

ዐይነት ፤	ማሳሰቢያ ።
ርክስ ፤	"በታላቋ : ብሪታንያ : የኢ.ሀ.ሥ.አ. : አንክርት : ስልክ : ላለፉት : 4 : ወራት : በEE : አላግባብ : ታግዶበታል ። [ተዘምኗል] E.C.D.U.'s mobile phone service in Great Britain has been unduly suspended by EE for the past 4 months. [updated] Le service de téléphone portable de l'U.C.D.E. en Grande Bretagne est indûment suspendu depuis quatre mois par la société EE. [mis à jour]"
ደራሲ ፤	የ"ሥልጡንሕዝብና" : ዝግጅት : ክፍል ።
ዕኩድ ፤	• አንደኛ : ዝግጅት : መስከረም : 3 : ቀን : 2014 : ዓ.ም. ። • ኹለተኛ : ዝግጅት : መስከረም : 21 : ቀን : 2014 : ዓ.ም. ።
ዝግጅት ፤	ፍጹም ።
መጽሔት ፤	"ሥልጡንሕዝብና" : መዜንወ : ቍ.2014-001
ማስታወሻ ፤	
ማሳሰቢያ ፤	ኹኔታው : በተለወጠ : ቍጥር : ይዘመናል ።

ማሳሰቢያ

NOTICE | ملاحظة

በታላቋ : ብሪታንያ : የኢ.ሀ.ሥ.አ. : አንክርት : ስልክ : ላለፉት : 4 : ወራት : በEE : አላግባብ : ታግዶበታል ።

መስከረም : 3 : ቀን : 2014 : ዓ.ም. ።

የኢትዮጵያውያን : ሀገራዊ : ሥልጡንሕዝባዊ : አንድነት :
(ኢ.ሀ.ሥ.አ.) ፣ የአንክርት : ስልክ : መሥመሩን ፣ የ British Telecom : ይዞታ : ከኹነው : EE : ከተባለው : አንጋፋ : የብሪታንያ : አንክርት : ስልክ : ድርጅት : ተከራይቶ ፣ ላለፉት : 4 : ዓመታት : በሰላም : ሲገለገልበት : ቁይቶ : ነበር ።

ኾኖም ፣ ከግንቦት : ወር : 2013 : ዓ.ም. ፣ አንሥቶ ፣ የአንክርት : ስልክ : መሥመሩ : አላግባብ : መታገዱን ፣ ተከትሎ ፣ ጉዳዩ ፣ "አምቡድንመን ፣ ሰርቪስዝ - ኮምዩኒኬሽንዝ" : (Ombudsman Services - Communications) ፣ ለተባለው ፣ በEE ፣ ለተጠቁመለት ፣ እንባ ፣ ጠባቂ : አገልግሎት ፣ ቀርቦ ፣ ነበር ። ያሳዘነው ፣ ከተባለው : ድርጅት ፣ አድላዊ ፣ ውሳኔ ፣ ደርሶት ፣ ኢ.ሀ.ሥ.አ. ፣ ውሳኔውን ፣ በመቃወም ፣ ነሐሴ ፣ 25 : ቀን : 2013 : ዓ.ም. ፣ ይግባኝ ፣ ብሎ ፣ ነበር ። በተጨማሪ ፣ ጉዳዩን ፣ በፍትሐዊነት ፣ ያየዋል ፣ በሚል ፣ እምነት ፣ በታላቋ ፣

ብሪታንያ ፣ የመገናኛ ፣ እና ፣ የማወራሻ ፣ ድርጅቶችን ፣ አገልግሎት ፣ ለሚቈጣጠረው ፣ ለመንግሥታዊው ፣ ተቋም ፣ OFCOM ፣ ማመልከቱንም ፣ የኢ.ሀ.ሥ.አ. ፣ ጽሕፈት ፣ ቤት ፣ አስታውቆ ፣ ነበር ። ኾኖም ፣ መስከረም ፣ 14 : ቀን : 2014 : ዓ.ም. ፣ ብይኑን ፣ በላከበት ፣ ደብዳቤው ፣ "አምቡድንመን ፣ ሰርቪስዝ - ኮምዩኒኬሽንዝ" : (Ombudsman Services - Communications) ፣ የቀደመ ፣ አድላዊ ፣ ውሳኔውን ፣ በማጽናት ፣- "አህጉራውያን ፣ ጥሪዎችን ፣ በተመለከተ ፣ EE ፣ አሳሳች ፣ የጽሑፍ ፣ መልክት ፣ መላኩ ፣ ርግጥ ፣ ነው ፤ [...] በ.ኾንም ፣ ይህ ፣ ብቻውን ፣ የቀደመ ፣ ውሳኔዎችንን ፣ አያስለውጠንም ፣ ..." ፣ ሲል ፣ አቤቱታችንን ፣ ውድቅ ፣ በማድረግ ፣ ሰብአዊ ፣ መብታችንን ፣ ዐብሮ ፣ ረምርሟል ።

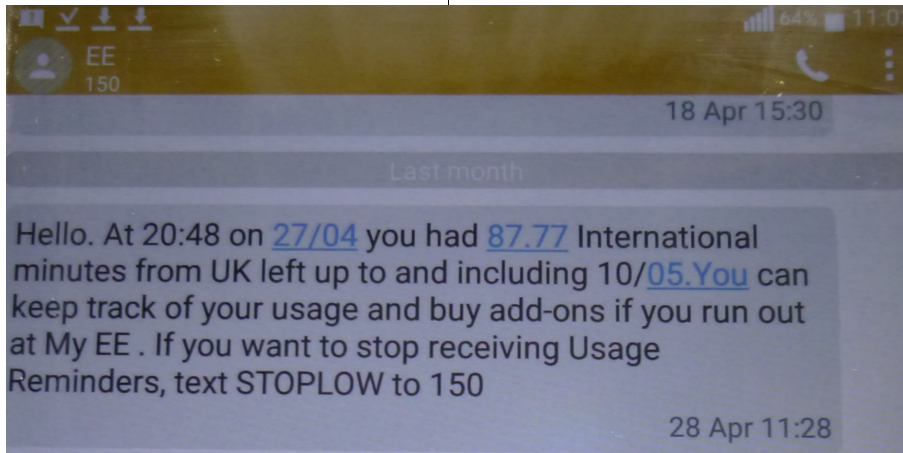
የኾግሩ ፣ መነሻ ፣ በሚያዝያ ፣ ወር ፣ 2013 ፣ ዓ.ም. ፣ EE ፣ ያስተላለፋቸው ፣ ተከታታይ ፣ የአህጉራዊ ፣ ጥሪ ፣ ፍጅታ ፣ ማሳሰቢያ ፣ መልእክቶች ፣ አሳሳችነት ፣ መኾኑን ፣ የኢ.ሀ.ሥ.አ. ፣ ጽሕፈት ፣ ቤት ፣ ገልጾልናል ። ከሚያዝያ ፣ 20 ፣ ቀን ፣ 2013 ፣ ዓ.ም. ፣ (28th April 2021) ፣ እስከ ፣ ሚያዝያ ፣ 27 ፣ ቀን ፣ 2013 ፣ ዓ.ም. ፣ (05th May 2021) ፣ EE ፣ አከታትሎ ፣ የላካቸው ፣ ጽሑፍ ፣ የአንክርት ፣ ስልክ ፣ ሒሳብ ፣ መግለጫ ፣ መልእክቶች ፣ ለጥቆ ፣ ተመልክተዋል ።

EE ፣ ሚያዝያ ፣ 20 ፣ ቀን ፣ 2013 ፣ ዓ.ም. ፣ (28th April 2021) ፣ በላከው ፣ የጽሑፍ ፣ መልእክት ፣ (ሥዕል ፣ 1) ፣ ከአህጉራዊ ፣ ጥሪው ፣ ጠቅላላ ፣ ወርቃዊ ፣ ምድብ ፣ 87.77 ፣ ደቂቃ ፣ መቅረቱን ፣ በሚያዝያ ፣ 28 ፣ ቀን ፣ 2013 ፣ ዓ.ም. ፣ (06th May 2021) ፣ የጽሑፍ ፣ መልእክቱ ፣ ደግሞ ፣ (ሥዕል ፣ 2) ፣ ወርቃዊ ፣ ምድብ ፣ ዋዜማውን ፣ ሚያዝያ ፣ 27 ፣ ቀን ፣ 2013 ፣ ዓ.ም. ፣ ፈጽሞ ፣ ማለቁን ፣ አስታወቀ ። ኾኖም ፣ ከጥቂት ፣ ቀናት ፣ በኋላ ፣ ግንቦት ፣ 2 ፣ ቀን ፣ 2013 ፣ ዓ.ም. ፣ (9th May 2021) ፣ በላከው ፣ የጽሑፍ ፣ መልእክት ፣ (ሥዕል ፣ 3) ፣- "651.38 ፣ ፓውንድ ፣ ክፈሎ" ፣ የሚል ፣ ያልተጠበቀ ፣ መልእክት ፣ ድንገት ፣ ላከ ። "በምን ፣ ምክንያት?" ፣ ተብሎ ፣ ሲጠየቅም ፣- "ሚያዝያ ፣ 12 ፣ ቀን ፣ (20th April) ፣ የአህጉራዊ ፣ ጥሪ ፣ ምድባችኹ ፣ ፈጽሞ ፣ መፈጅቱን ፣ በጽሑፍ ፣ አመልክተን ፣ ነበር ፤ ከዚያ ፣ ወዲህ ፣ ወደ ፣ ኢትዮጵያ ፣ የተፈጸመ ፣ ጥሪዎች ፣ ኹሉ ፣ በ3 ፣ ፓውንድ ፣ በደቂቃ ፣ ሒሳብ ፣ ታስበዋል" ፣ ዐለ ። የኢ.ሀ.ሥ.አ. ፣ ጽሕፈት ፣ ቤትም ፣- "የተባለው ፣ የጽሑፍ ፣ መልእክት ፣ አልደረሰንም ፤ ከሚያዝያ ፣ 12 ፣ ቀን ፣ በኋላም ፣ ሚያዝያ ፣ 20 ፣ ቀን ፣ 2013 ፣ ዓ.ም. ፣ (28th April 2021) ፣ በላካችኹልንና ፣ በደረሰን ፣ መልእክት ፣ የ87.77 ፣ ደቂቃ ፣ የአህጉራዊ ፣ ጥሪ ፣ ቀሪ ፣ ጊዜ ፣ እንደ ፣ ነበረን ፣ አስታውቃችኹናል" ፣ ሲል ፣ መለሰ ። EE ም ፣ ምንም ፣ አግባብነት ፣ ያለው ፣ ማስረጃን ፣ ላያቀርብ ፣- "የተጠየቃችኹትን ፣ 651.38 ፣ ፓውንድ ፣ ትከፍላላችኹ ፣ አለዚያ ፣ EE ፣ የተቃርኖ ፣ ደብዳቤ ፣ ጽፎ ፣ አገልግሎቱን ፣ ያቋርጣል ፣ ጉዳዩንም ፣ ወደእንባ ፣ ጠባቂ ፣ ይልክዋል" ፣ የሚል ፣ ለንግግር ፣ በርን ፣ የዘጋ ፣ መልስን ፣ ሰጠ ።

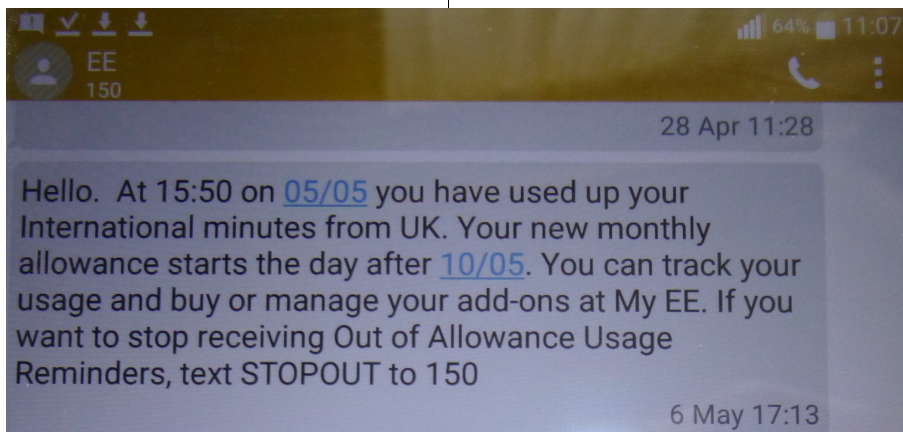
የፎንድ ጽሑፍ : መልክዳዎች : ቅጂዎች ::

Copies of EE's text messages | Copies des messages texte (SMS) de EE.

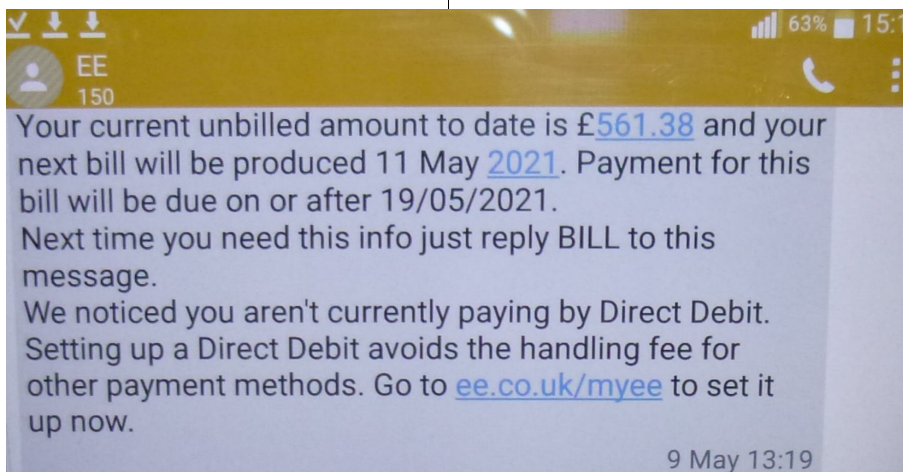
(ሥዕል : 1 | Picture 1 | Image 1 ↓)



(ሥዕል : 2 | Picture 2 | Image 2 ↓)



(ሥዕል : 3 | Picture 3 | Image 3 ↓)



እንደ EE ፡ ስሌት ፡ ይህ ፡ የ 651.38 ፡ ፓውንድ ፡ ሒሳብ ፡
ከወርታዊው ፡ ኢትዮጵያን ፡ ከሚጨምር ፡ የአህጉራዊ ፡ ጥሪ ፡
300 ፡ ደቂቃ ፡ ምድብ ፡ ውጪ ፡ የ 200 ፡ ደቂቃ ፡ ትርፍ ፡ ጥሪ ፡
በ 3 ፡ ፓውንድ ፡ በደቂቃ ፡ ሒሳብ ፡ ታስቦ ፡ መኾኑን ፡ አስረዳ ።
ቀድሞውኑ ፡ የተሳሳቱ ፡ መልእክቶችን ፡ ያስተላለፈው ፡ EE ፡
መኾኑ ፡ በታወቅም ፡ የኢ.ሀ.ሥ.አ. ፡ ጽሕፈት ፡ ቤት ፡—
"የ 200 ፡ ደቂቃ ፡ ጥሪ ፡ በ 20 ፡ ፓውንድ ፡ ተጨማሪ ፡ ክፍያ ፡
ሊገኝ ፡ ይችላልና ፡ ምንም ፡ ስሕተቱ ፡ ከ EE ፡ በኩል ፡ በ ጥን ፡
የ 20 ፡ ፓውንድ ፡ ክፍያውን ፡ እንክፈልፋለን ፡ ጉዳዩን ፡ በዚህ ፡
እንገነጋው" ፡ ሲል ፡ የስምምነት ፡ ሒሳብን ፡ አቀረበለት ። EE ፡
ግን ፡ አሻፈረኝ ፡ ዐለ ።

በዚህ ፡ መሠረት ፡ የሽምግልና ፡ ኸ.ደትን ፡
የሚያስገምግረውን ፡ የ Deadlock ፡ ደብዳቤ ፡ EE ፡ ግንቦት ፡ 12 ፡
ቀን ፡ 2013 ፡ ዓ.ም. ፡ (19th May 2021) ፡ በ.ያወጣም ፡
ለደንበኛው ፡ ወዲያውኑ ፡ መላክ ፡ ሲገኝው ፡ ተደጋጋሚ ፡
ጥያቄዎችን ፡ ሹሉ ፡ በማደናቁር ፡ ከቁየ ፡ በኋላ ፡ ጉዳዩ ፡
ለ OFCOM ፡ ስለ ፡ ደረሰ ፡ በፍጥነት ፡ እንዲልክልን ፡
ተነግሮት ፡ ካ 5 ፡ ሳምንታት ፡ በኋላ ፡ ሠኔ ፡ 15 ፡ ቀን ፡ 2013 ፡
ዓ.ም. ፡ (23rd of June 2021) ፡ አዘግይቶ ፡ ላከ ።
የኢ.ሀ.ሥ.አ. ፡ ጽሕፈት ፡ ቤትም ፡ ጉዳዩን ፡ ለእንባ ፡
ጠባቂው ፡ "አምቡድ-ዝመን ፡ ሰርቪስዝ — ኮምዩኒኬሽንዝ" ፡
(Ombudsman Services — Communications) ፡ ሠኔ ፡ 21 ፡
ቀን ፡ 2013 ፡ ዓ.ም. ፡ (28th June 2021) ፡ አቀረበ ። የእንባ ፡
ጠባቂው ፡ ድርጅት ፡ በ EE ፡ የተመደበ ፡ ሽምጋይ ፡ በመኾኑ ፡
ውሳኔው ፡ አድሏዊ ፡ ይኾናል ፡ የሚል ፡ ጥርጣሬ ፡ ነበር ።
እንደተፈራውም ፡ "አምቡድ-ዝመን ፡ ሰርቪስዝ —
ኮምዩኒኬሽንዝ" ፡ (Ombudsman Services —
Communications) ፡ አድሏዊ ፡ ውሳኔውን ፡ በደብዳቤው ፡
ሲያስታውቅ ፡ EE ፡ የፈጸመው ፡ አንዳች ፡ በደል ፡ እንደሌለ ፤
ደንበኛውም ፡ የተጠየቀውን ፡ መክፈል ፡ እንዳለበት ፡ ገለጸ ።
የ EE ፡ ጽሑፍ ፡ መልእክቶችን ፡ አሳሳችነት ፡ በተመለከተ ፡
እነዚህኞቹ ፡ የሚገልጹት ፡ ኢትዮጵያን ፡ የማይጨምረው ፡
የ 500 ፡ ደቂቃውን ፡ ወርታዊ ፡ የአህጉራዊ ፡ ጥሪ ፡ ምድብ ፡
ፍጆታን ፡ መኾኑን ፡ EE ፡ ገልጾልኛል ፡ ገለጸውንም ፡
ተቀብሎዋለኝ ፡ ሲል ፡ ሐሰተኛ ፡ ሒሳብን ፡ በዘገባው ፡ ጣል ፡
አደረገ ። ኾኖም ፡ በተባለው ፡ ወር ፡ ኢትዮጵያን ፡
ከማይጨምረው ፡ የ 500 ፡ ደቂቃ ፡ ወርታዊ ፡ የአህጉራዊ ፡ ጥሪ ፡
ምድብ ፡ ውስጥ ፡ ጽሕፈት ፡ ቤቱ ፡ የፈጀው ፡ ከ 250 ፡ ደቂቃ ፡
በታች ፡ መኾኑ ፡ በወርታዊው ፡ ደረሰኛ ፡ በዝርዝር ፡
ተመዝግቧል ። ስለዚህ ፡ "አምቡድ-ዝመን ፡ ሰርቪስዝ —
ኮምዩኒኬሽንዝ" ፡ (Ombudsman Services —
Communications) ፡ ሐሰተኛ ፡ መረጃን ፡ በዘገባው ፡ በማክል ፡
አድሏዊ ፡ ውሳኔን ፡ አስተላልፏል ።

የኢ.ሀ.ሥ.አ. ፡ ጽሕፈት ፡ ቤትም ፡ የ"አምቡድ-ዝመን ፡
ሰርቪስዝ — ኮምዩኒኬሽንዝ" ፡ (Ombudsman Services —
Communications) ፡ ውሳኔን ፡ በመቃወም ፡ በነሐሴ ፡ 25 ፡ ቀን ፡
2013 ፡ ዓ.ም. ፡ (31st August 2021) ፡ ደብዳቤው ፡ ይግባኝ ፡

በሷል ።
"ኢትዮጵያ ፡ ፋሺዝምን ፡ ድል ፡ ባደረገችበት ፡ በሚያዝያ ፡
27 ፡ 80 ኛ ፡ ዓመት ፡ በዓል ፡ በዕለቱ ፡ ዕለት ፡ ይህ ፡ በደል ፡
በኢ.ሀ.ሥ.አ. ፡ ላይ ፡ ለምን ፡ ይኾን ፡ የተፈጸመበት?" ፡ የሚል ፡
አግባብነት ፡ ያለው ፡ ጥያቄ ፡ እጥቂቶች ፡ ዘንድ ፡ ይነሳል ።
ይህኑ ፡ ጥያቄ ፡ ለኢ.ሀ.ሥ.አ. ፡ ጽሕፈት ፡ ቤት ፡ አቅርቦንለት ፡—
"ተንኩሉ ፡ ከሚያዝያ ፡ 27 ፡ ቀን ፡ 2013 ፡ ዓ.ም. ፡ መግጠሙ ፡
አጋጣሚ ፡ አይመስለንም ፤ ምክንያቱም ፡ ጥቂት ፡ ቀናት ፡
በኋላ ፡ የተፍገመገመው ፡ የኢ.ፌ.ዴ.ሪ. ፡ ቅሬታ ፡ ይዘት ፡
አስቀድሞ ፡ አስታውቆት ፡ በነበረው ፡ የሀገርን ፡ ሀብት ፡ ለውጭ ፡
ባለሀብቶች ፡ የመቸብቸብ ፡ ሕገ ፡ ወጥ ፡ ዕቅዱ ፡ መሠረት ፡
የኢትዮ-ቴሌኮምን ፡ የአንከርት ፡ ስልክ ፡ ገበያ ፡
በብሪታንያዊው ፡ ድርጅት ፡ በ VODAFONE ፡ ለሚመራው ፡
ለ SAFARICOM ፡ አላልፎ ፡ መስጠቱ ፡ ታውቋል ። ሕጋዊ ፡
መንግሥት ፡ በሌለበት ፡ ይህን ፡ መሳይ ፡ ድርጊት ፡ መፈጸም ፡
የሀገርን ፡ ሀብትና ፡ የሕዝብን ፡ ንብረት ፡ ማስመዝበር ፡
መኾኑን ፡ ይህም ፡ ድርጊታቸው ፡ አስመዝገባሪዎቹን ፡ በሕግ ፡
እንደሚያስጠይቃቸው ፡ ኢ.ሀ.ሥ.አ. ፡ ደጋግሞ ፡ አስታውቋል ።
አኹን ፡ ላይ ፡ ስንመለከተው ፡ መዝገብ ፡ ወገን ፡ "ድል ፡
አድርጌያለኝ" ፡ ያለን ፡ ይመስላል ። እውነት ፡ ነው ፡ የዛሬ ፡
85 ፡ ዓመትም ፡ ፋሺስቶች ፡ ድል ፡ አድርገናል ፡ ብለው ፡
ዐዲስ ፡ አበባ ፡ የገቡት ፡ በዚህ ፡ በሚያዝያ ፡ 27 ፡ ቀን ፡ 1928 ፡
ዓ.ም. ፡ ነበር ። ኾኖም ፡ ካ 5 ፡ ዓመት ፡ በኋላ ፡ ድል ፡
ተደርገው ፡ ሚያዝያ ፡ 27 ፡ ቀን ፡ 1933 ፡ ዓ.ም. ፡
በዐርባኞችና ፡ ይግረማችኹ ፡ በእንግሊዞች ፡ ድጋፍ ፡
ከዐዲስ ፡ አበባ ፡ ተባረዋል" ፡ ሲል ፡ መልሶልናል ።
ጉዳዩን ፡ ተከታትለን ፡ የደረሰበትን ፡ ደረጃ ፡ እንዘግባለን ❖

E.C.D.U.'s mobile phone service in Great Britain has been unduly suspended by EE for the past 4 months.

13th of September 2021.

Over the past four years, the **Ethiopians' Citizen Democratic Union (E.C.D.U.)** had been using a mobile phone service from **EE**, the mobile phone wing of **British Telecom**, and one of the largest telephone service providers in Great Britain.

However, following the unjustified suspension of its mobile phone service, starting from May 2021, the case has been brought to the **Ombudsman Services – Communications** designated by EE itself. Sadly, having received the unfair decision of the said body, the E.C.D.U. has since lodged its appeal. In addition, the E.C.D.U. Secretariat has informed us that it has presented its case to the **OFCOM**, the State institution that regulates the media and communications sectors in Great Britain, in the hope that fairness will prevail. **In its 24th September 2021 letter, the Ombudsman Services – Communications has since reaffirmed its previous biased decision by stating its final verdict: "I agree that the text messages were misleading [...] However, [...] I do not consider that a change to the initial decision is warranted"; in so doing it has participated in the trampling of a basic human right.**

The E.C.D.U. Secretariat has said that the whole issue started with a series of misleading text messages sent by EE, during April and May 2021, with regards to remaining international call allowances. These text messages detailing the remaining minutes of the monthly 300 minutes call allowance, and sent by EE between 28th of April 2021 and 09th of May 2021, are displayed on page 2.

In its 28th of April 2021 text message (**picture 1**), EE had posted an 87.77 minutes remaining international call allowance, followed by its 06th of May 2021 posting (**picture 2**) stating that the international call allowance was used up the previous

day, 05th of May 2021; finally, in a surprise move, its 09th of May 2021 text message (**picture 3**), announced that the current unbilled amount to date was £651.38. Asked for the reasons, EE replied that they had sent on the 20th of April 2021 a text message stating that the international call allowance was at that point in time all used up, and that all calls made to Ethiopia after that date were charged at £3 per minute. The E.C.D.U. Secretariat never received the said text message; what it actually received after the 20th of April 2021 were messages stating to the contrary, with 87.77 minutes still remaining on the 28th of April 2021. But EE, without offering any logical explanation or any room for compromise, insisted that the requested £651.38 be paid at once, or a deadlock letter will be issued and the service suspended, with the matter referred to the ombudsman.

According to EE's calculations, the £651.38 bill included 200 minutes extra calls to Ethiopia, billed at £3.00 per minute, in addition to the allowance of 300 minutes per month. Despite the fact that it is EE that sent these misleading text messages in the first place, the E.C.D.U. Secretariat offered to pay a £20.00 top up to cover the 200 minutes extra, but EE rejected the offer.

As a result, EE issued the deadlock letter on the 19th of May 2021, but failed to send it to the customer despite repeated requests; finally OFCOM was informed about the situation, then only did EE send the letter which was received five weeks later, on the 23rd of June 2021. The E.C.D.U. Secretariat submitted its case to the Ombudsman Services – Communications on the 28th of June 2021. As the Ombudsman Services – Communications was designated by EE itself, there were fears that their decision would be biased. As feared, the Ombudsman Services – Communications reported its biased findings in its 26th August 2021 letter in which it stated that EE acted correctly and that the billed amount should be met by the customer. Regarding EE's misleading text messages, the Ombudsman Services – Communications investigator made a false statement by claiming that EE had informed it that these text messages refer to the 500 minutes international call allowance other than the 300 minutes that included Ethiopia, and that it accepted

EE's explanations. Unfortunately for the Ombudsman Services – Communications, out of the 500 minutes of the said international call allowance, E.C.D.U. had only used less than 250 minutes during the month as the itemised bill certifies. The Ombudsman Services – Communications have therefore included false information in their investigation, which has therefore rendered their decision biased.

The E.C.D.U. Secretariat refused to accept the findings of the Ombudsman Services – Communications, and, on the 31st of August 2021, lodged an appeal against their decision.

"Why did this machination against E.C.D.U. coincide with the commemorations of the 80th anniversary of the 5th of May 1941 Ethiopian Victory against Fascism?" It is a question that was echoed by a few. We put the question to the E.C.D.U. Secretariat; their answer was: *"We do not think that it is just a coincidence because, a few days later, the fledgling F.D.R.E. remnant régime in Ethiopia had awarded a substantial share of **Ethio-Telecom's** mobile phone market to the **SAFARICOM** consortium which is led by the British mobile phone service provider **VODAFONE**, in accordance with its previously announced unlawful plan of stripping public sector assets. It is to be remembered that the E.C.D.U. had repeatedly made public its position that any privatisation of State enterprise in Ethiopia in the absence of a legitimate Government amounts to spoliation of the country's resources and the people's property, for which the régime's current leadership will have to answer before the law. What the beneficiaries of the spoil seem to be telling us now is that they have won on the 5th of May, as did the Fascist invaders 85 years ago when they entered Addis Abeba on the 5th of May 1936, but to be dislodged exactly five years later on the 5th of May 1941 by Ethiopian patriots – ironically – with the help of British forces, in the final stages."*

We shall be reporting on developments of the story ❖

Le service de téléphone portable de l'U.C.D.E. en Grande Bretagne est indûment suspendu depuis quatre mois par la société EE.

Le 13 septembre 2021

Durant les quatre dernières années, l'**Union Citoyenne Démocratique des Éthiopiens (U.C.D.E.)** a fait usage du service de téléphone portable auprès de la société **EE**, la branche de téléphonie portable de **British Telecom**, et un des plus importants fournisseurs de services en Grande Bretagne.

Néanmoins, en raison de la suspension injustifiée de ce service depuis le mois de mai 2021, l'affaire a été présentée aux médiateurs désignés par **EE**, **Ombudsman Services – Communications**. Malheureusement, suite à la décision injuste de ce dernier, l'**U.C.D.E.** a fait appel. De plus, elle a présenté son cas auprès de l'institution étatique de régulation des secteurs médiatiques et de communication en Grande Bretagne, l'**OFCOM**, dans l'espoir que l'équité prévaudra.

Dans sa lettre du 24 septembre 2021, le **Ombudsman Services – Communications** a, depuis, rendu public son verdict final qui réaffirme sa précédente décision biaisée en ces termes : *"Je reconnais que les messages textes étaient trompeurs [...]. Néanmoins [...], je n'estime pas qu'un changement à la décision initiale soit justifié"* ; ce faisant il a aussi bafoué un droit humain fondamental.

Le secrétariat de l'**U.C.D.E.** nous a appris que tout le problème a commencé à la suite d'une série de messages textes trompeurs que **EE** lui a envoyé, durant les mois d'avril et mai 2021, concernant le restant de minutes d'appels internationaux. Ces messages textes donnant le détail sur le restant de minutes d'appels, envoyés entre le 28 avril 2021 et le 9 mai 2021, sont affichés, page 2.

Dans son message texte du 28 avril 2021 (**Image 1**), **EE** avait posté un restant de 87.77 minutes

d'appel international, suivi par son message texte du 06 mai 2021 (**Image 2**) annonçant que la veille, le 05 mai 2021, le restant de provision d'appel international a été complètement utilisé ; enfin, le 09 mai 2021 (**Image 3**), dans un renversement de situation, EE a annoncé que la facture pour le mois se monte désormais à 651.38£. Questionnée sur les raisons d'un tel montant, EE a répondu qu'elle avait envoyé un message texte le 20 avril dernier annonçant que toute la provision mensuelle d'appel à l'étranger a été utilisée, et que tous les appels internationaux vers l'Éthiopie faits depuis cette date sont facturés à 3£ la minute. Le secrétariat de l'U.C.D.E. n'a pas reçu le message texte en question ; ce qu'il a reçu après le 20 avril 2021 est le message texte du 28 avril 2021 annonçant qu'il restait encore 87.77 minutes. Mais EE ne voulait rien entendre ; sans même donner une quelconque explication, ou montrer une quelconque volonté de compromis, elle a insisté à ce que la facture de 651.38£ soit immédiatement réglée, faute de quoi, une "lettre d'impasse" serait délivrée, le service suspendu, et le dossier renvoyé aux médiateurs.

Selon le calcul de EE, les 651.38£ incluent 200 minutes d'appels vers l'Éthiopie facturés à 3£ la minute, en plus de la provision des 300 minutes par mois. Tout en sachant que EE était responsable de l'envoi de messages textes trompeurs, l'U.C.D.E. a offert de payer les 20£ de "top up" nécessaires pour couvrir ces 200 minutes supplémentaires, mais EE n'a rien voulu entendre.

Finalement, EE a délivré la "lettre d'impasse", sans cependant l'envoyer au client, malgré les appels répétés de celui-ci ; il a fallu l'intervention de l'OFCOM pour que EE se décide enfin à l'envoyer, cinq semaines plus tard, le 23 juin 2021. Le secrétariat de l'U.C.D.E. a alors soumis son cas au Ombudsman Services – Communications le 28 juin 2021. Comme le Ombudsman Services – Communications a été désigné par EE elle-même, la décision finale de celui-ci risquait d'être biaisée. C'est ce qui s'est avéré finalement, puisque le Ombudsman Services – Communications a annoncé dans son rapport d'investigation du 26 août 2021 que EE a agit correctement et que le montant de la facture doit être réglé par le client. Concernant les

messages textes trompeurs de EE, le Ombudsman Services – Communications a faussement conclu que l'explication de EE selon laquelle les susdits messages textes concernent non pas les 300 minutes d'appels internationaux mensuels qui incluent l'Éthiopie, mais plutôt les 500 minutes d'appels internationaux mensuels qui n'incluent pas l'Éthiopie, est une explication qu'il juge acceptable. Malheureusement pour le médiateur Ombudsman Services – Communications, l'U.C.D.E. n'a utilisé que moins de 250 minutes des 500 minutes d'appels internationaux mensuels qui n'incluent pas l'Éthiopie, comme le montre la facture détaillée du mois en question. Le médiateur Ombudsman Services – Communications a bel et bien introduit dans son rapport d'investigation une information erronée qui a confirmé le caractère biaisé de sa décision.

Le secrétariat de l'U.C.D.E. a refusé d'accepter la conclusion du rapport d'investigation du médiateur Ombudsman Services – Communications, et a fait appel le 31 août 2021.

"Pourquoi cette machination contre l'U.C.D.E. s'est elle produite au moment de la commémoration du 80ème anniversaire de la victoire éthiopienne du 5 mai 1941 contre le fascisme ?" C'est une question légitime que certains se sont posés. Nous avons posé la même question au secrétariat de l'U.C.D.E., lequel nous a répondu : "La concomitance de la machination contre l'U.C.D.E. et de la commémoration du 5 mai ne semble pas être fortuite ; car, peu de jours après, le régime chancelant et résiduaire R.F.D.E. avait donné son accord à l'octroi d'une part substantielle du marché éthiopien du téléphone portable au consortium SAFARICOM qui est dirigé par le britannique VODAFONE . On se souvient que l'U.C.D.E. a régulièrement rendu public, ces derniers mois, sa position selon laquelle toute privatisation d'entreprises publiques en Éthiopie en l'absence d'un gouvernement légitime est un acte de spoliation des ressources du pays et de la propriété du peuple éthiopien, et que les responsables du régime auront à rendre des comptes devant la justice. Ce que les bénéficiaires de ce butin semblent maintenant nous communiquer dans un message à peine voilé, c'est que le 5 mai 2021 ils ont remporté une victoire,

comme les envahisseurs fascistes qui sont entrés dans Addis Abeba le même jours du 5 mai 1936, mais, pour être délogés cinq années plus tard le 5 mai 1941, par les patriotes éthiopiens avec – ironie de l'histoire – le soutien des forces britanniques dans les phases finales."

Nous vous tiendrons au courant des suites de cette affaire ❖

የሰብአዊ መብቶች ፡ ብሔራዊ ፡ ድንጋጌ ።

Universal Declaration of Human Rights | Déclaration universelle des droits humains
አንቀጽ ፡ 19 | Article 19

ሰው ፡ ሽብር ፡ ያስተያየትና ፡ አስተያየትን ፡ የመግለጽ ፡ ነጻነት ፡ አለለት ፤ ይህም ፡ መብት ፡ :-

- ማንም ፡ ጣልቃ ፡ ሳይገባበት ፡ አስተያየትን ፡ ለራሱ ፡ የማብጀት ፡ መብትንና ፡
- ከማንኛውም ፡ ማወራጃ ፡ አንዳችም ፡ ጠረፍ ፡ ሳያግደው ፡ መረጃንና ፡ ሐሳብን ፡ የመቀባበል ፡ መብትን ፡ ይጨምራል ።

Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.

Tout individu a droit à la liberté d'opinion et d'expression, ce qui implique le droit de ne pas être inquiété pour ses opinions et celui de chercher, de recevoir et de répandre, sans considérations de frontières, les informations et les idées par quelque moyen d'expression que ce soit.