

ዐይነት ፤	ማሳሰቢያ ።
ርእስ ፤	"በታላቋ : ብሪታንያ : የኢ.ሀ.ሥ.አ. : አንክርት : ስልክ : EE : በተባለው : ብሪታንያዊ : ድርጅት : አላግባብ : ከታገደ : 6 : ወራት : ዐለፉ ። [ተዘምናል]   It is now over 6 months since E.C.D.U.'s mobile phone service in Great Britain has been unduly suspended by the British company EE. [updated]   Il est maintenant plus de six mois que le service de téléphone portable de l'U.C.D.E. en Grande Bretagne est indûment suspendu par la société britannique EE. [mis à jour]"
ይሁሉ ፤	የ"ሥልጡንሕዝብና" : ዝግጅት : ክፍል ።
ዕኩት ፤	<ul style="list-style-type: none"> <li>• አንደኛ : ዝግጅት : መስከረም : 3 : ቀን : 2014 : ዓ.ም. ።</li> <li>• ኹለተኛ : ዝግጅት : መስከረም : 21 : ቀን : 2014 : ዓ.ም. ።</li> <li>• ሦስተኛ : ዝግጅት : ኅዳር : 21 : ቀን : 2014 : ዓ.ም. ።</li> </ul>
ዝግጅት ፤	ፍጹም ።
መጽሔት ፤	"ሥልጡንሕዝብና" : መዜንወ። : ቍ.2014-002
ማስታወሻ ፤	
ማሳሰቢያ ፤	ኹኔታው : በተለወጠ : ቍጥር : ይዘመናል ።



**በታላቋ : ብሪታንያ ።  
የኢ.ሀ.ሥ.አ. : አንክርት : ስልክ :  
EE : በተባለው : ብሪታንያዊ : ድርጅት :  
አላግባብ : ከታገደ :  
6 : ወራት : ዐለፉ ።**

**ኅዳር : 21 : ቀን : 2014 : ዓ.ም. ።**

**የኢትዮጵያውያን : ሀገራዊ : ሥልጡንሕዝባዊ : አንድነት :  
(ኢ.ሀ.ሥ.አ.) : የአንክርት : ስልክ : መሥመሩን : የ British  
Telecom : ይዞታ : ከኾነው : 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 ። "አምቡድ-ዝመን : ሰርቪስዝ -  
ኮምዩኒኬሽንዝ" (Ombudsman Services -  
Communications) : ለተባለው : በ EE : 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 ። የማወራረኛ ። ድርጅቶችን ።  
አገልግሎት ። ለሚቆጣጠረው ። ለመንግሥታዊው ። ተቋም ።  
OFCOM ። ማመልከቱንም ። የኢ.ሀ.ሥ.አ. ። ጽሕፈት ። ቤት ።  
አስታውቆ ። ነበር ። ኾኖም ። መስከረም ። 14 : ቀን : 2014 :  
ዓ.ም. ። ብይኑን ። በላከበት ። ደብዳቤው ። "አምቡድ-ዝመን ።  
ሰርቪስዝ - ኮምዩኒኬሽንዝ" (Ombudsman Services -  
Communications) ። የቀደመ ። አድላዊ ። ውሳኔውን ።  
በማጽናት ። "አሀገራውያን ። ጥሪዎችን ። በተመለከተ ። EE ።  
አሳሳች ። የጽሑፍ ። መልክት ። መላኩ ። ርግጥ ። ነው ። [...] ።  
ቢኾንም ። ይህ ። ብቻውን ። የቀደመ ። ውሳኔያችንን ።  
አያስለውጠንም ። ..." ። ሲል ። አቤቱታችንን ። ውድቅ ።  
በማድረግ ። ሰብአዊ ። መብታችንን ። ዐብሮ ። ረምርሟል ።  
**ይህን ። ፍርድ ። ገምድል ። ውሳኔ ። የኢ.ሀ.ሥ.አ. ። ጽሕፈት ።  
ቤት ። የማይቀበለው ። መኾኑን ። የሚገልጽ ። ደብዳቤ ።  
መስከረም ። 26 : ቀን : 2014 : ዓ.ም. ። ለ"አምቡድ-ዝመን ።  
ሰርቪስዝ - ኮምዩኒኬሽንዝ" ። ተልኳል ። ግልባጭ ።  
ለ OFCOM ። እና ። ለብሪታንያ ። መንግሥት ። የንግድ ። ምጋቤ ።  
ተልኳል ። ጉዳዩ ። ገና ። ከመሠረቱ ። በብሪታንያ ። መንግሥት ።  
የንግድ ። ምጋቤ ። እንዲታወቅ ። የኢ.ሀ.ሥ.አ. ። ጽሕፈት ።  
ቤት ። ግልባጭ ። ደብዳቤዎችን ። መላኩን ። አስታውቋል ።  
ኾኖም ። እስካኹን ። ከብሪታንያ ። መንግሥት ። ይህን ። በ EE ።  
የተፈጸመ ። የስድሳዊ ። ድርጅትን ። አንደበት ። የመሸብብ ። ግፍ ።  
በተመለከተ ። አንዳች ። መልስ ። አልመጣለትም ። OFCOM ።  
በላከው ። የመልስ ። ደብዳቤው ። ግን ። የተቋሙ ። ተልእኮ ።  
እያንዳንዱን ። አቤቱታ ። ለመስማትና ። ለማገናዘብ ። እንጂ ።  
ለመወሰን ። ስለማይፈቅድለት ። በ EE ። አንጻር ። እስካኹን ።  
ከልዩ ። ልዩ ። አግጣጫዎች ። የመጡለትን ። አቤቱታዎች ።  
አጠናቅቆ ። የጅምላ ። ውሳኔ ። ላይ ። ሲደርስ ። ብቻ ። ይህን ።  
ውሳኔውን ። ይፈጽማል ። ሲል ። በሕግ ። የተፈቀደለትን ።  
አስሠራር ። አስታውሷል ። እስካኹን ። የደረሰው ። መረጃም ።  
ለሥራው ። እንደጠቀመው ። ገልጿል ።**

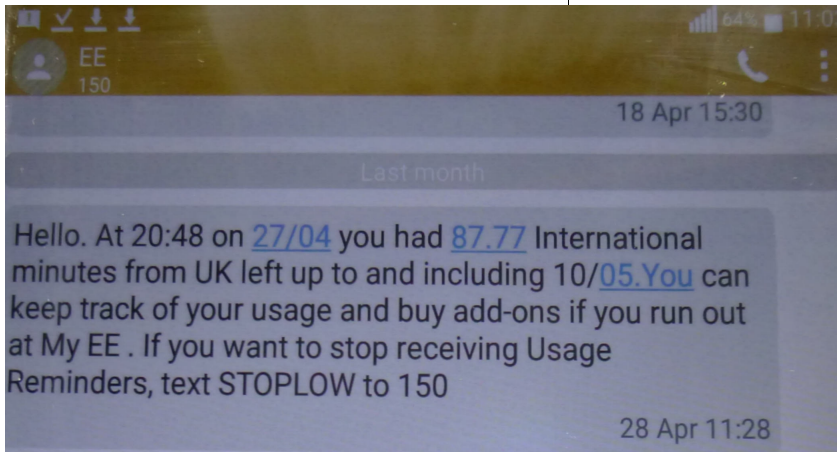
የኾግሩ ። መነሻ ። በሚያዝያ ። ወር ። 2013 ። ዓ.ም. ። EE ።  
ያስተላለፋቸው ። ተከታታይ ። የአሀገራዊ ። ጥሪ ። ፍጅታ ።  
ማሳሰቢያ ። መልእክቶች ። አሳሳችነት ። መኾኑን ። የኢ.ሀ.ሥ.አ. ።  
ጽሕፈት ። ቤት ። ገልጾልናል ። ከሚያዝያ ። 20 : ቀን : 2013 ።  
ዓ.ም. ። (28th April 2021) ። እስከ ። ሚያዝያ ። 27 : ቀን ።  
2013 ። ዓ.ም. ። (05th May 2021) ። EE ። አከታትሎ ።  
የላካቸው ። ጽሑፍ ። የአንክርት ። ስልክ ። ሒሳብ ። መግለጫ ።  
መልእክቶች ። ለጥቆ ። ተመልክተዋል ።  
EE ። ሚያዝያ ። 20 : ቀን : 2013 ። ዓ.ም. ። (28th April  
2021) ። በላከው ። የጽሑፍ ። መልእክት ። (ሥዕል ። 1) ።  
ከአሀገራዊ ። ጥሪው ። ጠቅላላ ። ወርታዊ ። ምድብ ። 87.77 ።  
ደቂቃ ። መቅረቱን ። በሚያዝያ ። 28 : ቀን : 2013 ። ዓ.ም. ።  
(06th May 2021) ። የጽሑፍ ። መልእክቱ ። ደግሞ ። (ሥዕል ።

2) ፡ ወርታዊ ፡ ምድቡ ፡ ዋዜማውን ፡ ሚያዝያ ፡ 27 ፡ ቀን ፡  
2013 ፡ ዓ.ም. ፡ ፈጽሞ ፡ ማለቁን ፡ አስታወቀ ። ኸኖም ፡  
ከጥቂት ፡ ቀናት ፡ በኋላ ፡ ግንቦት ፡ 2 ፡ ቀን ፡ 2013 ፡ ዓ.ም. ፡  
(9th May 2021) ፡ በላከው ፡ የጽሑፍ ፡ መልእክት ፡ (ሥዕል ፡  
3) ፡- "651.38 ፡ ፓውንድ ፡ ክፈሉ" ፡ 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 ፡  
የተፈጸሙ ፡ ጥሪዎች ፡ ኸሉ ፡ 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 ፡  
ሳያቀርብ ፡- "የተጠየቃችኹትን ፡ 651.38 ፡ ፓውንድ ፡  
ትከፍላላችኹ ፡ አለዚያ ፡ EE ፡ የተቃርኖ ፡ ደብዳቤ ፡ ጽፎ ፡  
አገልግሎቱን ፡ ያቋርጣል ፡ ጉዳዩንም ፡ ወደእንግ ፡ ጠባቂ ፡  
ይልክዋል" ፡ የሚል ፡ ለንግግር ፡ በርን ፡ የዘጋ ፡ መልስን ፡ ሰጠ ።

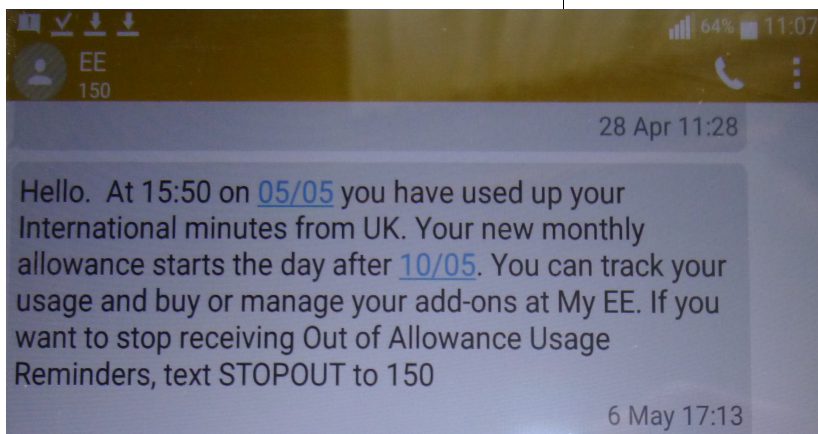
የፎንት ስልጠና : መጠን ስልጠና : ቅጂዎች ::

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

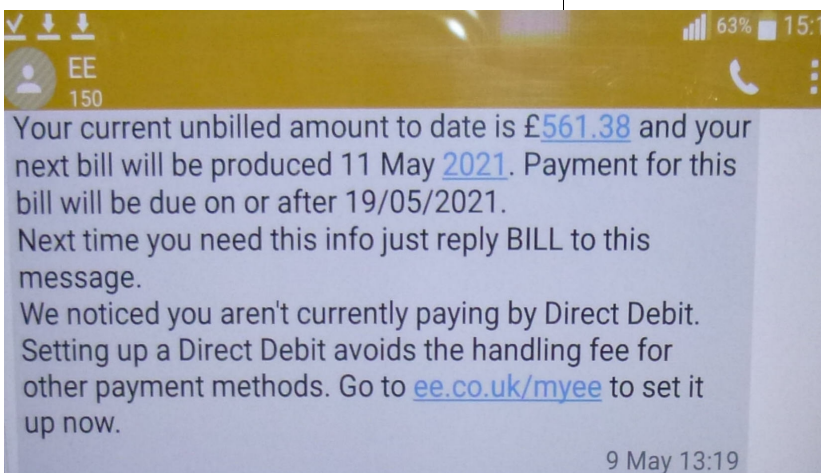
(ሥልጠና : 1 | Picture 1 | Image 1 ↓)



(ሥልጠና : 2 | Picture 2 | Image 2 ↓)



(ሥልጠና : 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 ፡ ቢኾን ፡ የ 20 ፡ ፓውንድ ፡ ክፍያውን ፡ እንክፈልፍ ፡ ጉዳዩን ፡ በዚህ ፡ እንዝጋው" ፡ ሲል ፡ የሰምምነት ፡ ሐሳብን ፡ አቀረበለት ። EE ፡ ግን ፡ አሻፈረኝ ፡ ዐለ ።

በዚህ ፡ መሠረት ፡ የሽምግልና ፡ ኸደትን ፡ የሚያስገምገረውን ፡ የ Deadlock ፡ ደብዳቤ ፡ EE ፡ ግንቦት ፡ 12 ፡ ቀን ፡ 2013 ፡ ዓ.ም. ፡ (19th May 2021) ፡ በያወጣም ፡ ለደንበኛው ፡ ወዲያውኑ ፡ መላክ ፡ ሲገኝው ፡ ተደጋጋሚ ፡ ጥያቄዎችን ፡ ኹሉ ፡ 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) ፡ አዘገይቶ ፡ 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 ፡ ተቀብሎታልኩ ፡ ሲል ፡ ሐሰተኛ ፡ ሐሳብን ፡ 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 ፡ ደረሰኙ ፡ በዝርዝር ፡ ተመዝግቧል ። ስለዚህ ፡ "አምቡድ-ዝመን ፡ ሰርቪስዝ - ኮምዩኒኬሽንዝ" ፡ (Ombudsman Services - Communications) ፡ ሐሰተኛ ፡ መረጃን ፡ በዘገባው ፡ በማከል ፡ 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 ፡

ብሏል ።  
"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 ። ይህን ፡ ጥያቄ ፡ ለኢ.ሀ.ሥ.አ. ፡ ጽሕፈት ፡ ቤት ፡ አቅርቦንለት ፡-  
"ተንኩሉ ፡ ከሚያዝያ ፡ 27 ፡ ቀን ፡ 2013 ፡ ዓ.ም. ፡ መግጠሙ ፡ አጋጣሚ ፡ አይመስለንም ፤ ምክንያቱም ፡ ጥቂት ፡ ቀናት ፡ በኋላ ፡ የተፋገመገመው ፡ የኢ.ፌ.ዴ.ሪ. ፡ ቅሬታ ፡ ይዘት ፡ አስቀድሞ ፡ አስታውቆት ፡ በነበረው ፡ የሀገርን ፡ ሀብት ፡ ለውጭ ፡ ባለሀብቶች ፡ የመቸብቸብ ፡ ሕገ ፡ ወጥ ፡ ዕቅዱ ፡ መሠረት ፡ የኢትዮ-ቴሌኮምን ፡ የአንክርት ፡ ስልክ ፡ ገበያ ፡ በብሪታንያዊው ፡ ድርጅት ፡ በ VODAFONE ፡ ለሚመራው ፡ ለ SAFARICOM ፡ አሳልፎ ፡ መስጠቱ ፡ ታውቋል ። ሕጋዊ ፡ መንግሥት ፡ በሌለበት ፡ ይህን ፡ መሳይ ፡ ድርጊት ፡ መፈጸም ፡ የሀገርን ፡ ሀብትና ፡ የሕዝብን ፡ ንብረት ፡ ማስመዝበር ፡ መኾኑን ፡ ይህም ፡ ድርጊታቸው ፡ አስመዝግሪዎቹን ፡ በሕግ ፡ እንደሚያስጠይቃቸው ፡ ኢ.ሀ.ሥ.አ. ፡ ደጋግሞ ፡ አስታውቋል ። አኹን ፡ ላይ ፡ ስንመለከተው ፡ መዝገሪው ፡ ወገን ፡ "ድል ፡ አድርጌያለኩ" ፡ 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 ❖

It is now over 6 months  
since E.C.D.U.'s  
mobile phone service  
in Great Britain  
has been unduly suspended  
by the British company EE.

30<sup>th</sup> November 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 24<sup>th</sup> 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 Secretariat of the E.C.D.U. has rejected this latest unjust decision, in a letter dated 06th October 2021 and addressed to the Ombudsman Services – Communications; copies of the letter were also sent to the British Ministry of Trade, and OFCOM. The Secretariat of the E.C.D.U. has made sure that this matter is fully known to the British Government by sending it copies of relevant correspondence. Nevertheless, the Secretariat of the E.C.D.U. has not received any acknowledgement of receipt nor any response from the British Government regarding this

regrettable act of muzzling by EE of an established political organisation, in blatant breach of Article 19 of the Universal Declaration of Human Rights of the United Nations Organisation, to which Great Britain is signatory. On the other hand, OFCOM have responded by stressing the fact that their mission is to monitor the performance of telecom companies through individual complaints, and not to examine and respond to individual cases; but that they will take appropriate action whenever there is enough evidence to do so, and that the information already provided is useful to them.

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 over 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 fledgeling 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 ❖

Il est maintenant plus de six mois que le service de téléphone portable de l'U.C.D.E. en Grande Bretagne est indûment suspendu par la société britannique EE.

Le 30 novembre 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.** a, dans une lettre du 06 octobre 2014 adressée à l'**Ombudsman Services – Communications**, rejeté cette décision injuste; les copies de cette lettre ont aussi été envoyées au ministère britannique du commerce, ainsi qu'à **OFCOM**. Le secrétariat de l'**U.C.D.E.** a toujours tenu informé de l'évolution de cette affaire le ministère britannique du commerce, en lui envoyant les copies des correspondances. Néanmoins, le secrétariat de l'**U.C.D.E.** n'a reçu jusqu'à présent aucun accusé de

réception ni une quelconque réponse de la part du gouvernement britannique concernant ce cas grave de muselage d'une organisation politique par la société britannique **EE**, en flagrant violation de l'article 19 de la Déclaration Universelle des Droits Humains de l'Organisation des Nations Unies, dont la Grande Bretagne est signataire. Pour sa part, **OFCOM** a répondu en soulignant que sa mission se limite à la surveillance de performance des sociétés du télécom à travers les plaintes individuelles, mais que cela ne l'autorise pas de décider sur les cas individuels; tout en ajoutant qu'il prendrait les mesures qu'il juge appropriées s'il y a pour cela suffisamment de preuves, et que l'information qui lui a été envoyée jusqu'à présent a été utile à cet égard.

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 ❖



**የሰብአዊዎች ፡ መብቶች ፡ ብሔራዊ ፡  
ድንጋጌ ።**

Universal Declaration of Human Rights | Déclaration universelle des droits humains

**አንቀጽ ፡ 19 | Article 19**

ሰው ፡ ሽሁ ፡ ያስተያየትና ፡ አስተያየትን ፡ የመግለጽ ፡ ነጻነት ፡  
አለሉት ፤ ይህም ፡ መብት ፡-

- ማንም ፡ ጣልቃ ፡ ሳይገባበት ፡ አስተያየትን ፡ ለራሱ ፡  
የማብጀት ፡ መብትንና ፡
- ከማንኛውም ፡ ማወራኛ ፡ አንዳችም ፡ ጠረፍ ፡  
ሳያግደው ፡ መረጃንና ፡ ሐሳብን ፡ የመቀባበል ፡ መብቱን ፡  
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.