



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



Institutional Frameworks  
and Practices  
Policy, Regulation & **Advocacy**

14 March 2017

Cotonou - Benin

# Zimbabwe Experience

- 1996 – Telephone Users Association / ZIMTEL Conferences:  
*The CCZ umbrella - **build on what is there***
- 2000 – Liberalisation: PTC Act establishes Regulator POTRAZ:  
*Act's mandate leads POTRAZ to assume it is the Consumer – **be wary of what you create.***
- 2000 – 2009 : Environmental turbulence  
*Scope for consumer advocacy severely limited – **there are other games***
- 2010 – 2016 : Quest for operator viability dominates  
*Despite network cost analysis and modelling, consumers saddled with high tariff regime and sidelining. “Floor Prices” – **the show goes on nonetheless***
- SADC accommodates lobby for regional consumer association:  
ISIT/GoZ MoU, ISIT on SAIGF MCT, SADC Secretariat on SCOM agenda –  
**unity has its strengths**



African Union

## “Towards a Peaceful, Prosperous & Integrated Africa”

- African consumers need to engage the AU as a united non-state coalition or association of active partners.
- African Union top-down or bottom-up? There is a case for sub-regional bodies: SADC, ECOWAS, E
- Developing institutional capacity and activities beyond passionate individuals
- Be wary of the all weather friends – it is a global village of “nation personal” interests. “you snooze you loose”
- 2015 – AU Agenda 2063: Aspiration #1 – “We are determined to eradicate poverty in *one generation* and build shared prosperity through *social and economic transformation* of the continent.”  
<https://www.au.int/>
- The ICT imperative – 21<sup>st</sup> Century Vision, 21<sup>st</sup> Century logistics



# African Information Society

- Designed in Europe/China/USA – experienced in Africa ?
- Access for all African people to what content?
- Information rights alongside other rights: home and global leadership challenge
- Advocacy versus Activism
- *Low productivity in Africa exacerbated by low investment support*
- *Shared identity & values; embracing diversity, modernity*
- *SDGs – global aspirations for Africa, priorities & resourcing*
- *Choose long term IMPACT*

# ITU Africa Region Consumer

## *Advocacy Aspirations*



- Rights at a minimum to equal home country of product or service producer – implicit in T&C
- Unity for the 1.2 billion Africans – USF contributions by Global ICT providers
- The 55<sup>th</sup> Borderless State – Soft AU: a Special Transformation Zone for Africa – 25years
- The 21<sup>st</sup> Century “Liberation Committee” – an affirmative for Africans first in Africa.

ASANTE SANA

