 Young Scholars Programme, DIRSI, Lima, Peru.
ICTpolicy and Regulation, Polytechnic, Windhoek.
- 2010 Customised training of new Namibian Communications Regulatory Authority of Namibia.
- 2009 Young Scholars Programme, CPRsouth, Colombo, Sri Lanka.
- 2009 Young Scholars Programme, CPRsouth Beijing.
- 2005 LIRNEasia Regulator's Workshop, Lessons from South Africa, Singapore.
- 2004 Telecom reform for Developing Countries: Lessons from South Africa, International Seminar on ICT Policy Reform and Rural Communication Infrastructure for the Central Asian Republics, Keio University, Tokyo.
- 2004 Universality at International Regulatory Programme for Developing Countries, Technical Academy, Kalmar, Sweden.
- 2003 Universality at International Regulatory Programme for Developing Countries, Technical Academy, Kalmar, Sweden

2003 - Transforming Telecoms Reform for Development Seminar, invitation lecture for Centre for Public Law and Innovation, University of Toronto.
- 2003 Commonwealth Telecommunications Organisation (CTO) Telecommunication Policy Regulation and Law programme for West African Telecommunications Regulators, Ougadougou, Burkina Fasso.
- 2002 International Telecommunications Union (ITU) Telecommunication Policy Regulation and Law programme for Association ICT Regulators of East Africa, ITU Centre of Excellence, Nairobi, Kenya.
- 2001 Commonwealth Telecommunications Organisation (CTO) Telecommunication Policy Regulation and Law programme for Southern African Telecommunications Regulators, Lusaka, Zambia.
- 2000 ITU/ CTO Telecommunication Policy Regulation and Law programme for Caribbean regulators in Trinidad and Tobago.

Office, awards, service

- 2009 Invitee to Brazilian government international expert group on Brazilian broadband policy.
- 2009 Invitee to Harvard II: Second IDRC Roundtable on ICT for Poverty Alleviation hosted by Nobel laureates Amartya Sen and Michael Spence, Harvard University
- 2008 Reappointed to the Board of the SABC. (dissolved 2009)
- 2007 Editorial board of Review of Policy Research, Blackwells, London.

1998-2005 Board of Media, Monitoring Project

2004-2008 Appointed by the President on the recommendation of Parliament to the Board of the South African Broadcasting Corporation.

2004 Selected as one of six members to the United States Social Sciences Research Council (SSRC) international panel on ICT and Transnational Civil Society.

2003 Invitee to Harvard 1: IDRC Roundtable on ICT for Poverty Alleviation hosted by Nobel laureates Amartya Sen and Michael Spence, Harvard University.

2002-2004 Member of the Board of Womensnet.

2001 Appointed by the Minister of Communications to the chair of the South African Digital Broadcasting Advisory Body.

2001 International Advisory Board, University of West Indies, Masters in Telecommunications Regulation.

2000 Founding Editor, *Southern African Journal of Information and Communication*, Witwatersrand University (accredited in 2003).

2000 Appointed to the African Communications Ministers' Advisory Group by Minister of Communications.

1998 International Telecommunications Union (ITU) Task Force on Gender Issues (Chair of Working Group 1 on reform, legislation and regulation.)

1997 Appointed to founding Council of the South African Telecommunications Authority.

1996 Seconded to intergovernmental task team for G8 in Africa - Information Society and Development ISAD)

Seconded to Department of Communication task team on institutional design for implementation of national policy and law.

1994 Board member of the Media Monitoring Project.

1994 Advisory committee member of the Independent Media Commission for first democratic elections in South Africa.

1993 Campaign for Independent Broadcasting, liaison for Natal

1992 Advisory board member (media) of Sached.