



Telecommunication Development Bureau (BDT)

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Subject: **Workshop on “Consumer Law and Regulation in Telecommunications” for Portuguese and Spanish speaking countries in Africa, Sao Tomé and Príncipe, 18-21 April 2011**

Dear Sir/Madam,

On behalf of the International Telecommunication Union (ITU), I am pleased to invite you to participate in the workshop on **“Consumer Law and Regulation in Telecommunications”** for Portuguese and Spanish speaking countries in Africa, to be held in **Sao Tomé and Príncipe from 18 to 21 April 2011**. The workshop will be hosted by the **Autoridade Geral de Regulação, AGER**. The workshop is being conducted under the aegis of the ITU Centres of Excellence Network for Portuguese and Spanish speaking countries in Africa.

The workshop will provide participants with an understanding of instruments used to ensure the protection of consumer rights as well as to promote greater balance among the actors involved in the process (consumers and the regulated sector) and improve the quality of regulation.

Among others, the following topics will be covered:

- Basic rights of consumers
- Regulations in telecommunications
- Contextualization of consumer law issues
- Application of the code of consumer protection
- Regulated services
- Regulator and consumer rights

The workshop will also highlight the need for the participation of consumers in the regulatory process.

This Workshop will target managerial staff from regulatory authorities, government institutions, telecommunication companies and academia, who are responsible for consumer protection and interested in understanding how to use instruments to ensure the protection of consumer rights as well as the development and implementation of consumer regulation in the telecommunication industry. Consumer Associations and Advocacy Groups on consumer rights issues are also welcome to participate in this workshop.

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In order to benefit from each other's experience, participants are invited to prepare and present case studies during the workshop.

If you wish to participate in this workshop, please complete the attached Registration form (Annex 1) and return to the Project Coordinator (see contact details above) by **1 April 2011** at the latest.

A registration fee of USD 50 per participant is required to attend this workshop. Bank account details for payment of the fee will be sent to you at the confirmation of your participation by AGER.

A partial fellowship, covering only the daily subsistence allowance in Sao Tomé, will be granted to one participant of each eligible country at the request of the administrations. However, countries are free to send more than one participant for this workshop, as long as they meet the cost of travel, accommodation and related expenses in Sao Tomé.

If interested, please complete the attached Fellowship application form (Annex 2) and return it to bdtfellowships@itu.int, as indicated in the form, **no later than 1 April 2011**.

Additional information on this workshop, including the programme as well as an information note for participants can be found on the ITU Academy Portal at <http://academy.itu.int/index.php/events>.

Yours faithfully,



Brahima Sanou
Director

Annexes: 2

ITU Centres of Excellence



**Workshop on "Consumer Law and Regulation in
Telecommunications"
for Portuguese and Spanish speaking countries in Africa**

Sao Tomé and Príncipe, 18 - 21 April 2011

Registration Form

Please use **CAPITAL** letters.

Family Name:.....

Given Name:.....

Title/Function:.....

Name of Organisation/Company:.....

Office Address:.....

Town:..... Country:.....

Telephone Number(s):.....

Fax Number(s):.....

E-mail:.....

Arrival Date:..... Time: Flight No.:

Departure Date:..... Time: Flight No.:

Please fax or email this form duly completed by **1 April 2011** to the following persons:

Mr. José da Graça Diogo
Gabinete de Comunicação e Relações
Externas
Tel: +239 227 359
Fax: +239 227 361
Email: diogoigd@yahoo.com
diogoigd@hotmail.com

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ITU Centres of Excellence



**Workshop on "Consumer Law and Regulation in
Telecommunications"
for Portuguese and Spanish speaking countries in Africa**

Sao Tomé and Príncipe, 18 - 21 April 2011

Please return to: **Planning, Budget and
Administration (PBA)
ITU/BDT
Geneva (Switzerland)** **E-mail : bdtfellowships@itu.int
Tel: +41 22 730 5487 / 5095
Fax: +41 22 730 5778**

Request for a fellowship to be submitted before 1 April 2011

Participation of women is encouraged

Country: _____

Name of the Administration or Organization: _____

Mr. / Ms. _____
(family name) (given name)

Title: _____

Address: _____

Tel.: _____ Fax: _____

E-mail: _____

PASSPORT INFORMATION:

Date of birth: _____

Nationality: _____ Passport number: _____

Date of issue: _____ In (place): _____ Valid until (date): _____

CONDITIONS

1. One partial fellowship per eligible country (covering only daily subsistence in Sao Tomé).
2. Priority will be given to those presenting a paper.
3. Imperative that fellows be present from the first day and participate during the entire duration of the workshop.

Signature of fellowship candidate: _____ Date: _____

TO VALIDATE FELLOWSHIP REQUEST, NAME AND SIGNATURE OF CERTIFYING OFFICIAL DESIGNATING PARTICIPANT MUST BE COMPLETED BELOW WITH OFFICIAL STAMP.

Signature _____ Date _____