

# Chairman's Note



**D**espite the downturns in the economy world wide, this year again proved to be a very successful one for the telecom sector in Pakistan. It was a year full of competition, growth, introduction of new services, consumer and operator friendly Regulations and industry consolidation. It gives me immense pleasure to share all such fascinating experiences with you through this Annual Report of Pakistan Telecom Authority for the year 2008-09. The report covers the regulatory activities conducted by the Authority with detailed analysis of each segment of telecom market for the year 2008-09.

After joining as Chairman, I prioritized focus areas of work. My first and foremost priority was rapid proliferation of Broadband all across the country. For this purpose, we designed a phased strategy. Our efforts proved fruitful and today we have achieved a Broadband growth rate of 146% in just one year. The second prime effort was the protection of consumer's interest. For this, a strategic roadmap was developed which included a new complaint handling mechanism, consumer rights awareness and approving of Consumer Protection and Anti-SPAM Regulations 2009. Thirdly, we worked in hand with the Government to strengthen national security by introducing a SIM Verification System by calling '789' and verifying antecedents before getting SIMs activated. Finally keeping in view our vision, PTA promoted healthy competition while maintaining level playing field for all operators.

I made sure that operators do not publish deceptive advertisements, check the quality of service periodically through surveys, consultancies and sophisticated tools. Details have been elaborated in the report for comprehensive reading.

As Chairman of the organization, I feel completely satisfied over our and sector's performance in the foregoing year. Although global and domestic tsunamis made life difficult for the sector but thanks to the timely interventions by the Government of Pakistan through attractive incentives in the form of reduction of GST/FED, activation tax and lowering of custom duties. We are now on the track of recovery and I strongly believe that this dip in the sector would soon be taken over by resilient growth.

I am proud of my team at PTA and would like to extend my appreciation for making every effort to materialize my vision. I would also like to appreciate the Economic Affairs team for compiling this report professionally in a very short span of time. I hope this report would serve its purpose and will be useful for all the investors, stakeholders, researchers and academia.

Dr. Mohammed Yaseen  
Chairman