



# ITU Regional Forum on Consumer Information, Protection and Rights for Africa 2017

## Provisional Agenda

Cotonou BENIN

14-16 March 2017



### Day 1: Tuesday 14<sup>th</sup> March

9.00-9.30 Registration

9.30- 10.15 **Opening Ceremony**

Welcome Address : **M. Romain Houéhou, Secretary-General ,RéCATIC**

Keynote address : **M. Ali Drissa Badiel, ITU Area Representative, West Africa**

Keynote address : **M. Flavien Bachabi, Chairman, ARCEP**

Opening address: **H.E.Ms. Rafiatou Monrou, Minister Digital Economy and Communication, Benin**

### 10:15-10:45 Coffee Break

10:45- 12:00 **Session 1: A Macro- Overview- ICT4SDG and Consumer Protection:** This session reviews the role of ICTs as a foundation for economic and social development-What do SDGs mean for consumers in Africa and what is the role of ICTs in achieving the SDGs

1.1 Global ICT trends, SDGs and implication for Consumer- **Ali-Drissa Badiel, ITU**

1.2 International, Regional & global partnership for SDGs- **UNDP Benin**

1.3 Sustainable Development: Using What We Have to Get What We Need- **Shola Sanni, Policy Manager, GSMA-Africa**

1.4 The Equity Challenges **Mr. Russell Southwood- Balancing Act Africa**

12:00- 13:00 **Session 2: Institutional Frameworks and Practices \_Policy, Regulation & Advocacy:** The session explores the current concepts and issues pertaining to the implementation of right protection & institutional frameworks at global and regional level and national level;

**2.1 Ms. Meriem SLIMANI, Standardization and Development Coordinator, African Telecommunications Union (ATU)**

**2.2 Representative of ARCEP Benin / ReCATIC**

**2.3 Mr. Reuben Gwatidzo -Consumer Advocacy Zimbabwe**

### 13:00- 14:00 Lunch

14:00- 15:30 **Session 3 Connecting the Unconnected: Technology and Financing Developments and Challenges** The session will explore New technologies for developments: infrastructure, broadband rollout plans, IPv6, Internet exchange points (IXP) and the impact on international transit in Africa; How can technology lead to content creation and vice-versa and the need to revising UAS to achieve connectivity -

3.1 Global and regional initiatives and approaches – **Ali-Drissa Badiel, ITU**

3.2 National frameworks and practices; Burkina Faso case study by **Joseph NANA, CT-MDENP**



3.3 Gambia – The “Bantaba Outreach’ by *Solo SIMA, Director Consumer Affair PURA*

15:30- 16:00 **Coffee/Tea Break**

16:00- 16:45 **Session 4– Round table**

**Moderator- Russell Southwood**

The round table examines the policy, regulatory and advocacy gaps, challenges and solutions for Consumer Protection and Rights in Africa

- i. *Aminata Kaba, Directrice Générale Adjointe, Autorité de Régulation des Postes et Télécommunications (ARPT)*
- ii. *ARCEP/Benin*
- iii. *Mrs. Ghislaine Carine Essomba Avom- Central Africa Telecommunications Regulators Assembly (ARTAC)*

**Day 2: Wednesday 15<sup>th</sup> March**

9.00-9.15 **Recap of day 1 session** – Chairman of the forum/ITU

9.15- 10.30 **Session 5 – Consumer protection and Quality of service-** This session will examine the consumer protection measures adopted in the broadband & IoT era with a focus on QoS and QoE-

5.1 QoS and the Digital Tsunami *Shola Sanni, Policy Manager, GSMA Africa*

5.2 QoS frameworks, audit and assessment of QoS parameters for digital services, enforcement and redress mechanisms -Country case studies

- i. BURKINA FASO– *Joseph NANA, CT-MDENP*
- ii. GHANA- *Mr. Abed BANDIM -NCA*
- iii. NIGERIA - *Ms. Hadiza KACHALLAH- NCC*

10:30-11:00 **Coffee break**

11:00- 12:00 **Session 6-Consumer Affordability and Entrepreneurship.** The session will examine the tariff monitoring and regulatory approaches adopted to protect consumers from excessive pricing, the mechanisms for enhancing consumer price awareness in the digital environment including price bundles and OTTs

6.1 The App Economy and implication for consumer protection and Rights – *Dr. Andre ONANA- ESMT*

6.2 International mobile roaming, tariff and costing practices – *Anne Rita Ssemboga, ITU*

6.3 Price awareness and monitoring approaches for consumer protection Country experience

- i. *Mr. Reuben Gwatidzo -Consumer Advocacy Zimbabwe*
- ii. *Suzy OWONA- ART Cameroon*

12:00- 13:00 **Session 7: Platforms to empower consumers and entrepreneurship-** Case studies on digital financial inclusion;

7.1 Global Symposium paper on DFS- *Anne Rita Ssemboga ITU,*

7.2 Best practices- *country experience, operator experience*



- i. *Cote d'ivoire - Ms. Peya Bridgette (TBC)*
- ii. *Benin central bank, (TBC)*
- iii. *MTN Mobile Money SA/ASMAB*

**12:45- 14:00 Lunch break**

14:00- 15:30 **Session 8- Emerging issues for consumers' for online protection-** Session examines how consumers can be protected in a global world of e-commerce (mobile devices, mobile/online payments, counterfeit devices) –  
 8.1 Global consumer protection of e-commerce- *Dr. Andre Onana –ESMT*  
 8.2 Safe & Secure Mobile Experience: The Key Issues –*Ms. Shola Sanni, Policy Maanager, GSMA-Africa*  
 8.3 Country experience- *Mr. Gwa Tobbie MOHAMMED, NCC, Nigeria*

**15:30- 16:00 Tea Break**

**16:00- 16:45** Session 9- Round table discussion – – **Marking the World Consumers Rights Day -Theme: Building a digital world consumer can trust.**

**Moderator:** *Mr. Abile Romain Houehou, ReCATIC*

**Panalist**

- i. *Ms. Agathe Affougnon*
- ii. *Robin Accrombessi*
- iii. *Hervé Guèdègbé*
- iv. *Mr. Russell Southwood, Balancing Act*

**Day 3 Thursday 16<sup>th</sup> March, 2017**

9.00-9.15 Recap of day 2- Chairman of the forum

9:15 - 10.30 **Session 10 –Child online Protection** –The session presents COP at the regional and international level highlighting the importance of international cooperation and regional harmonization

10.1 International cooperation and COP Guidelines, *Anne Rita Ssemboga ITU*

10.2 Policy and Practice- *Mr. Siakou Fall, Data Protection Commission CDP, SENEGAL*

10.3 The SADONUM Platform - *M. Madame NDIUCK Fatou BOYE*

**10:30-11:00 Tea Break**

11:00- 12:00 **Session 11- Effective Information, education and communication strategies-** The session will explore policy, regulatory and industry initiatives undertake to empower consumers in Africa and enhance their ICT knowledge and skills. Country case study

11.1 Consumer Out Reach Programs in Uganda- *Ibrahim Bbossa, UCC*

11.2 ICT Education and consumer outreach in Rwanda - *Vénérande Mukamurera, RURA*

11.3 The Kitsong and Digital literacy Program for Botswana- *Ms. Suzan D. Jacobs BOCRA*

12:00- 13:00 **Session 12 ROUND TABLE – TAKE HOME-** Collaborative partnerships models and approaches for consumer Information Protection and Rights for Africa- Requirements and way forward-



*Moderator ; Aminata Kaba, Directrice Générale Adjointe, Autorité de Régulation des Postes et Télécommunications (ARPT)*

*Anne Rita Ssemboga, ITU- Presentation collaborative Regulatory models*

**Panelists**

- i. Mr. Abile Romain Houehou, ReCATIC*
- ii. Ms. Mariem Slamini, ATU Representative*
- iii. Shola SANNI, GSMA-Africa*

**12:45- 14:00 Lunch Break**

**14:00- 15:30 CLOSING CEREMONY**

