



**13:30 – 14:30 REGISTRATION**

**14:30 – 14:45 OPENING CEREMONY**

- Dr Mohammed Al Amer, Chairman of the Telecommunications Regulatory Authority (TRA) of Bahrain
- Mr Brahima Sanou, Director, Telecommunication Development Bureau (BDT)
- H.E. Dr Hamed bin Salim Al Rawahi , AREGNET Chair 2014, Executive President, Oman Telecommunications Regulatory Authority (TRA), Chairman of the RA meeting

**14:45 - 15:15 SESSION 1: PRESENTATION OF MAIN PROJECTS AND ACTIVITIES**

Presentation of main projects and activities of each regulatory association with the aim of sharing good experiences and best practices

Interactive panel discussions

**15:15 – 16:00 SESSION 2: BROADBAND SERVICE REGULATION: CONSUMER PROTECTION WITH REGARD TO QUALITY OF SERVICE AND IMPACT ON REGULATIONS**

Presentation from Euro-Mediterranean Regulators Group (EMERG)

Experiences from other regions

**16:00 – 16:15 COFFEE BREAK**

**16:15 – 17:00 SESSION 3: INTERNET GOVERNANCE**

Presentation from Association of Communications and Telecommunications Regulators of the Community of Portuguese Speaking Countries (ARCTEL-CPLP)

Interactive panel discussions

**17:00 – 17:45 SESSION 4: GRAY MARKET AND TERMINALS ROBBERY**

Presentation from Association of Communications and Telecommunications Regulators of the Community of Portuguese Speaking Countries (ARCTEL-CPLP)

Experiences from other regions