



**International Telecommunication Union**  
**REGIONAL OFFICE FOR AFRICA**

Ref. ROA/ADD/AR/ma/L075/19

Addis Ababa, 13 June 2019

- Administrations of ITU Member States in Africa
- 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 Digital Consumer Forum for Africa 2019 on “Powering Digital Africa through Data Protection, Consumer Privacy, Trust and Security” and a “ Workshop on collaborative approaches for Consumer Protection for Digital Financial Services (DFS)” to be held, 29-31 July 2019, in Mbabane (Kingdom of Eswatini)**

Dear Sir/ Madam

On behalf of the International Telecommunication Union (ITU), I have the pleasure of inviting you to the ITU Digital Consumer Forum 2019 which will take place in Mbabane, Kingdom of Eswatini from 29 to 31 July 2019. The event is organised in collaboration with the Ministry of Information and Communications Technology (MICT) of the Kingdom of Eswatini and the Eswatini Communications Regulatory Commission (ESSCOM).

The ITU Digital Consumer Forum for Africa 2019 on “Powering Digital Africa through Data Protection, Consumer Privacy, Trust and Security” and a workshop “Collaborative Approaches for Consumer Protection for Digital Financial Services (DFS)” will provide a platform to address emerging challenges and opportunities in the region. Telecommunication/ICT policy makers, regulators, the industry and consumers associations will have the opportunity to share information, knowledge and experiences.

This event implements Resolution 64 (Rev. Buenos Aires, 2017) “Protecting and supporting users/consumers of telecommunication/ information and communication technology services” and § 13 e) of the Geneva Plan of Action of the World Summit on the Information Society (WSIS). Consumer protection is also a key component to achieve the United Nations Sustainable Development Goals (SDGs).

The outcomes of the discussions will feed into the ongoing ITU-D Study Group 1 Question 6/1 dedicated to Consumer information, protection and rights: Laws, regulation, economic bases, and consumer networks.

The forum and related workshop are open to all the ITU Member States in Africa and specifically to experts responsible for ICT consumer protection and education in Ministries, regulatory agencies, private sector and consumer associations.

Documents relating to the event and regular updates thereto (practical information, provisional programme and agenda, and registration and hotel reservation) are available on the ITU website at: <https://www.itu.int/en/ITU-D/Regional-Presence/Africa/Pages/default.aspx>.

Participants are invited to register online at <http://www.itu.int/go/regitud> not later than **26 July 2019**.

Simultaneous interpretation will be provided in English and French during the meeting. Indicate when registering online your preferred language.

There is no participation fee for this event. However, all expenses related to the travel, accommodation and insurance of participants should be covered by your Administration/Organization.

Should you have any questions or need clarifications concerning the Forum and workshop venue, accommodation, etc., please do not hesitate to contact Cynthia Mapisire (e-mail: [cynthia.mapisire@itu.int](mailto:cynthia.mapisire@itu.int); phone: +263 4775939/40/41) and Tsandzekile Makama (email: [tsandzekile.makama@sscom.co.sz](mailto:tsandzekile.makama@sscom.co.sz); phone: +268 2406 7020).

For any other questions concerning this Forum and workshop please contact Anne Rita Ssemboga, Programme Officer, ITU Area Office for Africa (e-mail: [anne.rita.ssemboga@itu.int](mailto:anne.rita.ssemboga@itu.int); phone: +263 4775939/40/41).

I look forward to welcoming you to the event.

Yours faithfully,

[Original Signe]

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

CC. Director BDT

ITU Representative for Southern Africa