



International Telecommunication Union
REGIONAL OFFICE FOR AFRICA

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Addis Ababa, 26th January 2017

- Member States and ITU-D Sector Members;
- Regional and Sub-Regional regulators' associations;
- Telecommunication/ICT operators;
- Financial and development institutions;
- Regional and sub-Regional organizations
- Academia

**Subject: ITU Regional Forum on Consumer Information, Protection and Rights for Africa, Cotonou Benin;
14 - 16 March, 2017**

Dear Sir,

In the framework of Resolution 64 (Rev. Dubai, 2014) implementation; protecting and supporting users/consumers of telecommunication/ information and the work of the ITU-D Study Group 1, I have the pleasure of inviting you to the International Telecommunication Union (ITU) regional workshop on Consumer Information, Protection and Rights for Africa that will take place at "Palais du Congrès" in Cotonou, Benin, from 14 to 16 March, 2017. The event is organised in collaboration with the Government of the Republic of Benin, the African ICT Consumers' Network of (RéCATIC) and the Regulatory Authority of Postal and Electronics Communications of Benin (ARCEP).

The theme of the conference is "Consumer protection in the face of emerging challenges in the development of electronic communications in Africa". This forum puts consumer protection at the heart of the debate in an African context where it is important to reduce the digital divide that regulators, policy makers and telecom operators continue to favor the development of broadband infrastructure, investment in Broadband, the development of the digital economy, equitable and affordable access to all ICTs.

Then, with the continuing global demand for interrupted, fast and easy access to data and applications, the deployment of broadband networks facilitating the convergence of information, communications and broadcasting has radically changed the way Services are offered and / or accessible by consumers

The Forum provides a platform for sharing real experience and knowledge on possible solutions of addressing existing as well as emerging challenges amongst telecommunication, broadcasting and converged ICT regulators in the area of consumers' rights and protection in the digital age. The outcomes of the discussions will further feed into the ongoing work of Study Group 1-Question 6/1: Consumer information, protection and rights: Laws, regulation, economic bases, consumer networks.

The Forum is open to all the ITU Member States in Africa; primarily targeted at experts directly responsible for ICT consumer protection and education in relevant Ministries, regulatory agencies operating companies and consumer associations.

Documents relating to the event and regular updates thereto (information note, provisional programme, and registration and hotel reservation) is available on the ITU website at: <http://www.itu.int/en/ITU-D/Regulatory-Market/Pages/Events2016/Benin/Home.aspx> A practical information note concerning the workshop can also be found at the above web address.

Registration will be done preferably online at <http://www.itu.int/go/regitud> not later than 28th February 2017. The detailed provisional agenda will be also available on the ITU website.

The meeting will be paperless; participants are therefore invited to download and print the needed documents before and during the event. Simultaneous interpretation will be provided in English and French during the meeting.

In order to benefit from preferential hotel rates negotiated by the national coordinator for this event, participants are requested to complete the form and return it directly to the selected hotel.

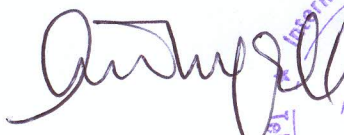
The host country will provide transportation between the airport and hotels, and between the hotels and the Forum venue, and vice versa, for all delegates.

To facilitate the planning and coordination of airport transfers, delegates are requested to fax or e-mail the same form, indicating their flight numbers, dates and times (both arrival and departure) to Mrs. Oumou Niang (Phone: +221 33 859 70 10, fax: +221 33 868 63 86, e-mail: oumou.niang@itu.int).

Mr Ali Drissa Badiel, Area Representative for West Africa (Phone: +22133 859 70 10; e-mail: AliDrissa.Badiel@itu.int) and Ms. Anne Rita Ssemboga, Programme Officer at ITU Regional Office Africa (Tel.: +263 477 59 39 / 59 41, fax: +263 477 12 57, email: anne.rita.ssemboga@itu.int) members of the ITU team in charge of event will be at your disposal for any requirement on requested areas of interest.

I look forward seeing you at the workshop.

Yours faithfully,


Andrew Rugege
Regional Director for Africa and
Liaison to ECA and AUC



CC Brahim Sanou, BDT Director