



ZIMBABWE
Media and telecoms landscape guide

September 2011

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1. Introduction

Zimbabwe is at risk of drought, chronic food shortages and conflict as it faces an uncertain political and economic future.

The country's once prosperous economy, based on agricultural and mineral exports has suffered a catastrophic decline since 2000.

This has led to falling living standards, soaring unemployment and massive emigration, mostly to neighbouring South Africa and Botswana.

According to the International Organization for Migration (IOM), at least three million Zimbabweans have gone abroad in search of better opportunities.

About 13 million people remain resident in the country.

Agricultural output has declined as land reforms aimed at transferring the control of Zimbabwe's richest farmland from white to black ownership have resulted in lower productivity.

The decline in food production, aggravated by recurrent drought, has made a large swathe of Zimbabwe's population dependent on food aid.

Falling living standards and crumbling water and sewerage infrastructure led to a cholera epidemic in 2008 which killed almost 4,500 people.

HIV/AIDS is a major health problem. UNAIDS estimated that there were 1.2 million people living with HIV/AIDS in Zimbabwe in 2009, giving the country an HIV/AIDS prevalence rate of 14.3%.

President Robert Mugabe has ruled Zimbabwe continuously since independence under black majority rule in 1980.

He has been accused by local and international human rights groups of using violence against the opposition and manipulation of the media and the electoral process to stay in power.

Human rights organizations accuse Mugabe of using the security forces and militants from his Zimbabwe African National Union – Patriotic Front (ZANU-PF) party to harass and attack opposition sympathisers.

Mugabe was once lauded by the business community for his liberal economic policies, but in recent years he has been accused of gross economic mismanagement.

Hyper-inflation forced Zimbabwe to abandon its devalued and virtually worthless currency in 2009. The country now relies on the US dollar and to a lesser extent the South African rand for domestic monetary transactions.

Since January 2009, Mugabe and his ZANU-PF party have been forced into a tense and difficult power sharing arrangement with the opposition Movement for Democratic Change (MDC).

They formed a transitional government of national unity with the help of mediation by Zimbabwe's Southern African neighbours to prevent the country from sliding into conflict following the disputed outcome of parliamentary and presidential elections held in 2008.

Under this arrangement, Mugabe and ZANU-PF retain an iron grip on the security forces, the central bank and the state media.

MDC leader Morgan Tsvangirai is Prime Minister. His party controls the Finance Ministry and many of the social affairs ministries, including Health and Education.

The MDC was formed as an opposition party in 1999 with the backing of Zimbabwe's trade union movement and Zimbabwe's white minority.

It has accused ZANU-PF of rigging every national election to stay in power since then.

Under the terms of the September 2008 Global Political Agreement (GPA), ZANU-PF and the MDC agreed to share power in a transitional government of national unity for two years.

This joint administration was tasked with organizing fresh elections under a new constitution in 2011.

However, by September 2011, the new constitution had not yet been approved by referendum and the timing of the next presidential and parliamentary elections remained uncertain.

Mugabe, who was then 87, showed every indication of running for a new term as head of state. No obvious heir apparent had emerged within ZANU-PF to succeed him.

The leadership of ZANU-PF includes many senior military figures who rose to prominence during the guerrilla war against white minority rule in the 1970s.

The military establishment which these veterans represent has become a powerful political and economic force in Zimbabwe in its own right.

The military leadership draws financial strength from the army's control of the recently discovered Marange diamond mines in south eastern Zimbabwe.

The main languages spoken in Zimbabwe are **English, Shona** and **Ndebele**.

Nearly three quarters of Zimbabweans speak Shona or a dialect of Shona as their first language, but English is the main language of government and business.

Ndebele, which is mostly spoken in western Zimbabwe around Bulawayo, is the first language of about 16% of the population.

In 2009, Zimbabwe claimed an adult literacy rate of 92%, one of the highest in Africa.

Education became free after independence. Primary and secondary school enrolment increased steadily during the 1980s and 1990s.

However educational standards have fallen since 2000 as a result of the economic crisis.

Education is no longer free and many teachers have emigrated or left the profession.

Tough government restrictions on the independent media have eased slightly since 2009 under the transitional multi-party government.

The state retains monopoly control of domestic radio and television.

However, several influential privately owned daily and weekly newspapers compete with the state controlled print media.

Zimbabwe moved up to 123rd place out of 178 in the Reporters Sans Frontieres (RSF) 2010 Press Freedom Index, from 136 in 2008, following an easing of restrictions on the media after the MDC was brought into government.

But the international press freedom organization warned: "surveillance, threats, imprisonment, censorship, blackmail, abuse of power and denial of justice are all brought to bear to keep firm control over the news".

Mobile phone use is widespread and growing. At least half of all Zimbabweans owned a handset.

The Post Office and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) said there were 6.5 million mobile subscribers in early 2011.

But mobile phone usage is growing fast. Subscriber figures issued by Zimbabwe's three mobile phone companies indicate that by September 2011 there were more than 8.5 million SIM cards in use.

According to POTRAZ, the mobile network covered 90 to 95% of the population and 40% of Zimbabwe's land area.

The Zimbabwe All Media Products and Services (ZAMPS) survey reported that mobile phone ownership amongst urban adults had reached 86% by the end of 2010.

The coordinating organisation for international humanitarian and emergency aid to Zimbabwe is UNICEF.

Humanitarian organisations planning to launch communications initiatives with intended beneficiaries in Zimbabwe should coordinate their actions with other stakeholders through the UNICEF office in Harare and the Cluster leads.

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Zimbabwe at a glance

Population (est. 2010)	12.6 million (1)
Main languages	English, Shona, Ndebele
Other languages used in broadcasting	Tonga, Chewa, Venda, Shangani, Kalanga, Nyanja, Manyika, Ndau
Radios per 1,000 people (2003)	100 / 1000 (3)
TV sets per 1,000 people (2007)	33 / 1000 (3)
GDP per capita (2010)	\$500 (5)
Adult literacy rate (2009)	92% (2)
Mobile phone penetration (2011)	6.5 million (4)
HIV/AIDS prevalence rate (2009)	14.3%
Mobile network coverage	< 95% of population > 40% of land area (4)
Internet subscribers (2010)	1.4 million (5)
Ranking in UN Human Development Index 2010	169 out of 182
Ranking in RSF World Press Freedom Index 2010	123 out of 178

(1) World Bank

(2) UNESCO

(3) www.pressreference.com/Uz-Z/Zimbabwe.html

(4) Post Office and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ)

(5) ITU

NB Official statistics on all aspects of life in Zimbabwe are unreliable and often contradictory. All figures should be treated with caution.

2. Media Overview

Radio is the main source of news and information in Zimbabwe.

There are more than a million radio sets nationwide.

Television is also popular.

There are about 400,000 TV sets in Zimbabwe.

However, widespread poverty, poor TV reception and frequent power cuts mean that television is much less watched in rural areas.

The main languages used in the media are **English** and **Shona**.

Nearly three quarters of all Zimbabweans speak Shona or a dialect of Shona as their first language.

Two of Zimbabwe's four radio stations also make widespread use of "**Shinglish**" – English interspersed with Shona words and phrases.

Some radio programmes are broadcast in **Ndebele** and other minority languages, particularly on **National FM**, a radio station aimed mainly at rural audiences.

Most urban Zimbabweans speak English well enough to communicate, but English is not as widely spoken as it was in the 1990s.

However, in a nation where the ethnic fault line between Shona and Ndebele is still a politically delicate matter, English remains the neutral language of business, the law and government.

Nearly all of Zimbabwe's newspapers are published in English.

President Robert Mugabe and his ZANU-PF party maintain tight control over domestic radio and television through the state-run **Zimbabwe Broadcasting Corporation (ZBC)**.

The president and his party also dictate the editorial line and influence staff appointments at the government-controlled **Zimpapers** newspaper group.

Zimpapers publishes **The Herald** daily newspaper in Harare, **The Chronicle** in Bulawayo and a stable of national and regional weeklies.

There are two privately owned daily newspapers in Harare; **NewsDay** and **The News**. These are both critical of the government and very influential.

In addition, several privately- owned weekly newspapers are keenly followed for breaking news and independent comment.

The most prominent of these is the **Financial Gazette**. The newspaper is widely followed within the educated elite for its political as well as its business news coverage.

Most newspapers are sold within a 100 km radius of Harare and Bulawayo, the two main publishing centres.

ZBC continues to enjoy a monopoly of the air waves, despite an official government commitment to liberalisation.

It operates four radio stations and two television channels.

The Global Political Agreement (GPA) of September 2008, which brought the opposition Movement for Democratic Change (MDC) into a power-sharing transitional government, called for the immediate liberalisation of broadcasting and the repeal of repressive media laws.

However, nearly three years later, in September 2011, the legislation remained unchanged and no radio or TV licences had been issued to private operators.

MDC leaders said this was one of several areas of reform that had been blocked by ZANU-PF hardliners.

Mugabe has consistently used ZBC to glorify ZANU-PF and vilify its opponents.

This state of affairs has not changed a great deal since the president agreed to share power with the MDC, his bitter rival.

Many Zimbabweans have tired of listening to the relentless pro-Mugabe and pro-ZANU-PF propaganda on ZBC, so they tune in to foreign radio stations for news about their own country.

Studio 7, a daily programme segment of **Voice of America (VOA)** beamed at Zimbabwe on Medium Wave and Short Wave, is particularly popular.

The government tries to jam Studio 7, which is broadcast from a VOA transmitter just over the border in Botswana. But its signal is strong and its broadcasts are normally clearly audible.

Attempts to jam other overseas radio stations broadcasting to Zimbabwe on Short Wave have also been reported.

Audience survey data shows that nearly half of all television viewers in Zimbabwe have turned their back on ZBC to watch foreign channels on satellite instead.

The Zimbabwe All Media Products and Services (ZAMPS) survey for the first quarter of 2011, an advertising industry research tool, indicated that 47% of urban viewers watched satellite TV, whereas only 33% watched the two channels broadcast by ZBC.

The remainder of urban TV viewers simply watched videos on DVD.

The same ZAMPS survey showed that in rural areas, where fewer people have satellite dishes, the split between viewers of ZBC and foreign channels was more even.

Many foreign channels can be viewed free of charge on the WizTech satellite TV service. South Africa's four **SABC** channels and the privately owned South African commercial channel **e.tv** are particularly popular.

Tight government restrictions on the broadcast and print media and the departure of many Zimbabwean journalists to other countries have spurred the development of online news services about Zimbabwe.

Many of these websites are edited and hosted abroad, but they are avidly followed by those who have access to the internet at home.

One of the most comprehensive and widely followed news consolidator sites, is www.zimbabwesituation.com. It draws news from a wide variety of local and international sources.

Most Zimbabwean newspapers publish an online edition.

Zimbabwe moved up to 123rd place out of 178 in the Reporters Sans Frontieres (RSF) 2010 Press Freedom Index from 136 in 2008.

This reflected a slight relaxation of restrictions on the local and foreign media under the transitional multi-party government.

But the international press freedom organization observed: *"surveillance, threats, imprisonment, censorship, blackmail, abuse of power and denial of justice are all brought to bear to keep firm control over the news"*.

RSF, the Media Institute of Southern Africa (MISA) and the Zimbabwe Media Monitoring Project, have all noted that hate speech is common in the state-controlled media is common, especially at election time.

Commenting on the 2008 elections in Zimbabwe, MISA said:

"Hate speech in state media has been used to excite hostility and social tension by bringing into contempt any persons associated with the opposition or any known critic of the government."

This virulent form of intimidation against government opponents' combines malicious and untrue allegations with assassinating the character of those who hold different views so as to silence them and arouse anger, alarm and resentment against them.

ZANU (PF) authorities, through state media, have been spewing venom claiming to unify society while singling out the opposition as responsible for all

sorts of covert conduct deemed as tending towards insurrection against the established order that was brought about by the liberation struggle.

While name-calling and melodramatic language is characterised of elections in any country, the systematic manner in which divisive language that belittles anyone who is not ZANU-PF has been used to fracture the Zimbabwean society has become an issue of public concern.....

The tone of many of their articles, editorials, together with many letters to the editor written by unknown persons purporting to be speaking on behalf of the government and the ruling party, was mocking and biting and meant to injure dignity, feelings and self-respect of those identified to be “enemies of the state”.

“While we can not exactly tell how the inciting language used directly translated into political violence on the ground, there is without doubt a direct link between the frequent instances of very insulting language directed at the opposition and the preparation of public opinion for the violence that occurred in this period.”

From 2002 until 2008 the Zimbabwean broadcast and print media was regulated by a government body called the Media and Information Commission. This had the authority to licence journalists and ban those who it considered unsuitable from publishing or broadcasting.

The Media Information Commission was dominated by ZANU-PF loyalists and showed little independence from government. However, the body was found to be unconstitutional in 2008, and was dissolved.

Its successor, the Zimbabwe Media Commission, (ZMC) was constituted in May 2010 with similar powers.

Most journalists work to the political expectations of their editors and generally refrain from political reporting that might put them at loggerheads with their bosses.

The standards of journalism in the private media are generally higher than in the state media.

However, highly critical reporting by the private media has led to charges of anti-government bias.

Journalists in the private media often downplay or ignore the positive aspects of government behaviour.

Media professionals in Zimbabwe have always been relatively poorly paid.

Corruption is common. Journalists often accept financial inducements to slant their reports in favour of a particular individual or organization. This occurs in both business and political reporting.

In 2010, ZBC's chief executive warned radio and TV journalists not to accept bribes from politicians or sell information from online news sites. He threatened to discipline those who continued such practices.

Cultural barriers to discussing private and family issues in the media are reinforced by fear of potential political repercussions.

The 'big man' culture, liberation rhetoric and respect for the gerontocracy in Zimbabwe limit or distort the coverage of issues concerning the President and his family.

Self censorship on issues concerning Mugabe is buttressed by draconian, and often used, legislation that criminalises criticism of the President.

Homosexuality is illegal in Zimbabwe and many journalists have a jaundiced view of gays and lesbians.

Anti-homosexual prejudice arises from cultural and religious considerations. It is also encouraged by the president's own hostility to what he perceives as Western-influenced sexual deviance.

Prejudice against homosexuals coloured media coverage of HIV/AIDS in the 1980s and 90s. However, considerable work has been done in the past decade to sensitise the media and reporting has improved significantly.

Most media organisations have collaborated enthusiastically with aid agencies in transmitting humanitarian messages.

This is often because aid agencies pay for "advertorial" space.

Aid agencies often provide transport for journalists to visit their field operations.

Until 2000 Zimbabwe was generally a tolerant host of foreign news organisations.

However, following hostile international media coverage of the seizure of white-owned farms and the ZANU-PF's alleged rigging of the 2000 parliamentary elections, the government expelled most foreign journalists who were resident in Zimbabwe.

It also radically reduced access to those visiting the country from abroad.

Many international broadcasters, including the BBC and CNN, were banned outright.

Between 2003 and 2009 it was almost impossible for foreign correspondents to report legally from Zimbabwe. Many reporters and media crews entered the country incognito and under cover. Some were arrested and expelled.

Much of the controversial reporting of Zimbabwe carried by the foreign media during this period was undertaken by locally-based Zimbabwean journalists, working undercover at great personal risk.

Since the Global Political Agreement of 2008 reporting regulations have relaxed somewhat.

During 2010 most foreign broadcasters and journalists were given permission to report unhindered from Zimbabwe.

The state has for long been suspicious of NGOs, and even churches, seeing them as organizations or vehicles for a perceived or actual regime-change agenda.

To buttress its support base, ZANU-PF has formed its own civic groups and associated political parties that faithfully support the ZANU-PF party line.

These include the Federation of Non-Governmental Organisations for Human Rights, Zimbabwe Lawyers for Justice, and various groups campaigning around the “anti-sanctions” agenda.

Whenever an issue of public interest is under debate, carefully selected members of these organisations are given space in government owned newspapers and on television to articulate the ZANU-PF viewpoint.

3. Radio

Overview

Radio is still the most popular source of news and information in Zimbabwe, especially in rural areas.

There are about a million radio sets in the country – roughly one for every 12 inhabitants – according to the online database PressReference.

The government-run **Zimbabwe Broadcasting Corporation (ZBC)** retains a monopoly of broadcasting in the country, so the choice of stations is limited.

ZBC's news and current affairs coverage is heavily slanted towards promoting the image of President Robert Mugabe and his ZANU-PF party and vilifying his opponents.

Some Zimbabweans therefore tune in to foreign radio stations instead for more balanced and complete news about what is happening in their country.

Furthermore, ZBC's FM broadcasts do not reach large swathes of Zimbabwe. A parliamentary committee concluded in early 2011 that ZBC radio covered less than 45% of the country.

Studio 7, a daily segment of programming about Zimbabwe that is broadcast daily by **Voice of America (VOA)** is particularly popular.

Studio 7 is broadcast on Short Wave and Medium Wave from a transmitter just across the border in Botswana.

It puts out two hours of news and current affairs programming every evening in **English, Shona** and **Ndebele** from Monday to Friday. This is reduced to one hour of programming daily at weekends.

The Zimbabwean government tries to jam Studio 7, but its broadcasts are usually clearly audible.

In the past, the government has also tried to jam Short Wave broadcasts by **BBC World Service** and **Radio SW Africa**, a radio station set up in London by Zimbabwean exiles.

Another overseas radio station that beams programming specifically at Zimbabwe on Short Wave is **Voice of the People**.

This was set up in 2000 by a group of former ZBC journalists with funding from the Soros Foundation and the Netherlands.

It broadcasts to Zimbabwe on Short Wave three times a day in **English, Shona** and **Ndebele** from a transmitter in Madagascar.

Most ZBC radio programmes are broadcast in **Shona**, which is spoken by nearly three quarters of the population of Zimbabwe, and **English**, the official language of government and business.

Some programmes are also broadcast in **Ndebele**, which is widely spoken in Western Zimbabwe, and other minority languages.

Two ZBC news and entertainment stations also make wide use of “**Shinglish**” a vernacular mix of Shona and English.

Survey evidence indicates that radio audiences are declining in urban areas, where people increasingly prefer to watch television.

The first quarter 2011 Zimbabwe All Media Products and Services (ZAMPS) survey showed that 64% of the urban population had access to a working radio, but only 33% listened regularly to a particular station.

The peak listening periods were in the early morning and late afternoon, especially during “drive time” when people were going to and from work.

ZBC operates four radio stations. All of them broadcast nationwide on FM and Short Wave. They are:

- **Spot FM** (formerly known as Radio One) – This is a music, news and current affairs station aimed at a mature audience. It broadcasts mainly in **English**.
- **Radio Zimbabwe** (formerly known as Radio Two) – This is an entertainment station with a heavy emphasis on playing Zimbabwean music. It broadcasts mainly in **Shona** and **Ndebele**. Some news and current affairs programmes are in **English**.
- **Power FM** (formerly known as Radio Three) – This station is aimed at an urban youth audience. It plays a lot of European and American pop music and makes wide use of “**Shinglish**.” Power FM is the most popular FM radio station among urban listeners.
- **National FM** (formerly known as Radio Four) – This station mainly broadcasts in minority languages to rural audiences. It focuses mainly on educational and social affairs programming.

The Zimbabwean government launched a major drive in 2010 to extend the reach of FM radio and television within the country by replacing old transmitters and building new ones.

This has brought FM radio and terrestrial free-to-air television broadcasts to many parts of Zimbabwe which previously lacked coverage. They include **Beitbridge** and **Plumtree** in the south and **Mudzi** and **Saint Albert’s** in the Dande Valley in northern Zimbabwe.

The transmitter network is owned and operated by a parastatal called **Transmedia Corporation**. This also provides broadband internet services.

In 2011, Transmedia claimed to own and operate 76 FM transmission masts across the country.

The government's refusal to allow any private radio stations until now has sparked some unusual initiatives to find substitutes.

These include:

- **Radio Dialogue** www.radiodialogue.com – an initiative launched by Bulawayo-based Roman Catholic priest Nigel Johnson to set up a community radio station in Bulawayo as soon as broadcasting laws permit. Meanwhile Radio Dialogue distributes programmes on cassette and CD to be played at public and private meetings. The initiative was launched in 2001.
- **Nehanda Radio** www.nehandaradio.com – a UK-based internet radio station for Zimbabwe run by journalist Fortune Tazvida. It began broadcasting in 2006.
- **Freedom Fone** – www.freedomfone.org – free software developed by Kubatana.net, an online alliance of Zimbabwean civil society organizations. It enables a computer connected to one or more phone lines to become a dial-up information service. Freedom Fone enables callers to listen to a selection of recorded messages and leave a message of their own.

Zimbabwe is the only country in southern Africa where the state enjoys complete monopoly over terrestrial electronic media.

In the late 1990's a series of court actions forced the government to liberalise the airwaves. Several private radio stations were subsequently granted licences.

Only one of these, Capital Radio, managed to go to air briefly. It broadcast on FM to central Harare for six days in 2000 from a makeshift studio at the top of a city centre hotel.

The police then raided the station and impounded its equipment.

The former ZBC broadcasters who had had set up Capital Radio went into exile soon afterwards. They subsequently launched Radio SW Africa, a short wave and internet radio station, which has operated from London ever since.

Besides, Radio Dialogue, other embryonic private radio stations poised to launch should broadcasting laws permit include **Community Radio Harare** and the **Nkabazwe Community Radio Initiative** in **Gweru**.

The **BBC World Service for Africa** can be accessed on Short Wave in **English**, but there is little hard evidence of how many people listen to it.

The BBC does not appear to have a large mass audience in Zimbabwe.

People living near Zimbabwe's borders can pick up radio broadcasts from neighbouring countries, including South Africa, Botswana and Zambia.

In some districts these are the only stations available on FM.

Anecdotal evidence suggests that even where ZBC is available, local people sometimes prefer the cross-border alternative.

This appears to be the case in Victoria Falls, where two community stations located in nearby Livingstone, across the Zambezi river in Zambia are very popular, particularly for the programmes that they broadcast in the local Tonga language.

Radio stations

Zimbabwe Broadcasting Corporation (ZBC) www.zbc.co.zw

State-run ZBC maintains an official monopoly over radio and television broadcasting in Zimbabwe.

It operates four radio stations which broadcast nationwide 24 hours per day on Short Wave and FM.

However, the quarterly Zimbabwe All Media Products and Services (ZAMPS) survey has shown a decline in ZBC radio audiences in recent years.

The ZAMPS surveys indicate that radio listeners are increasingly tuning in to foreign radio stations instead or abandoning radio altogether for other media.

The ZBC radio stations are:

- **Spot FM or SFM** – This station was formerly known as Radio One. It features music, current affairs of a social nature. Spot FM broadcasts mainly in **English**. It is aimed at a mature audience.
- **Radio Zimbabwe** – This news, music and entertainment station was formerly known as Radio 2. It plays a lot of Zimbabwean music. There are news bulletins every hour and some current affairs programmes. Radio Zimbabwe targets a general audience. It broadcasts in **Shona, Ndebele and English**.
- **Power FM** – This music and entertainment station is aimed at an urban youth audience. It was formerly known as Radio 3. It. During the early 2000s, Power FM mainly played African music. However, since then it has tended to play much more British and American pop music. There are news bulletins on the hour. The radio station makes heavy use of “**Shinglish**,” a vernacular mix of **Shona** and **English**. Survey evidence shows that Power FM is the most popular FM station for urban listeners.
- **National FM** – This station, formerly known as Radio 4, broadcasts mainly in Zimbabwe’s minority languages. These include **Tonga, Venda, Sotho** and **Kalanga**. National FM focuses mainly on educational programming and is aimed at rural audiences. A perennially popular programme is “*Bvunzai Tete*” (Ask Auntie). This addresses health and social issues. The presenter, who also produces the programme, is a trained HIV/AIDS counsellor. *Bvunzai Tete* provides an on-air dating service. It has been running for more than 10 years.

ZBC has regional correspondents based in all 10 provincial capitals of Zimbabwe and radio production studios in **Harare, Bulawayo and Mutare**.

However, much of its studio and transmission equipment is old and obsolete. Zimbabwe's parliamentary committee on the media and information technology said in report cited by the media and telecoms news website www.balancing-africa.com in June 2011 that ZBC radio broadcasts covered less than 45% of the country.

The same report also said that ZBC's Bulawayo studios were in a particularly bad state of disrepair.

Transmedia Corporation www.transmedia.co.zw, the parastatal which runs Zimbabwe's radio and TV transmission infrastructure, began a programme of building new transmission masts in 2010 in order to extend ZBC's patchy national coverage.

In August 2011, Transmedia said on its website that it operated 76 FM radio transmitter sites across Zimbabwe.

However, in August 2011, infoasaid was only able to confirm the existence of the following 22 working FM transmitter masts. Each one broadcasts all four ZBC radio services:

Beitbridge
Bulawayo
Chipinge
Chiredzi
Chivhu
Gokwe
Gwanda
Gweru
Harare
Hwange/Kamativi
Kadoma
Kariba/Karoi
Lowveld/Rutenga
Masvingo
Mount Darwin
Mudzi
Mutare
Mutorashanga/Bindura
Nyanga
Plumtree
Saint Albert's
Victoria Falls

ZBC staff appointments are mainly determined by the Ministry of Information.

Radio and TV news programmes give maximum coverage to President Mugabe and his party's activities. They are always presented in a favourable light.

Prime Minister Morgan Tsvangirai and his MDC party, on the other hand, are virtually ignored by the state broadcaster.

In May 2008, five ZBC journalists were fired for “threatening national security” following their positive news coverage of the election campaign of the MDC, which was then in full opposition.

In May 2010, ZBC refused to reinstate the five journalists, even though by this time the MDC had by then been a partner in government for more than a year and its leader was Prime Minister.

In its appeal before the Arbitrator, Mwadziwa Chimhuka, ZBC said: "As a national broadcaster, we have national interests to protect. When there are threats to these interests, we are expected to protect them. The sending of the affected claimants on forced leave was part of the endeavours to protect national interests".

ZBC celebrates the diversity of Zimbabwean cultures and traditions, but shuns issues that are considered an affront to tradition, such as homosexuality.

ZBC also tries not to inflame tribal issues which are politically sensitive, particularly the divide between the Shona and the Ndebele.

Thousands of people – mainly from the Ndebele ethnic group – were killed during a military crackdown on supporters of the opposition ZAPU party in the 1980s.

ZAPU, led by the late Joshua Nkomo, had begun life as a rival nationalist guerrilla movement to Mugabe’s ZANU.

Nkomo was a Ndebele and ZAPU drew most of its support from Ndebele people in the Bulawayo area of South Western Zimbabwe.

It merged with Mugabe’s ZANU in 1989 to form ZANU-PF.

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ZBC Head of News and Current Affairs – Clifford Mufiri
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Head of Spot FM - Tinashe Chiname
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Head of Radio Zimbabwe - vacant

Head of Power FM – Head - Bridgette Gavanga
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Head of National FM - Walter Mfanochiya
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STUDIO 7 www.voanews.com/zimbabwe/programs/radio/65058892.html

Studio 7 is a daily programme segment for Zimbabwe broadcast by the **Voice of America (VOA)** Africa Division, from Washington.

It appears to be the most popular foreign radio station in the country.

Studio 7 broadcasts for two hours per day in the evening Monday to Friday and one hour per day at weekends on Medium Wave and Short Wave.

Its transmitters are situated at Selebi Phikwe in Botswana, near the border with Zimbabwe.

The Zimbabwean government has tried in vain to persuade Botswana to close down Studio 7.

VOA says the Zimbabwean government has tried jam Studio 7 since 2006, but the radio station can usually be heard well in most parts of Zimbabwe.

Studio 7 was launched in 2003 and is funded by the US State Department.

It provides strong news coverage of the Zimbabwean political scene, civil society activities, economic and business developments, health issues and sport.

There are also debates, extended interviews with political and social newsmakers and phone-in programmes.

The station also plays a lot of Zimbabwean popular music.

Studio 7 broadcasts news bulletins in **Shona, English** and **Ndebele** at the start of each broadcast.

It is normally on air from from 19.00 to 21.00 Zimbabwe time on weekdays and from 19.00 to 20.00 on Saturday and Sunday.

There have been many reports of ZANU-PF militias destroying the radio sets of people who are known to tune in to Studio 7. Party leaders have described it as a “pirate” radio station.

Washington-based presenters – Brenda Moyo
Blessing Zulu

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Radio SW Africa www.swradioafrica.com

SW Africa is run by Zimbabwean exiles in London. It broadcasts to Zimbabwe in **English** on Short Wave from the UK for three hours every evening.

Although less popular than Studio 7, Radio SW Africa has built a loyal audience across the country over the past decade.

Listeners can contact the station with comments and ideas. They are particularly invited to submit questions for its popular 'Question Time' programme via Facebook, Twitter, Skype, e-mail and text messages.

The station can be heard on 4880 Khz in the 60 metre band between 19.00 and 21.00 local time. Its programmes are also streamed live on the internet.

Radio SW Africa was founded by a group of Zimbabwean radio journalists who set up the country's short-lived private FM station Capital Radio in Harare in 2000. Although Capital Radio had received a government licence to broadcast, it was shut down by the police after six days of test broadcasts.

The producers and presenters of SW Radio are based in London:

Lance Guma
Email: lance@swradioafrica.com

Tichaona Sibanda
Email: tich@swradioafrica.com

Zimbabwe contact number: +263 772 643 871
Email: news@swradioafrica.com

Voice Of The People www.radiovop.com

The Voice of the People is a Short Wave radio station, set up by former ZBC staff with funding from the Soros Foundation and technical support from Radio Netherlands.

It broadcasts from a leased transmitter in Madagascar.

The station was established in the run-up to the 2000 general elections.

It broadcasts three times a day in **English, Shona and Ndebele**.

Voice of the People is on air from 06.00 to 0700 local time on 9875 KHz, from 18.00 to 18.30 on 9445 KHz and from 2000-2100 on 7330 KHz.

The March 2011 ZAMPS survey of media audiences in Zimbabwe showed that the station's audience was increasing. It said that 62% of radio listeners tuned in to Voice of the People in rural areas and 40% in urban areas.

Executive Director - John Masuku
Tel/fax: +263 4 707 123 (Zimbabwe)
+27 11 4829 378 (South Africa)
Email: voxpathzim@yahoo.co.uk
voxpath@ecoweb.co.zw
Address: P.O. Box 5750 Harare, Zimbabwe.

Radio Dialogue www.radiodialogue.com

Radio Dialogue was founded in Bulawayo in 2001 by Father Nigel Johnson, a Jesuit Roman Catholic priest, with the intention of providing a channel for political cultural and social debate in Bulawayo and the surrounding area.

This embryonic community radio station has been at the forefront of legal challenges to the government's restrictive media laws.

Radio Dialogue has fully equipped studios for radio production, music recording and video editing. It claims to be ready to start broadcasting free-to-air as soon as it receives the necessary licence.

In the meantime it has been making programmes which are distributed on cassette and CD to be played at a variety of public and private meetings.

These include road shows, cultural festivals, youth entertainments, debates, speaking contests, drama competitions, and community meetings.

Radio Dialogue has attracted community participation by setting up a network of Radio Dialogue Ward Committees and Dialogue Clubs.

Executive Director – Debra Mabunda
Mob: +263 772-217052
Email: pynnanda@yahoo.co.uk

Projects Coordinator – Kudzai Kwangwari
Mob: +263 712-618873
Email: kkudzai@gmail.com

Address: 9th Floor, Pioneer House, corner 8th Ave/Fife St, Bulawayo
Tel: +263-9-881009
881020
884858
Email: radio@radiodialogue.com

Nehanda Radio www.nehandaradio.com

Nehanda Radio is a UK-based internet radio station which has positioned itself to begin broadcasting from within Zimbabwe as soon as the radio spectrum is liberalised.

Launched in 2006, the station is run from London by journalist Fortune Tazvida.

Nehanda Radio has correspondents in Harare and Bulawayo.

Editor in Chief – Fortune Tazvida
Email: fortune@nehandaradio.com

Marketing and advertising – Vickie Storm
Mob: +44-7824-884-267
Email: Vickie@nehandaradio.com

4. Television

Overview

There were around 400,000 television sets in Zimbabwe in 2007, according to the online database PressReference.

The state-run **Zimbabwe Broadcasting Corporation (ZBC)** has an official monopoly of free-to-air terrestrial TV broadcasting.

However, viewers increasingly prefer to watch foreign channels beamed into the country by satellite.

According to the quarterly Zimbabwe All Media Products and Services (ZAMPS) survey, a research tool used by advertisers, less than half of all Zimbabwean TV viewers bothered to watch ZBC's two channels in early 2011.

The first quarter 2011 ZAMPS survey indicated that 47% of urban Zimbabwean viewers watched satellite TV, whereas only 27% watched ZBC1, the main state TV channel.

ZBC has an official monopoly of radio and TV broadcasting in Zimbabwe.

It acts as a propaganda mouthpiece of President Robert Mugabe and his ZANU-PF party and vilifies their opponents.

Although ZANU-PF has shared power with the opposition Movement for Democratic Change (MDC) since 2009, the state broadcaster gives scant coverage to MDC members of the government and their views.

ZBC broadcasts on two channels, but its recently re-launched second channel can only be received in Harare.

Poor reception, intermittent or non-existent power and low levels of disposable income ensure that TV is little watched in rural areas of Zimbabwe.

However, in urban areas, and in wealthier rural households, satellite TV is increasingly common.

Many Zimbabweans watch the bouquet of foreign channels that are available free of charge from the Wiztech satellite TV service. The only investment necessary is the purchase of a decoder.

Channels available free on Wiztech include the popular South African channels of **SABC** and **e.tv**, a movie channel, a documentary channel and two sports channels.

More affluent households subscribe to the pay TV services such as DSTV. These offer dozens of international TV channels and radio stations.

The full DSTV bouquet costs US\$70 per month. This puts it out of the reach of most poor Zimbabweans.

There were about 20,000 fee-paying DSTV subscribers in Zimbabwe in 2011.

However, pirate connections, hacked decoders, shared subscriptions, and DSTV decoders in bars and clubs allow many more people to watch the international news and entertainment that it offers.

Zimbabweans are great sports fans and sports channels are very popular.

But there is also a strong appetite for serious news. Most people with a TV set try to watch television news in the evening.

Urban, educated Zimbabweans of all social classes follow international affairs and international news coverage of Zimbabwe keenly.

In 2002 rioting broke out in the poor townships of south Harare triggered by international television news coverage of the fall of President Slobodan Milosevic in Yugoslavia.

Hundreds of poor young Zimbabweans hurled rocks at the police while shouting “Milosevic gone today, Mugabe gone tomorrow.”

No independent research has been conducted to assess the popularity of international broadcasters, but **Al-Jazeera**, **BBC**, and **CNN** are all well regarded for news.

Television was introduced in 1960 when Zimbabwe was still the British colony of Rhodesia.

During the period of white minority rule from the Unilateral Declaration of Independence in 1965 until the advent of internationally recognised independence under black majority rule in 1980, state-run Rhodesian Television, the forerunner of ZBC, was a notorious mouthpiece for the white minority government.

When Mugabe and ZANU-PF came to power, the authorities continued to use state television as a tightly controlled tool for government propaganda.

The national TV channel, ZBC1, broadcasts news and documentaries, music videos and a limited amount of bought-in drama shows.

Most of its programmes are in **English**, **Shona** and **Ndebele**. Some weekly programmes are broadcast in other minority languages.

ZBC launched a second channel in 1986, but this was privatised to become Joy TV in 1997.

The government closed down Joy TV in 2002, officially for failing to pay transmission fees.

However, it was well known that Joy TV's editorial independence and its practice of rebroadcasting BBC news irked Mugabe and ZANU-PF.

ZBC launched a new second channel called ZBC2 in May 2010. However, this can only be received within 80 km radius of Harare. It has so far failed to attract a significant audience.

ZBC2 is a commercial channel that mainly airs entertainment and sports programmes. Many of these are bought in from South Africa's e.tv.

ZBC2 broadcasts mostly in **English**.

Television stations

Zimbabwe Broadcasting Corporation (ZBC) www.zbc.co.zw

State-run ZBC has an official monopoly of free-to-air terrestrial broadcasting in Zimbabwe.

Its news and current affairs output is strongly biased in favour of President Robert Mugabe and his ZANU-PF party.

Although Mugabe has shared power with the opposition MDC in a government of national unity since 2009, ZBC television gives scant coverage to MDC leaders and their views.

ZBC television broadcasts from at least 16 transmitters around Zimbabwe, but a parliamentary committee on the media and information technology reported in 2011 that it only managed to cover 30% of the country.

In May 2011 the residents of Nyanga in the Eastern Highlands refused to pay their ZBC license fee because they were not receiving a signal.

In 2009, residents of Binga on the shores of Lake Kariba staged a similar protest.

ZBC operates two television channels:

- **ZBC1** is the main TV channel. It broadcasts nationwide in **English, Shona** and **Ndebele**. There are also weekly programmes in various minority languages. It broadcasts news and documentaries, music videos and a limited amount of bought-in drama shows.
- **ZBC2** is a commercial channel that focuses on entertainment and sport. It broadcasts mainly in **English**. Many of its programmes are bought in from the South African broadcaster **ETV**. The channel can only be received within 80 km of Harare. The channel was launched in May 2010, but after strong initial interest its audience declined sharply.

According to quarterly ZAMPS survey published in March 2011, only 27% of urban TV viewers in Zimbabwe watched ZBC1.

Earlier ZAMPS surveys show that the channel achieved a peak audience share of 34% in June 2010.

ZAMPS said just 6% of TV viewers watched ZBC2 in March 2011, down from 14% in the weeks following its launch.

ZBC is owned, funded and controlled by the government. Most staff appointments are determined by the Ministry of Information.

News bulletins give maximum coverage to President Mugabe and ZANU-PF activities. They are always presented in a favourable light.

But Prime Minister Morgan Tsvangirai and his MDC party, on the other hand, are virtually ignored by the state broadcaster.

In May 2008, five ZBC journalists were fired for “threatening national security” following their positive news coverage of the election campaign of the MDC, which was then in full opposition.

In May 2010, ZBC refused to reinstate the five journalists, even though by this time the MDC had by then been a partner in government for more than a year and its leader, Morgan Tsvangirai, was prime minister.

In its appeal before the Arbitrator Mwadziwa Chimhuka, ZBC said: "As a national broadcaster, we have national interests to protect. When there are threats to these interests, we are expected to protect them. The sending of the affected claimants on forced leave was part of the endeavours to protect national interests."

ZBC celebrates the diversity of Zimbabwean cultures and traditions, but it shuns issues that are considered an affront to tradition, such as homosexuality.

ZBC also tries not to inflame tribal issues which are politically sensitive.

Thousands of people – mainly from the Ndebele ethnic group – were killed during a military crackdown on supporters of the opposition ZAPU party in the 1980s.

ZAPU, led by the late Joshua Nkomo, had begun life as a rival nationalist guerrilla movement to Mugabe's ZANU.

Nkomo was a Ndebele and his movement drew most of its support from Ndebele people in the Bulawayo area of South Western Zimbabwe

ZBC suffers from lack of equipment, vehicles and editing suites, and is thus unable to cover many key issues.

As a result it has very few live outside broadcasts.

However, new investment, under way in 2011, underwritten by Iran, may change this situation.

ZBC is in the process of converting its radio and TV operations from analogue to digital. It also aims to extend the broadcast coverage of ZBC2 to the entire country as all member countries of the Southern African Development Community (SADC) migrate to digital broadcasting by the end of 2013.

The state broadcaster does cover humanitarian issues, but the network treats a number of humanitarian organisations with suspicion, assuming that they harbour aspirations of regime change.

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Business Development Manager – Chris Chivinge
Tel: +263 4 498 603/7

Head of News and Current Affairs – Clifford Mufiri
Tel: + 263 712 868 090

Head of ZTV1: Miss Emma Shamuyarira
+263 498 642-7 or +263 498622

Head of ZTV2: Miss Dorothy Chidzawo
+263 498 642-7 or +263 498622

ZBC, Pockets Hill, Box HG 456, Highlands Harare

SABC www.sabc.co.za

Three TV channels of South Africa's state-run broadcaster **SABC** are broadcast free-to-air on the Wiztech satellite.

They are therefore easily accessible to many viewers in Zimbabwe.

According to the ZAMPS March 2011 survey, 57% of urban satellite TV viewers in Zimbabwe watch one or more SABC channels.

SABC broadcasts three channels:

- **SABC1** – Entertainment and sport
- **SABC2** – News, current affairs and sport
- **SABC3** – Entertainment and culture

SABC's radio services can be heard on the audio channels of DSTV.

SABC maintains a bureau in Zimbabwe with a reporter and technical crew.

In the past SABC offered a state-inspired pro-Mugabe and ZANU (PF) slant on news from Zimbabwe.

In January 2011, A South African court ruled that SABC had been guilty of “unlawfully manipulating” its news coverage of Zimbabwe in 2005 and 2006 in favour of President Mugabe and his government and of blacklisting reports and commentators that were critical of the regime.

However, in recent years, SABC coverage of Zimbabwe has become more politically neutral.

SABC broadcasts in **English**, and several South African languages including **Zulu, Xhosa** and **Sesotho**.

Its main English language evening bulletin at 1900GMT is widely watched in Zimbabwe.

Zimbabwe Bureau Chief - Ephert Msekiwa +263 733 799 836
Correspondent: Shingai Nyoka
Correspondent: Nkosana Dlamini

e.tv www.etv.co.za

e.tv is a South African private television station that is available free-to-air in Zimbabwe via the Wiztech satellite.

It broadcasts mainly in **English** and carries a mix of news, sport and entertainment.

e.tv does not have news gathering bureau in Harare, but it maintains a strong interest in developments in Zimbabwe.

The station has tended to be critical of the Zimbabwe situation. It has broadcast several documentaries about human rights abuses in the country.

e.tv is based in Cape Town.

Chief Executive – Marcel Golding
Tel: +27 (11) 537 9300
Email: info@etv.co.za
Address: Block B, Longkloof Studios, Darters Road Gardens, Cape Town 8001, South Africa

CNN www.cnn.com

CNN is re-broadcast on DSTV, the main pay-monthly satellite bouquet broadcast from South Africa, on channel 401.

It is well-regarded by those who can afford the subscription, and is often referenced in local media reports.

CNN mostly covers the Zimbabwean story from Johannesburg. Its reporters and camera crews have managed to work in Zimbabwe with and without accreditation.

Johannesburg bureau chief: Kim Norgaard

Tel: +27 11 726 4251 / 6

Email: kim.norgaard@cnn.com

Address: 25 Owl Street, Auckland Park, 15th floor, Johannesburg, South Africa

BBC www.bbc.co.uk/news/world/africa

The BBC has an active television reporting bureau in Johannesburg. It has also maintained a low profile but effective network of stringers (part time correspondents) in Zimbabwe.

BBC television has devoted substantial resources to the Zimbabwe story over the past decade.

BBC World news and documentaries as well as entertainment channels are available via the DSTV platform.

Highly critical of the Mugabe government, the BBC is accused of being an agency of British-sponsored regime change.

BBC reporters were banned from Zimbabwe from 2000 until the opposition MDC joined President Mugabe in a transitional government of national unity in 2009.

For much of that time, the BBC has maintained a covert but active presence in the country.

Botswana TV, which can be accessed free-to-air on satellite, re-broadcasts BBC World news.

The audience for BBC TV news audience in Zimbabwe is therefore almost certainly higher than the ZAMPS survey figure of 2% would suggest. The ZAMPS figure only refers to viewers who watch BBC channels directly.

The British media, both electronic and print, exerts an unusually powerful influence in Zimbabwe, as they did in Rhodesia before 1980.

Those in authority find it is inconceivable that the BBC should not promote British government thinking. Consequently every critical report by the British

media is seen in Zimbabwean government circles as a hostile act by the British government.

Protestations by British diplomats that the BBC enjoys editorial independence are met with cynical disbelief.

A news report about Zimbabwe on the BBC will often attract front page coverage and extensive commentary in the Zimbabwean media.

Consequently, even if the original broadcast is only seen by a handful of people, its impact on public opinion can be profound.

BBC Johannesburg Bureau Chief - Peter Burdin
Mob: +27 824 502 729

Correspondent - Andrew Harding
Mob: +27 824 535 2082

Sky News www.sky.com

Sky News, which is rebroadcast on DSTV, covers the Zimbabwe story from Johannesburg.

This channel is mostly watched by the urban elite, particularly by white Zimbabweans and black Zimbabweans who have spent time in the UK.

Sky's Johannesburg-based Africa correspondents have produced many hard hitting reports from Zimbabwe.

Their significance can be gauged by the fact that Sky News was the second broadcaster, after the BBC, to be banned by the government from operating in Zimbabwe in 2000.

Southern Africa Bureau Chief - Dan Williams, Bureau Chief
Tel: +27 11 482 4563
dan.williams@bskyb.com

Special Correspondent - Alex Crawford

Address: Menton Centre, 4th Floor, 1 Park Road, Richmond, Johannesburg 2092

Al Jazeera English www.english.aljazeera.net

Al Jazeera has a growing following among Zimbabwean viewers, though almost exclusively among the urban population.

Zimbabwean viewers have been particularly impressed by the channel's 2011 coverage of the Arab Spring uprisings against dictators in the Middle East and North Africa.

Al Jazeera opened a bureau in Zimbabwe in 2007. Its English language channel is broadcast on DSTV.

Correspondent: Haro Mutasa
Mob: + 27 71605 0066

Producer - Cyrus Nhara
Mob: +27 794 910 921

5. Online media

Overview

Internet penetration has grown significantly since 2009.

The International Telecommunications Union (ITU) estimated that by the end of 2010, 11.5% of the population was on line.

Internet access in urban areas is growing rapidly, with internet cafés, 3G data coverage and wireless hotspots.

In mid-2011 Econet, the largest of Zimbabwe's three mobile phone companies, announced that 1.8 million of its subscribers were using a mobile broadband connection to access the internet.

Internet facilities in rural areas are usually only accessible at business centres and schools.

President Robert Mugabe's campaign to establish computers in rural secondary schools has not been frustrated because most schools lack power and telephone connections.

In addition, some computers that were supplied to schools were not securely stored and were stolen.

There are several local internet service providers.

One in particular, Zimbabwe OnLine (ZOL) has established a network of wi-fi hotspots in towns that allow non-subscribers to log on for 15 mins per day for free of charge.

A recently installed 261km fibre optic cable from Harare to Mozambique, via Mutare, will form the backbone of a broadband infrastructure that will connect Zimbabwe to the rest of the world through the EASSy undersea cable that runs along the East African coast.

Information Communication Technology (ICT) Minister Nelson Chamisa forecast in 2011 that by 2014 Zimbabwe will be 'internationally networked' with 1,340 km of cables.

Legally, all electronic communications can be monitored and intercepted by state security agencies.

In August 2011, these agencies seemed to lack the capacity to do more than occasionally harass high profile opposition activists.

However, Chinese military and intelligence advisors were building a National Intelligence Centre outside Harare.

This is widely expected to improve the government's capability to intercept and monitor all forms of electronic communication once it is completed.

The threat of surveillance is already enough to make most Zimbabweans circumspect about what they say on the phone or write in an email.

Tight government restrictions on print and broadcast media over the past decade, and the economic and political exile of many journalists, have led to the growth of a significant Zimbabwe-focussed online news industry.

There are several news consolidator sites, of which www.zimbabwesituation.com is probably the best.

Zimsituation (as it is known) consolidates reports on Zimbabwe from a wide variety of sources including print and online Zimbabwean media, international print and broadcast media, blogs, media monitoring sites and statements on Zimbabwe by governments and embassies.

All Zimbabwean newspapers have an online edition, and many more publish only online.

The fifty online newspapers listed at www.onlinenewspapers.com/zimbabwe.htm shows the breadth of reporting in this area - although several sites appear to be dormant.

The overwhelming majority publish in English. Some are targeted primarily at the diaspora community.

Typically, some of the wilder rumours about Zimbabwe (Mugabe's health being a favourite topic) are first published online.

They are then often picked up by mainstream newspapers.

Sometimes these online rumours turn out to have a kernel of truth, but often they are demonstrably false.

Most of the online news sites about Zimbabwe have a clear political agenda.

The Mthwakazian <http://www.mthwakazian.com/> for instance promotes Ndebele independence from the rest of Zimbabwe.

The most reliable sites are those linked to independent newspapers such as **The Zimbabwe Independent**, **The Standard**, **Daily News** and **Newsday**.

News consolidator sites like Zimsituation cherry-pick the best articles, and rarely miss an important development.

A paucity of data makes it impossible to measure the breadth of access to social networking sites in Zimbabwe.

However, anecdotal evidence would suggest that there are tens of thousands of users.

Facebook is very popular among the urban youth. The Zimbabwe All Media and Products (ZAMPS) survey in December 2010 found that 16% of all internet users in Zimbabwe accessed Facebook.

It is used extensively to communicate between Zimbabweans living at home and abroad

In the wake of the 2011 Arab Spring uprisings in North Africa and the Middle East, ZANU (PF) loyalists in the security agencies arrested and prosecuted several people for using Facebook to criticise the government in general and President Robert Mugabe in particular.

As of August 2011, Twitter was not widely used in Zimbabwe

Internet access is monitored by the government's surveillance and intelligence agencies. However, there have been no reported cases of interception or interdiction of internet use.

News websites

Zimbabwe Situation www.zimbabwesituation.com compiles news on Zimbabwe from different local and international media organisations. It also publishes articles and opinion pieces by pro-democracy groups.

Kubatana Kubatana.net aggregates human rights-related information published by the non-profit sector in Zimbabwe as well as running a community blog. The Kubatana Trust of Zimbabwe, supports and strengthens the use of email and Internet-based communication strategies amongst Zimbabwean NGOs and civil society organisations. Kubatana makes human rights and civic education information accessible from a centralised, electronic database. It distributes information through an email listserv and sends regular email newsletters to thousands of Zimbabwean and international subscribers. Kubatana also sends SMS messages to thousands of subscribers with headlines and notices of events. It also invites responses which are collated and published online.

Change Zimbabwe www.changezimbabwe.com is a UK based general news website, with a general bias in favour of the Movement for Democratic Change (MDC) led by Prime Minister Morgan Tsvangirai.

New Zimbabwe www.newzimbabwe.com is a UK based news website that reports on sports, entertainment and general news. The website was established in 2003. The same company also publishes a weekly tabloid newspaper that focuses on Southern Africa and Zimbabwe in particular.

Zim Online www.zimonline.co.za is a South African based news website run by Zimbabweans. It focuses mainly on breaking news and sports news.

ZimbabweJournalists.Com www.zimbabwejournalists.com is a general news website, run by Zimbabwean journalists, most of whom are based in the United Kingdom.

Zimbabwe Guardian www.talkzimbabwe.com is a London-based online daily newspaper which is overtly pro-ZANU(PF) despite its claims to be independent. It was launched in 2006. Tel: +44 7958 230 499

This is Zimbabwe www.sokwanele.com/thisiszimbabwe Blog by the pro-democracy Sokwanele Civic Action Support Group. This monitors the constitution-making and electoral processes in Zimbabwe.

AllAfrica.com: Zimbabwe www.allafrica.com/zimbabwe is the Zimbabwe section of a respected international news consolidator site. The Zimbabwe section draws most of its material from Zimbabwean news outlets.

Bulawayo24 www.bulawayo24.com presents sensationalist news stories from Zimbabwe and around the world. It focuses on sex, scandal and celebrity.

6. Print Media

Overview

Newspapers are widely read in Zimbabwe's main urban centres, particularly Harare and Bulawayo.

They are mostly bought by relatively affluent people who can afford the money to buy them. However, each copy sold passes through the hands of many readers.

Newspapers are the only form of media where private ownership is allowed.

Zimbabwe's small but vibrant private newspaper sector is therefore the source of many important breaking stories.

Nearly all newspapers are published in **English**.

In 2003, the government banned the **Daily News**, which was Zimbabwe's only independent daily newspaper at the time.

However, after President Robert Mugabe's ZANU-PF party entered a power sharing agreement with the opposition Movement for Democratic Change (MDC) in 2009, the Daily News was allowed to resume publishing.

A second independent daily, **NewsDay** has also appeared since the MDC entered government.

The government-controlled **Zimpapers** group is the largest newspaper publisher in Zimbabwe.

Its titles include **The Herald**, Zimbabwe's top selling daily newspaper, which is published in Harare, and its Bulawayo-based sister paper, **The Chronicle**.

Zimpapers also publishes two down-market tabloid dailies **H-Metro** in Harare and **B-Metro** in Bulawayo, along with a stable of weeklies.

Its publications all offer unconditional support to President Robert Mugabe and his ZANU-PF party in a similar fashion to the state-run Zimbabwe Broadcasting Corporation (ZBC).

Most editorial appointments are handled by the Ministry of Information.

Zimpapers is the oldest publisher and commercial printer in the country. It has dominated the industry for almost 120 years.

The group has offices in Harare, Bulawayo and Mutare and commercial printing works in Harare and Bulawayo.

However, there are also several publications owned by private individuals whose editorial line is critical of the government.

Alpha Media Holdings owns the Harare daily newspaper **NewsDay**, **The Standard**, a Sunday newspaper and the **Zimbabwe Independent**, a business weekly.

The weekly **Financial Gazette** is owned by a company linked to central bank governor Gideon Gono, but is well regarded for its perceptive and balanced political and business reporting.

These and other independent newspapers provide sharp-edged critical journalism and are taken seriously by readers. They often set the political agenda and keep the nation informed on key developments.

Communities within a radius of 100km from Harare or the second city Bulawayo, have relatively easy access to newspapers.

However, they take time to reach more distant rural areas, primarily because of transportation and distribution problems.

Bus drivers often make good business selling newspapers to rural communities.

Several regional weekly newspapers have a strong following within their local circulation area.

These include the **Manica Post**, which serves eastern Zimbabwe, and the **Gweru Times** in Midlands Province.

The government news agency **Ziana** publishes a group of eight local newspapers through its **Community Newspapers Group** subsidiary.

Although no daily newspaper sells more than 50,000 copies – each copy sold is read by several people, so newspapers are far more influential than their circulation figures would indicate.

The Financial Gazette, for example, claims that 10 people every copy of the newspaper that is printed and sold.

Leading newspapers

Daily newspapers

The Herald www.herald.co.zw

The Herald is the leading daily newspaper in Zimbabwe.

It has an estimated circulation of 45,000, according to research carried out for the Media Institute of Southern Africa.

The Herald forms part of the government-controlled Zimpapers publishing group. It has traditionally been a government mouthpiece.

Since the Global Political Agreement of 2008 led to power sharing between President Robert Mugabe's ZANU-PF party and the opposition Movement for Democratic Change (MDC), The Herald has reflected only ZANU-PF views, not those of the entire government.

The Herald is distributed in Harare, Mutare, Bulawayo, Gweru and Masvingo, but reaches much further afield, targeting a fairly broad readership.

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Editor - William Chikoto
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Assistant Editor Itayi Musengeyi
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Online editor - Happyness Chikwanha
Mob: + 263 733 239 930

Newsday www.newsday.co.zw

Newsday is Zimbabwe's leading independent daily newspaper.

It was launched in June 2010 by Alpha Media Holdings, a print media group owned by Trevor Ncube, a Zimbabwean publishing entrepreneur based in South Africa.

In January 2011, the newspaper's chief executive, Raphael Khumalo, said sales were growing well and he expected to reach a daily sale of 45,000 within three months.

Alpha Media also publishes **The Standard**, a Sunday newspaper, and **The Zimbabwe Independent**, a business weekly.

Ncube and his newspapers have always been critical of the Zimbabwean government. Ncube himself was stripped of his Zimbabwean nationality in 2006.

In April 2011 the offices of Newsday were broken into and laptops and computers destroyed. The break-in was widely seen as a deliberate attack on freedom of the press by state intelligence agents.

Ncube also owns the **Mail & Guardian**, a weekly South African newspaper which shares content with the UK Guardian newspaper.

Editor in Chief: Vincent Kahiya
Email: vincent@newsday.co.zw

Editor - Brian Mangwende
Mob: +263 774 872 850
Email: brian@newsday.co.zw

News Editor - John Nyashanu
Email: newsroom@newsday.co.zw

The Daily News www.dailynews.co.zw

The Daily News resumed publishing as a daily newspaper in March 2011 after a nine-year absence from the newstands.

Its printing press was bombed in 2002. A year later, the newspaper was banned by the government.

The Daily News is owned by its Editor in Chief Jethro Goko.

In its first incarnation, the Daily News was the only independent daily newspaper in Zimbabwe with a circulation of 100,000.

It now competes with NewsDay as well as the government-controlled Herald.

Editor in Chief: Jethro Goko

Managing Editor: John Gambanga

News Editor: Stanley Gama
Mob: +263 772 898 090
89 Jason Moyo Avenue, Harare

The Chronicle www.zimpapers.co.zw

The Chronicle is a daily paper published by Zimpapers in **Bulawayo**.

The government-controlled newspaper has an estimated circulation of 20,000, according to research carried out for MISA.

The Chronicle seen a recent decline in market share but still holds fourth place for urban adult readership.

Editor - Innocent Gore
Mob: +263 773 617 107
Tel: +263 9 888 8888
Email: editor@chronicle.co.zw
5th street/9th avenue Bulawayo

H-Metro www.hmetrozim.com

B-Metro

The **H-Metro** and **B-Metro** are city tabloid dailies, published in Harare and Bulawayo respectively.

Both newspapers specialise in salacious stories of scandal and gossip. Much of their content is shared.

They form part of the government-controlled Zimpapers publishing group.

The Metro tabloids frequently write sensational and damaging stories about people who are perceived to political opponents of President Mugabe and ZANU-PF.

H-Metro and B-Metro ranked third and fifth respectively in terms of readership amongst urban adults.

H-Metro Editor - Lawrence Moyo
Tel: +263 772 421 337
+263 4 795771

B-Metro Editor - Limukani Ncube
Tel: +263 772 692 444
+ 263 888871

Weekly newspapers

The Sunday Mail www.sundaymail.co.zw

The Sunday Mail is Zimbabwe's leading Sunday newspaper.

It is published by the government-controlled Zimpapers group and has a circulation of around 60,000, according to research conducted for MISA.

Distributed in Harare, Mutare, Bulawayo, Gweru and Masvingo it targets a general audience in high density residential areas with a content mix of news, features, arts, sports.

According to the quarterly ZAMPS media audience surveys, The Sunday Mail is read by 31% of people who read weekly papers.

Editor: Brezhnev Malaba
Tel: +263 4 795 771

The Standard www.thestandard.co.zw

The Standard is the companion Sunday newspaper of **NewsDay**.

Its circulation is around 35,000.

The Standard belongs to the Alpha Media Holdings publishing group controlled by Trevor Ncube.

It has a similar reputation for sharp reporting that is critical of the establishment to the other newspapers in the group.

Editor - Nevanji Madanhire
Tel: +263 4 773 936-9

The Sunday News

The Sunday News is published in **Bulawayo**.

It has an estimated circulation of 18,000 targeting a younger general audience.

The newspaper forms part of the state-controlled Zimpapers newspaper publishing group

Editor: Paul Mambo +263 773 929 363
editor@sundaynews.co.zw

Tel: +263 4 8888888

The Financial Gazette www.fingaz.co.zw

This financial weekly, printed on pink paper like the Financial Times of London, is widely rated as one of the best newspapers in Zimbabwe.

It is owned Modus Publications, a company linked to Reserve Bank of Zimbabwe Governor Gideon Gono.

Despite its known affiliations to the ZANU-PF establishment, the Financial Gazette retains relatively balanced coverage of political events

However there have been instances where its reporting on political figures, including the governor himself, has been considered partisan.

The Financial Gazette is published on Thursdays.

Editor in Chief - Hama Saburi

Mob: +263 772 631 640

Tel: +263 4 781 571 – 7

Corner of Harare Street with Speke Avenue, Harare

The Zimbabwean Independent www.theindependent.co.zw

The Zimbabwe Independent is a weekly business newspaper whose readership is drawn from the middle classes, business people, policy makers and government employees.

It has a circulation of around 30,000 and is mainly read in urban areas.

The newspaper, which was founded in 1996, belongs to Alpha Media Holdings, the independent newspaper publishing company which also owns the daily **Newsday** and **The Standard**, a Sunday newspaper.

The Zimbabwe Independent is generally critical of the establishment and its journalists have a reputation for incisive critical journalism.

Its political reporting is widely regarded as reliable.

Editor - Constantine Chimakure

Mob: +263 772 802 140

Tel : 263 (4) 773 930-8

755 123-4

751 351

3rd Floor Ernest & Young Building, 1 Kwame Nkrumah Avenue, Harare

The Prime Minister www.zimbabweprememinister.org

The Prime Minister is a free weekly newsletter published by the Office of the Prime Minister.

It was created as a counter-balance to the consistently negative reporting of Prime Minister Morgan Tsvagirai and other MDC ministers in the ZANU-PF-controlled state media.

Soon after its launch in 2009, The Prime Minister was thought to have a print run of over 60,000.

By mid 2011, 72 editions had been distributed free of charge in cities and towns.

Despite threats by ZANU-PF leaders to close it down, The Prime Minister has continued publishing, not least because free newsletters do not require a licence.

The Prime Minister is also available online.

The Zimbabwean www.thezimbabwean.co.uk

The Zimbabwean was started as an online source of news and information for the estimated three million Zimbabweans living outside the country, particularly those in South Africa.

It subsequently launched a twice-week paper which is printed abroad and trucked into Zimbabwe for distribution every Thursday and Sunday.

The newspaper is edited by Wilf Mbanga, the founder of Associated Newspapers of Zimbabwe, the publishers of the original **Daily News**.

More than 50 Zimbabwean journalists around the world offered their services on a voluntary basis to get The Zimbabwean started.

According to the ZAMPS for the fourth quarter of 2010, more than half of The Zimbabwean's readers in Zimbabwe live in the high-density suburbs of the country's towns and cities.

It is one of the most popular newspapers among lower income groups.

Most of its readers are men.

Contact: editor@thezimbabwean.co.uk

Manica Post www.zimpapers.co.zw

Manica Post with a circulation of 8,000, is the largest provincial weekly newspaper in Zimbabwe,

It is edited in **Mutare** on the Mozambican frontier and circulates in eastern Zimbabwe.

The newspaper is owned by the state-controlled Zimpapers publishing group.

Editor - Makuwerere Bwititi

Tel: +263 20 61212

+263 20 61212

+263 20 61295-7.

87 Herbert Chitepo Street Mutare

Kwayedza www.zimpapers.co.zw

Kwayedza is a **Shona** language weekly newspaper that belongs to the state-controlled Zimpapers group.

It is aimed at the lower end of the market and sells around 5,000 copies per week.

Editor: Patrick Shamba

Umthunywa www.zimpapers.co.zw

Umthunywa is a **Ndebele** language weekly that belongs to the state-controlled Zimpapers group.

It sells around 2,000 copies per week. Like its Shona language sister paper Kwayedza, it is aimed at the lower end of the market.

New Ziana/ Community Newspaper Group www.newziana.co.zw

New ZIANA (Zimbabwe Inter-Africa News Agency) is the official government news agency.

Since 2000, it has also run a stable of local newspapers through its **Community Newspapers Publishing** subsidiary

In September 2011, the New ZIANA website listed eight weeklies, but it was not clear whether all of them were still published regularly.

In 2009, an Open Society report on the Zimbabwean media; Public Broadcasting in Zimbabwe www.afrimap.org/english/images/report/AfriMAP-Zim-Broadcasting-Survey-Nov09.pdf , said the Community Newspapers Group consisted of 10 weekly titles with a combined circulation of 41,200 .

That would give an average circulation of just over 4,000 copies per newspaper.

The following weeklies were listed on the New ZIANA website in September 2011:

Chaminuka – Mashonaland East
Pungwe - Mashonaland East
Nehanda Guardian – Mashonaland Central
Telegraph – Mashonaland West
Indosakusa – Matabeleland West
The Times - Midlands
Ilanga - Matabeleland South
Star - Masvingo

Staff at Ziana are subject to the same pro-ZANU-PF editorial control as their counterparts at ZBC and Zimpapers.

In 2009 ZIANA signed a co-operation agreement with the Chinese state news agency Xinhua, which was due to lead to an exchange of staff, training and an exchange of news.

Group Chief Executive - Munyaradzi Matanyaire

Editor: Rangarirai Shoko

Tel: +263 4 251750

Address Mass Media House, 19 Selous Avenue, Harare

7. Traditional and informal channels of communication

Traditional channels of communication remain very important in Zimbabwe, especially in rural areas.

Rural communities disseminate information through communal meetings organised through the **chiefs and headmen**.

Normally, the word of these leaders is law. Information relayed through these authorities is trusted. Anything that bypasses them is treated with suspicion.

However these traditional structures of governance are often manipulated by politicians – especially when food distribution is involved.

In rural areas, it is essential for aid agencies to engage the traditional leadership in local communication initiatives for aid initiatives to succeed.

School heads and teachers are normally deeply involved in their local communities. Humanitarian groups should encourage their involvement in communication initiatives.

Teachers are often the best informed people in a community. They are well positioned to make assessments of the local situation.

Teachers can be important sources of information before and during humanitarian distribution exercises.

They can also relay messages through school children to their parents.

Teachers generally have access to telephones and in some instances to the internet.

However, teachers have been consistently targeted by militias during times of heightened political tension.

During election periods teachers are often forced to move away from their communities, and schools are sometimes taken over by militias and used as “re-education centres”.

The Zimbabwean health service has suffered a serious deterioration over the past decade, but **health workers and health centres** still provide a good channel for transmitting information, to women in particular.

Health centres are generally perceived to be more politically neutral than schools.

The entertainment industry plays a significant role in taking health and other messages to people through **drama and songs**.

Drama and song are also used to provide political commentary through satirical plays and lyrics, particularly in urban centres.

Outside the towns, popular music and drama-based entertainment is limited because of the mandatory police permission required to stage events and because rural people cannot afford to pay.

However aid organizations and commercial companies do sometimes pay for road shows, which provide a combination of entertainment and brand promotion or social messaging.

These road shows are popular events and tap into cultural traditions such as drumming and dancing.

Communication links between urban-based and rural-based populations have improved immeasurably over recent years thanks to mobile telephony:

Information now spreads further and more quickly than ever before despite poverty, lack of infrastructure and other constraints restricting physical travel between town and country and between Zimbabwean residents and the diaspora.

Tight government control of the media has given rise to the use of social networking tools such as SMS messages and the internet to share information that would not normally be allowed to circulate through official channels.

However, these channels of communication are used with caution they are closely monitored by the state security agencies. People fear of arrest or prosecution for saying something that the security services might object to.

As a result, there have been very few attempts at using clandestine SMS groups to circulate controversial information.

For a brief period anti-Mugabe and anti Zanu-PF jokes did circulate on SMS.

However, a handful of successful prosecutions against individuals for “defaming the president”, and a government threat to close down the mobile phone company Econet for allowing such traffic, soon put a stop to the phenomenon.

Both of Zimbabwe’s main political parties have used SMS to broadcast their messages.

However, the Movement for Democratic Change (MDC), which is routinely denied access to state radio and TV by President Robert Mugabe’s ZANU-PF, has been quicker to recognise the value of this medium.

In 2000, during the Constitutional Referendum that initiated a decade of political antagonism, the anti-Government “No” campaign used the Econet

subscriber base to distribute messages, much to the irritation of the government.

However, at that time mobile telephone ownership in Zimbabwe was very low.

During the 2008 elections there was a drive among opposition activists to text and phone through voting results to MDC headquarters after the initial local count was physically posted outside each polling station.

MDC activists also used mobile phones to photograph the election results at each polling station. They were able to later email these photos and upload them on websites.

Extensive ballot-stuffing was alleged to have occurred between the initial count at polling stations and the secondary count at the provincial level. By documenting the initial count, the opposition attempted this kind of rigging.

During the 2008 election period Econet, the country's biggest cellphone network, was castigated by the government for allowing the MDC to send political messages by SMS through its mobile network.

The MDC will almost certainly attempt to use SMS to disseminate information in forthcoming elections and periods of heightened political tension.

8. Media resources

Media regulator

Zimbabwe Media Commission/Zimbabwe Media Council

The Zimbabwe Media Commission is a statutory body that licences local and foreign journalists and media houses and deals with complaints about media behaviour.

It was created in 2010 under the power sharing arrangement between ZANU-PF and the opposition MDC. It was a direct successor of the Media and Information Commission, which was declared unconstitutional by the courts.

That now defunct body, formed in 2002 under the Access To Information and Protection of Privacy Act, had been used by the government to harass journalists and close down several media houses, including the Daily News.

One of the Zimbabwe Media Commission's first acts was to issue licences for the publication of four new daily newspapers.

In May 2011, the Zimbabwe Media Commission set up a subsidiary body called the Zimbabwe Media Council to take over the journalist licensing function.

All journalists are legally required to be register with the Zimbabwe Media Council annually.

Failure to do so can lead to a fine or a jail term of up to two years.

Although the Zimbabwe Media Commission was set up with the aim of creating a more liberal licensing regime, Tafatona Mahoso, who served as chairman of its repressive predecessor, retains an influential role as Chief Executive of the new body.

The Chairman of the Zimbabwe Media Commissionis Godfrey Majonga, a veteran ZBC news presenter.

Zimbabwe Media Commission Chairman Godfrey Majonga

Chief Executive - Tafataona Mahoso
Tel +263-4-703416

Media support organizations

Zimbabwe Union of Journalists (ZUJ) www.zuj.org.zw

Formed in 1985, the ZUJ represents all journalists in both the private and public sector media in Zimbabwe.

Control of the ZUJ was hijacked by ZANU-PF loyalists at its congress in 2009.

The venue of the meeting was switched at the last minute and only members of the state media attended.

President - Dumisani Sibanda

National Co-ordinator - Chakanyuka Boshva

Email: chakazuj@yahoo.com

Secretary-General: Foster Dongozi

Mob: + 263 772 433116

Tel: +263-4-783532

783535

783518

Email: admin@zuj.org.zw

zujinfo@gmail.com

Address: 52 Edmonds Avenue, Belvedere, Harare, Zimbabwe

Media Institute of Southern Africa (MISA) www.misa.org

The Media Institute of Southern Africa (MISA) is a media development and press freedom organization based in Namibia.

It was established in 1992 to take forward to the Windhoek declaration on an Independent and Pluralistic African Press, which highlighted the vital role free and pluralistic media play in social, political and economic development.

It provides training, advocacy, research and news exchange facilities and denounces the repression of media freedom.

The Zimbabwe chapter was established in 1997.

MISA-Zimbabwe has been effective in providing training for journalists, and safe houses and legal assistance in times of need.

It issues provides alerts whenever there is a breaking news item that relates to the safety of the media.

MISA has actively advocated for the liberalisation of broadcasting in Zimbabwe. In particular, it has called for the licensing of community radio stations and commercial radio stations and transformation of ZBC into a public service broadcaster.

Zimbabwe Chapter Chairperson - Loughy Dube
Tel: 263-4-746838
Fax; 263-4-776165

National Director: Nhlanhla Ngwenya
Mob: + 263 7733 031 48
Email: nhlanhla@misazim.com
Address: 84 McChlery Avenue, Eastlea, Harare.

Voluntary Media Council of Zimbabwe (VMCZ) www.vmcz.co.zw

VMCZ is a platform for local journalists to fight for self-regulation, instead of being subject to direct control of government appointees in the Media Commission that licenses media organizations and accredits journalists.

Executive Director - Takura Zhangazha
Mob: +263 772 125 658
Tel: +263 4 708 035
708 417
Email: info@vmcz.co.zw admin@vmcz.co.zw

38 Harvey Brown Avenue, Milton Park, Harare

Zimbabwe Lawyers for Human Rights (ZLHR) www.zlhr.org.zw

The aim of the ZLHR is to foster a culture of human rights in Zimbabwe and to encourage the growth and strengthening of human rights at all levels of Zimbabwean society.

The organization is open to all lawyers and law students in Zimbabwe who support its aims and objectives.

ZLHR was formed in 1996 and currently has over 100 members.

Executive Director – Irene Patras
Tel: +263 4 251 468
705 370
Email: zlhr@icon.co.zw
Address: 6th floor, Beverley Court, 1000 Nelson Mandela, Avenue, Causeway, Harare

Crisis in Zimbabwe Coalition www.crisiszimbabwe.org

Crisis in Zimbabwe Coalition is a conglomeration of more than 350 civic society organisations that promotes freedom and democratic values through the encouragement of dialogue and tolerance and the shaping of ideas by Zimbabweans from all walks of life.

It was originally conceived in August 2001 as a response by Zimbabwean civic organizations to Zimbabwe's crisis of governance and legitimacy.

Director – McDonald Lewanika

Mob: +263 912 471 669

Tel: +263 4 704 418
798038

Email: info@crisis.co.zw

Address: 18 Phillips Avenue Belgravia, Harare, Zimbabwe

Kubatana Kubatana.net

Kubatana.net was established in 2001 to aggregate and publish material coming from civil society to be shared widely.

It was intended to be a one-stop shop for information about social change.

The founders, Bev Clark and Brenda Burell, believed that electronic communication was the ideal mechanism to fill the information gaps within civil society and activism in Zimbabwe.

The Kubatana website aggregates human rights and civic education-related information published by the non-profit sector in Zimbabwe and makes it available from a centralised, electronic database.

Kubatana distributes information through an email listserv and sends regular email newsletters to thousands of Zimbabwean and international subscribers.

The organization also sends SMS messages to thousands of subscribers with headlines and notices of events. It invites responses which are collated and published online.

Kubatana has also pioneered techniques for enabling NGOs to communicate easily with grass-roots communities in ways that circumvent state controls on the media.

The most notable of these is **Freedom Fone**. This freely available software allows a computer connected to one or more mobile phone lines to become an information line

Callers can listen to one or more recorded messages.

They can also leave a recorded message of their own for the system operator.

Freedom Fone was originally launched in 2009 to help civic organizations get round the Zimbabwean government ban on private radio stations.

Since then, the software has been also been used successfully by NGOs in several other countries.

Another messaging initiative pioneered by Kubatana is the **vendor-wrapping sheet**. This is a single sheet newspaper that doubles as a wrapping sheet.

The sheets are distributed to vendors of items such as fruit and vegetables

Purchasers of goods are encourage to read the text printed on the wrapping sheet once they get home and have stored the items which they have bought.

The vendor wrapping sheet contains information on topics such as HIV/AIDS and nutrition, and how women can deal with domestic violence.

It also carries poems and other material.

Each sheet carries a mobile phone number to which recipients can send an SMS message with feedback and comment on the editorial content.

Manager – Bev Clark

IT Manager - Brenda Burrell
Brenda@kubatana.net

Tel: +263-4-776008
746448

Email: admin@kubatana.net

Zimbabwe Association of Community Radio Stations (ZACRAS)

www.zacras.co.zw

ZACRAS was established in 2003 as an umbrella body to advocate for the licensing of community radio stations in Zimbabwe and support the development of community radio.

In August 2011, its membership represented 11 separate community radio initiatives.

It is based in **Bulawayo**.

ZACRAS National Coordinator: Henry Masuku

Tel: +263 9 77988

77986

Mob: +263 712 636 682

912 982 134

Email: henry@zacras.co.zw, henrymasuku@gmail.com

Address: 7th Floor Pioneer House, Corner 8th Ave & Fife Street,
Bulawayo

Zimbabwe National Editors Forum

This potentially effective grouping has suffered from funding problems.

The editors have rarely met to discuss issues.

The organization is modelled on the Editors' Forum of South Africa, a highly respected body.

Spokesman - Iden Wetherell, Editor of Zimbabwe Independent

Mob: +263 772 263 488

Federation of African Media Women of Zimbabwe www.famwz.org.zw

FAWMZ advocates for a more prominent and equal role for women in the Zimbabwean media.

It also monitors the portrayal of women in the media.

The organization was established in 1985

National Director - Angela Makamure

Mob: +263 772 915223

Email: famwz@mweb.co.zw

Address: Suite 6, Whitecroft Building, 57 Central Avenue, Harare

Media Alliance of Zimbabwe

The Media Alliance of Zimbabwe is an association of media organizations which promotes freedom of expression and information in Zimbabwe.

It was established in 2004.

Acting Coordinator - Dzikamai Chigura

Mob: +263 772 263 548

Tel: +263 4 776 165

+263 4 746 838

Email: maz@misazim.xo.zw
84 McChlery Avenue, Eastlea, Harare

Media Monitoring Project of Zimbabwe www.mmpz.org

The Media Monitoring Project of Zimbabwe (MMPZ) monitors and analyses news and current affairs on television, radio and the print media in Zimbabwe with the aim of promoting responsible journalism.

It determines conformity to international standards of press freedom and acceptable professional ethical standards of journalism.

Project Coordinator - Andrew Moyse
Tel: +263-4-778115
741816
Email: andy@mmpz.org.zw
monitors@mmpz.org.zw
Address: 9 Knight Bruce Rd, Milton Park, Harare.

Media production resources

campaigns.

Gary Thompson & Associates

This is a one-stop shop for everything: films, edits and packages advertising material; marketing; experienced team and network of graphic designers.

Tel: +263 4 369620
369628
Email: info@gtaworldwide.com
Address: 127 Harare Drive, Mt Pleasant, Harare

Mighty Movies www.mightymoviespl.com

The company handles TV and radio commercials, documentary films and features for local, regional and international clients.

Mighty Movies is one of the biggest and most established media production houses in Zimbabwe.

It is well-equipped and has close links to ZBC.

Chief Executive - Supa Mandiwanzira

Tel: +263 4 776773
776119
776120
Mob: 345-3456-3456
E-mail: productions@mightymoviespl.com
Address: 7 Kenilworth Road, Newlands, Highlands, Harare.

Ideas At Work

This is a well-established film production house that shoots and edits film on high quality high definition equipment.

Most of the company's work is in commercials, but it also shoots drama, current affairs and wildlife footage.

Ideas At Work have a studio and production facility, and have worked with both corporate and NGO clients.

Kath and Spud Murphy
Mob: / +263 772 200 327
Tel: +263 4 90412
Email: atwork@zol.co.zw

Video Promotions www.videopromotions.co.zw

Television production house in Harare.

Video Promotions has a wide range of production and post production equipment, and specialises in location commercial work and drama.

Contact - Gaby Memper
Email: video@mweb.co.zw
Tel: +263 4 253 291
253 292
797 932
Mob: +263 912 406 138
Address: 162 Herbert Chitepo Avenue, Harare

Graphic designers

Evans Kutswa

Evans produces excellent graphic design, including websites.

Mob: +263 772 37 0045

William Chingombe

William is a graphic designer and editor, with many years of experience.

Mob:+263 733 474 513

Jenny van Niekerk

Jenny is an experienced freelance graphic designer who can work efficiently and effectively to a brief creating a variety of print products.

She can also suggest print companies.

Mob: +263 774 630 113

Email: jvndesign@gmail.com

Ian Pugh - Blue Apple Design

Formerly based in Bulawayo and now physically based in Australia, Blue Apple Design has over 10 years experience doing graphic design work for NGOs and humanitarian organisations in Zimbabwe and other countries in Southern Africa.

With many contacts in the printing world, particularly in Southern Africa, Blue Apple and can undertake design and broker printing contracts remotely.

Contact – Ian Pugh

Email: ian@blueappledesign.co.zw

Tel: +61 435800930 (Australia)

Cartoonists/Illustrators

Tony Namate

Tony is a political cartoonist who creates cartoons for the Daily News and NGOs.

Mob: +263 712 4499 572

Mashet Ndhlovu

An excellent illustrator with a distinctive style who always delivers on time.

He has wide-ranging experience illustrating publications for NGOs and humanitarian organisations.

Like most resource people listed in this guide he can be contacted via Facebook.

Facebook page: <http://www.facebook.com/people/Mashet-Ndhlovu/100001067656026>

Freelance TV film cameramen and crews

Linette Frewin

A well-respected camera operator and fixer, with good contacts in the NGO world. She has worked extensively for international broadcasters.

Mob: +263 774 108 443

Lawrence Thondlana

Freelancer who has worked with Mighty Movies, a Zimbabwean media production house.

Mob: + 263 772 465 567

Christopher Garatsa:

Freelancer who has worked with Mighty Movies, a Zimbabwean media production house.

Mob: +263 772 764 918

Tafadzwa Chizvo

A hard-working, talented and well-connected freelance operator and fixer. He shoots regularly for Al Jazeera International, but is generally available for freelance work.

Mob: +263 772 767 176

Email: tafichisvo@gmail.com

Obrian Mudyiwenyama

A professional artist, film-maker and cameraperson.

Email: flmtrust@live.com

Photographers

Tsvangirai Mukwazhi

Tsvangirai is a leading Zimbabwean photographer and has been covering events for a number of publications for well over a decade.

Mob: +263 772 388 744

Boldwill Hungwe

Boldwill is an award winning photojournalist based in Harare with 10 years of experience.

Mob: +263 7733 4666

Desmond Zvidzai Kwande

Desmond is an award-winning freelance photojournalist based in Harare.

He has covered elections, food riots, farm invasions, news proceedings, and sport in Zimbabwe.

He won the CNN Multichoice African Photography of the Year 2006 award and the Zimbabwe Union of Journalists photography of the year 2005 award.

Mob: +263 772 366 889

Shepherd Tozvireva

Photojournalist for the Zimbabwe Independent and Standard, experienced and reliable.

Mob: +263 773 302 851

Dave Brazier www.davidbrazierphotography.com

Dave is a professional digital photographer with over 20 years experience in news, location and studio work.

This includes news photography for AFP, corporate work, album covers, public relations events, aerial photography, progress series for the construction and mining industry, NGO project documents, case studies, educational and promotional material.

Mob: +263 772 369 012

Email: wideangle@mango.zw

Outdoor advertising

Alliance Media www.alliancemedias.com

The regional market leader for billboard and outdoor advertising with an established presence in Zimbabwe.

Alliance has sites on main the roads in Harare and throughout the country including all airports.

Contact: Petronella Chigede or Agnes Chimani

Tel: +263 4 293 1890

744 529

Email: zimbabwe@alliancemedias.com

Address: 44 Mount Pleasant Drive, Mount Pleasant, Harare

Roadshow Advertising www.roadshowadvertisingint.com

Roadshow is the main company in Zimbabwe to contact for roadshow and outdoor events to promote commercial brands and humanitarian messages.

Tel: +263 4 778 586

778 635

Email: sales@roadshowadvertisingint.com

Address: 12 Glenara Avenue, cnr Samora Machel Avenue, Harare

9. Telecommunications

Overview

Mobile telephony is well developed in Zimbabwe and the number of subscribers is growing fast.

However, call charges remain high by African standards and mobile phone usage is heavily weighted towards urban areas

At least half of all Zimbabweans have a mobile phone. Most people who live in areas with mobile phone coverage own a handset and use it regularly.

SMS messaging is very popular.

Health agencies, including the WHO and UNICEF and the Ministry of Health, sent hygiene awareness messages to all mobile phone subscribers during the cholera outbreak in late 2008 and early 2009.

These urged people to wash their hands, to chlorinate their water supply, and to stop their children from playing in puddles.

According to the Post Office Telecommunications Regulatory Authority of Zimbabwe (POTRAZ), the mobile network covers 40% of the land area and around 90-95% of the population.

POTRAZ said there were 6.5 million registered mobile subscribers in Zimbabwe in early 2011, but forecast that this figure would double by the end of the year.

Figures issued by the mobile operators themselves indicate that Zimbabwe had well over 8.5 million mobile phone subscribers by September 2011.

Smart phones usage is growing slowly. Although data lines and prepaid data bundles are available, there is little 3G coverage outside urban centres.

The largest mobile phone company is **Econet**.

It claimed 5.5 million subscribers in June 2011, but reckoned that only 10% of these lived in rural areas.

The company embarked on a major expansion of its network after receiving a \$45 million loan from a Chinese bank in 2010. It is now reckoned to have the best overall network coverage in Zimbabwe

NetOne is the second largest mobile operator with over 1.5 million subscribers and plans to reach 2.5 million by the end of 2011.

Telecel, the number three player, said it reached the landmark of 1.0 million subscribers in April 2011.

Telecel launched a mobile money transfer service at the end of 2010.

NetOne followed soon after in January 2011.

Econet was expected to launch its own mobile money service in September 2011.

The state-owned telecoms company **TelOne** operates most fixed line services in Zimbabwe.

The company has a licence to operate mobile services, but has yet to set up a network.

According to the International Telecommunications Union (ITU), there were 379,000 fixed telephone lines in Zimbabwe in 2010 – equivalent to only three per 100 inhabitants.

Telecommunications providers are legally obliged to allow government security agencies access to their networks on demand.

Most Zimbabwean activists believe that their phone and internet communications are routinely monitored by state security.

Individuals who have reason to think they might be monitored by the security services– including human rights activists, journalists, NGO workers and MDC activists - have for years routinely avoided using certain key words in emails and phone conversations.

The only reliably discreet communications systems are illegal, unregistered VSAT and BGAN installations, of which there are estimated to be a couple of thousand in Zimbabwe.

Until recently, all international data and voice communications currently passed through the Mazowe Earth Station, Zimbabwe's only satellite link to the outside world,

However, a fibre optic cable linking Zimbabwe to the EASSy submarine cable that runs down the coast of East Africa was completed in May 2011.

The government expects this to increase the speed and reduce the cost of internet access in Zimbabwe.

Throughout the hyper-inflationary period of 2004 to 2009 frequent power-outages, lack of diesel for back-up generators and a shortage of spare parts severely disrupted the mobile phone networks.

During this period mobile operators were also constrained by the government from charging commercially viable call rates.

Unpaid termination fees led many international networks to suspend their roaming agreements in Zimbabwe.

However, since economic stabilisation measures were initiated in 2009 the telecoms sector has benefited from significant investment in infrastructure and network capability.

As a result, mobile phone ownership has surged.

At the beginning of 2011 new government regulations demanded that all mobile subscribers register SIM cards to be registered against validated identity cards.

By some estimates this temporarily led to a 30% fall in the number of active lines.

However, this drop is likely to be reversed as consumers come to accept the new regulations.

During the hyperinflationary period there was a thriving black market in SIM cards, and many changed hands without any supporting documentation.

According to POTRAZ, (Post Office and Telecommunications Regulatory Authority of Zimbabwe) mobile tele-density increased from around 4% in early 2008 to 40% by the end of 2010.

POTRAZ forecast that mobile penetration would hit 100% by the end of 2011 – giving Zimbabwe one mobile phone line for every inhabitant in the country..

The Zimbabwe All Media Products and Services (ZAMPS) survey reported that ownership and usage amongst urban adults had increased to 86% by the end 2010.

Call charges are still very high by African standards. Most networks charge 19 to 25 US cents per minute for pre-paid voice calls and 10 US cents per SMS.

The vast majority of subscribers use pre-paid credit.

A new and innovative service for distributing information - **Freedom Fone** – was launched by the NGO Kubatana in 2009 (see Kubatana's entry in the Media Resources section for full details).

Freedom Fone is free telephony software that allows any individual or organization to set up a recorded message information line using a computer and one or more mobile phone SIM cards.

Callers can call in to listen to a variety of recorded messages and leave a

message of their own.

Internet access in urban areas is growing rapidly, with internet cafés, 3G data coverage and wireless hotspots.

However, the cost barrier to entry is still too high for many poor urban dwellers.

According to the International Telecoms Union (ITU) there were 1.4 million internet users in Zimbabwe in 2010.

However, data from Econet would indicate a much higher figure in 2011.

In June 2011, Econet claimed that 1.8 million of its mobile phone subscribers – roughly a third - were accessing the internet on broadband through the mobile network.

Econet rolled out a 3G service in Harare and Bulawayo in October 2010.

Telecel expected to launch its own 3G service in late 2011.

Besides offering fast internet access to smartphones with 3G capacity, Econet sells stick modems which allow laptop users to access the internet via its mobile network.

However the high cost of 3G data makes their use prohibitively expensive for most Zimbabweans.

A good source of information on telecoms in Zimbabwe is the website www.techzim.co.zw

Leading telecoms companies

Econet www.econet.co.zw

Econet is the largest and longest established mobile network in Zimbabwe with a 73% market share.

It claimed 5.5 million subscribers in June 2011. The company forecast in September that year that it would reach 6.0 million by the end of the month.

Econet has announced plans to launch a mobile money transfer service in late 2011.

The company spent nearly US\$500 million in 2010 and 2011 on expanding and upgrading its mobile network. It pledged to build 200 new base stations.

It is now reckoned to have the best overall coverage in Zimbabwe.

Econet is listed on the Zimbabwe Stock Exchange but is controlled by Zimbabwean telecoms entrepreneur Strive Masiyiwa.

The company launched its first mobile services in 1998 after a lengthy court battle with the government, which had wanted to retain full of the telecoms sector.

In 2011, Econet was the only provider of 3G services in Zimbabwe.

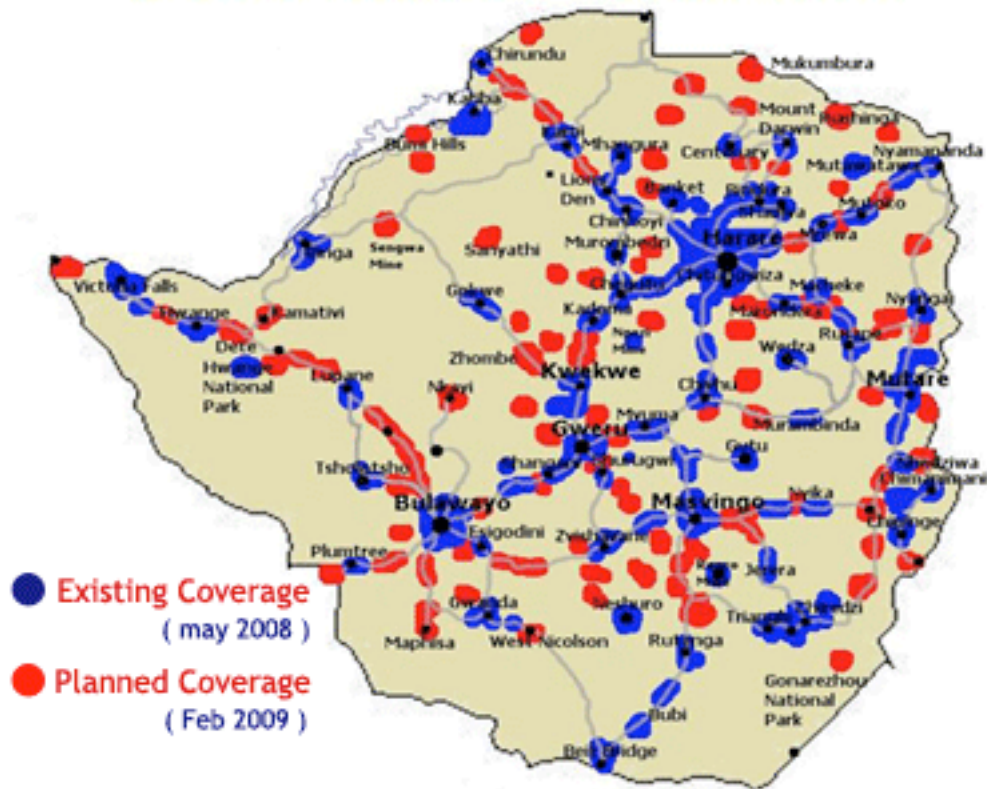
The company claimed that 1.8 million of its subscribers were using mobile broadband services.

Chief Executive – Strive Masiyiwa
Marketing manager - Isaiah Ningari
Tel: +263 4 486121-6
486113

Email: sales@econet.co.zw
info@econet.co.zw

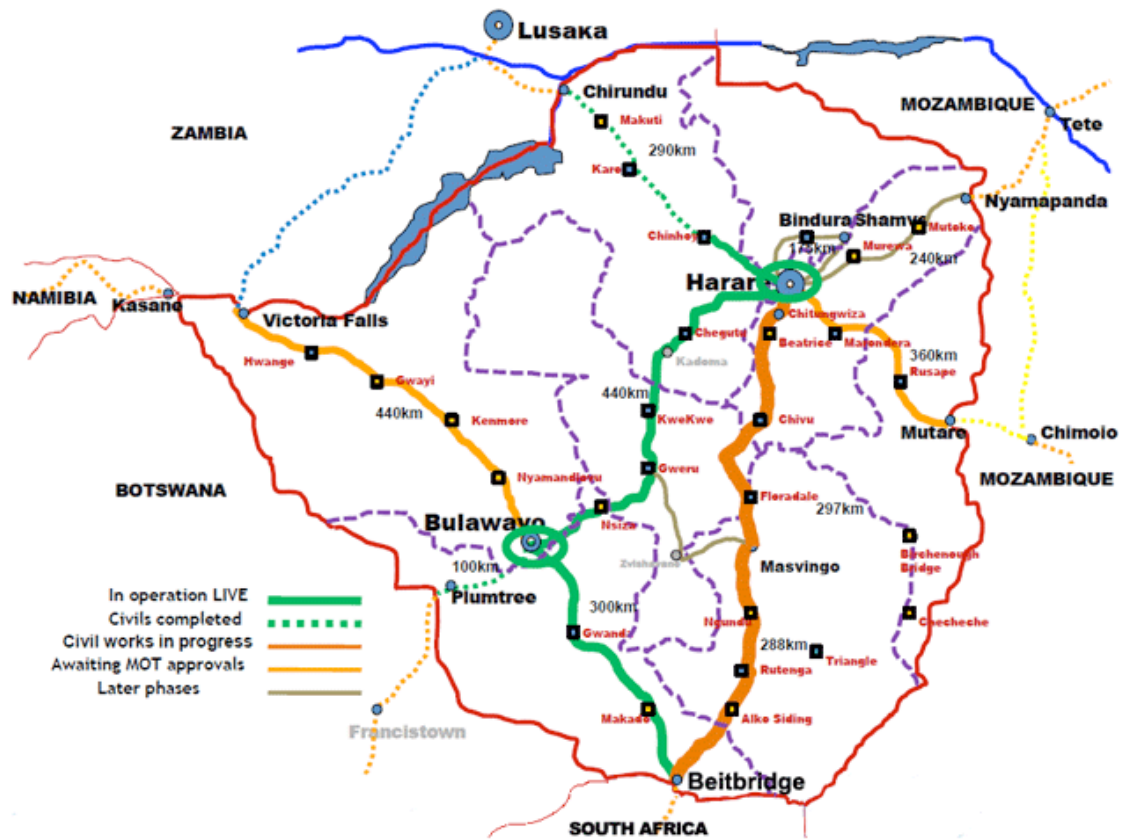
Address: 2, Old Mutare Rd, Belvedere, Harare

ECONET WIRELESS COVERAGE MAP



Econet mobile coverage map 2008

Source: Econet website



Econet fibre-optic network

Source: techzim.co.zw

NetOne www.netone.co.zw/netone

NetOne is owned by the Zimbabwean government.

For many years it had wider network coverage than Econet, since the government subsidised the development of NetOne's rural coverage.

But the company had only 1.5 million subscribers in mid 2011 and was suffering from a lack of investment.

Management announced a target of reaching 2.5 million subscribers by the year end.

In 2009, the government approved plans to sell a 60% stake in the company to private investors in order to provide a much need cash injection for new investment.

In early 2011, the Zimbabwean media reported that South Africa-based mobile phone giant MTN was negotiating the purchase of a large stake in NetOne.

NetOne launched a mobile money transfer service, **OneWallet**, in January 2011.

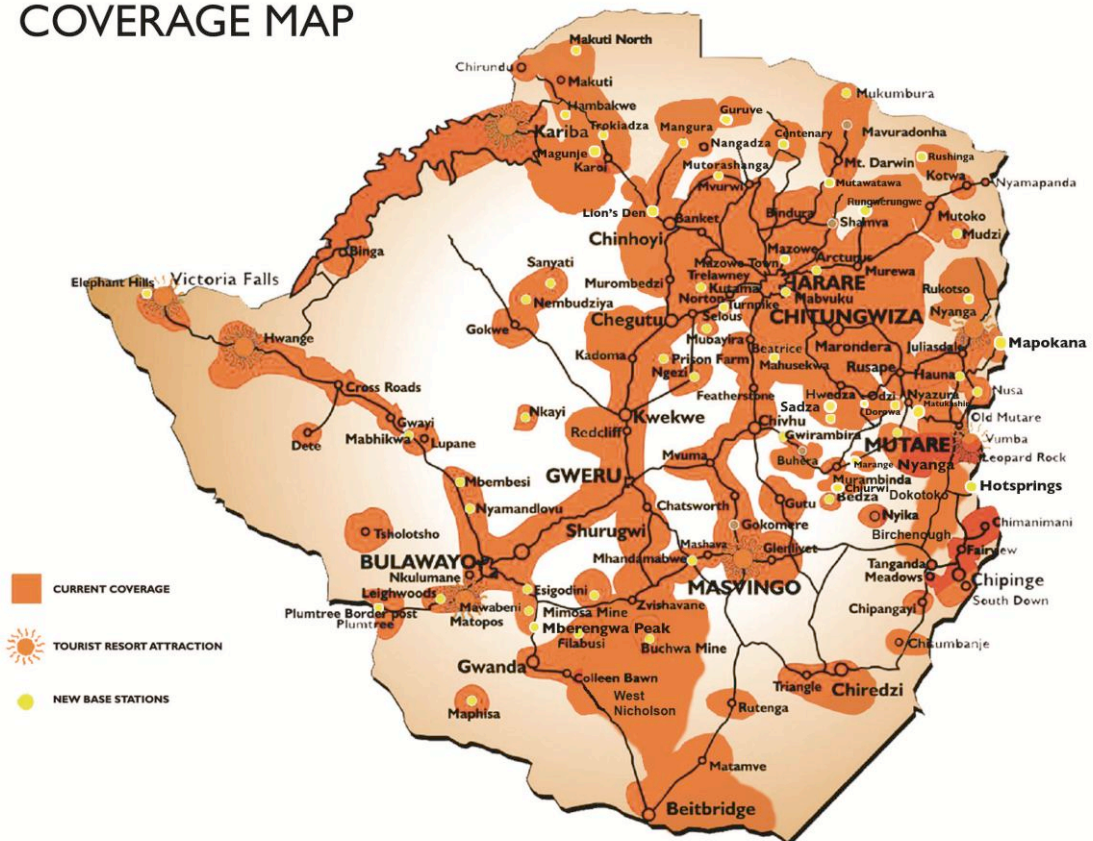
This allows customers to collect money from a network of paying agents around the country and have their salaries paid directly onto their phones.

Marketing manager: Mrs Memory Ngoro-Mandiya

Tel: 263 4 798111

Address: 16th Floor Kopje Plaza, 1 Jason Moyo Avenue, Harare,

COVERAGE MAP



NetOne coverage map
Source: NetOne website

Telecel www.telecel.co.zw

Telecel was the third network to be established in Zimbabwe.

Its majority shareholder is Egypt's Orascom Telecom.

Telecel has marketed itself as the network for the urban poor. It offers slightly lower tariffs than the other two mobile operators and good coverage of the poorer city suburbs.

Telecel introduced a mobile money transfer service called **Skwama** at the end of 2010.

Subscribers to Skwama can also open virtual banking accounts without the need to provide payslips or proof of earnings and at a minimal cost compared to opening a conventional bank account.

Telecel said in April 2011 that it signed up over 1.0 million subscribers.

It was the only network to maintain roaming and post-paid (contract) services in the financial crisis years before 2009. The company has capitalised on customer loyalty built during that difficult period.

One big attraction is that international voice calls only cost 25 US cents per minute – the same as the standard tariff for calls to another Zimbabwean network.

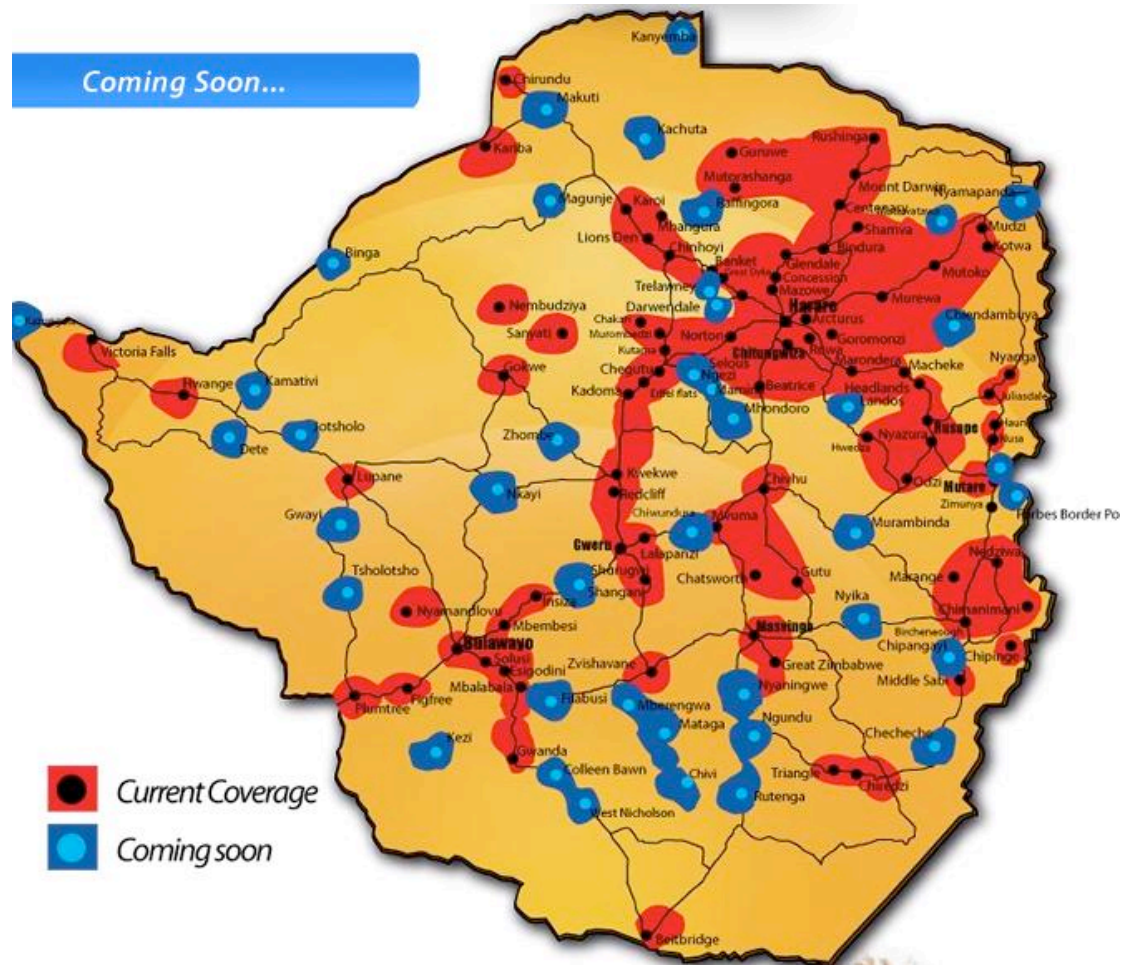
Telecel expected to launch a 3G service in August 2011, offering competition on both cost and service to Econet.

Marketing Director: Obert S. Mandimika

Sales and Distribution Manager: Donald Mupfunya

Tel: 263 4 748321

Address: 202 Seke Road, Graniteside, Harare,



Telecel mobile network coverage map

Source: Telecel website

For a more up-to-date Telecel coverage map, see the following dynamic map on Telecel's website: <http://www.telecel.co.zw/index-4.html>

TelOne www.telone.co.zw

TelOne is the State-owned fixed line telecoms services provider.

Created when the Post and Telecoms Company (PTC) was broken up in 2000, TelOne has suffered from under-investment, poor management, corruption and a loss of qualified staff to emigration or the private sector.

According to the ITU, there were 379,000 fixed telephone lines in Zimbabwe in 2010. However, in practice, many of those lines were out of service.

Telephone lines are frequently disrupted by heavy rain, theft of cables, obsolete switching gear and broken infrastructure.

Call charges are high by regional standards, and connections are unstable.

Local calls cost five US cents per minute to other landlines and 18 cents to a mobile.

In 2009, the government approved a plan to privatise up to 60% of TelOne in order to bring in much needed new investment.

By September 2011, little interest had been shown publicly by potential investors.

Tel: +263 (4) 798111

Address: Runhare House, 107 Kwame Nkrumah Ave, Harare, Zimbabwe

Zimbabwe Postal Services (ZimPost) www.zimpost.co.zw

Despite the collapse of many state services and infrastructure, the Zimbabwe Postal Service (ZimPost) continues to function, with deliveries to even the most remote areas of the country.

You can still confidently expect that all letters posted will be delivered to the addressee within a few days.

There are door-to-door deliveries in many urban areas, a parcel service and an Electronic Money Transfer service.

The Post Office Savings Bank takes deposits mostly from the lower-paid community.

Zimpost is able to deliver to un-addressed and addressed promotional materials in the form of fliers, brochures, pamphlets, etc. to private boxes and street addresses at affordable rates.

It claims to visit 700 000 addresses throughout Zimbabwe daily from Monday to Saturday.

However in rural areas delivery is to post boxes at post offices only. This means that mass mailing is unlikely to work well as a means of communication with rural communities.

Mobile phones used to gather and transmit health survey data

In early 2011, the [Humanitarian Information Facilitation Centre \(HIFC\)](#), supported by the Danish NGO IMS, initiated a pilot project in Zimbabwe utilizing Nokia Data Gathering (NDG) software and the technology of mobile telephony to collect, send and analyse data in near real time.

NDG is a software system developed by Nokia that allows collection of data using mobile phones to replace traditional paper-based questionnaires.

The pilot project was created with the intention of opening communication lines between local media, humanitarian aid workers and policymakers.

Through a partnership with a local NGO working in community health, HIFC convened thirteen community health monitors for training with the Nokia phones and the data collection software.

The thirteen monitors conducted drug availability surveys in five districts of the country to health workers and patients alike and sent the results to over thirty health institutions with their Nokia phones.

Their work revealed that painkillers and drugs for common ailments were in short supply in many areas across the country and that these shortages could be attributed to expiration, non-replacement and pilferage.

A survey conducted amongst the 13 monitors who participated in the pilot revealed that the NDG solution is a relatively easy technology that can be used across a range of age groups and by any individual who has handled a mobile phone before.

The fact that data goes straight from the field into a pre-existing database means increased accuracy through elimination of transcription errors and the ability to make informed and prompt responses is enhanced.

Various partners working in the humanitarian sector have already started expressing interest and HIFC expects to roll out this service to more humanitarian non-governmental organizations this year.

<http://www.i-m-s.dk/article/hifc-completes-nokia-data-gathering-pilot-project-zimbabwe>

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ZAMPS is an annual survey commissioned by the Zimbabwe Advertising Research Foundation to provide information on media consumption and products. The core objective of the study is to provide comprehensive information on audience patterns and preferences for all media, including radio stations, TV channels, newspapers and the Internet

Zimbabwe Advertising Research Foundation
Shangri-La Estate
137 Northway, Hatfield
Harare
Tel: +263 4 2921535 /577 726
Executive Director, Colin Moxham – colin@zarf.co.zw

Africa Media Barometer - www.fesmedia.org/african-media-barometer-amb/
A project of the Friedrich Ebert Stiftung, an Africa-specific assessment of country media landscapes.

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