



*Quality, Diversity and Liability
for the
benefit of the Consumer*

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Consumer

Remember: Without the **consumer** you do not have a business!



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- No break service.
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- Contractual obligations by providers.



Challenges to Quality

- Power stability.



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- Lack of planning for cable routes.
- Demand on resources.



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- Do not blame others for your failure to provide.
- Remember the customer only complains when the service fails to meet his/her quality expectations.
- The Oxford Dictionary defines **quality** as **degree of excellence**.



Diversity

- What is the Internet?



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- Where do the answers to your questions come from?



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- Where do the answers to your questions come from?
- Why do LDC's suffer outages most?
- What is the main difference between Uganda, Burundi and Rwanda when compared to Kenya and Tanzania?
- How should the EAC behave!



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- How does SEACOM reach the Serena, Kigali?
- What diversity is provided by the High Tension Power Networks within EAC?
- Oxford Dictionary states '**diversity**' as differing kinds i.e. being different and this is key to EAC.



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- What are the penalties in EAC for failure?



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- International access was generally by satellite at considerable expense because the land locked country had no choice of supply.



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- The EAC is not LAND locked only Rwanda, Burundi and Uganda lack Coastal Waters.
- The ocean 12miles off the coast of Mombassa is not protected by Kenyan law but international law.



Quality, Diversity, Liability Enforcement

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Quality, Diversity, Liability Enforcement

- What does the EAC Legislation say about quality?
- What does the EAC legislation say about diversity?
- What does the EAC legislation say about liability?
- What do the Regulators plan to do to protect the **CONSUMER** regarding these issues?