

REGIONAL ICT CONSUMER PROTECTION FORUMS

Tentative Programme

Theme: *Customer Service, Complaints and Redress*

TIME	PROGRAMME	Responsible
10 – 10:10am	<p>Opening Remarks</p> <ul style="list-style-type: none"> Welcome Address Group Photograph 	CEO NICTA, Mr Kila Gulo-Vui
10.10: – 10.20am	<ul style="list-style-type: none"> Session 1 – NICTA’s role and function in consumer protection and empowerment Existing consumer protection regulatory framework Specific consumer issues Bill shock, Price & QoS, customer complaints & redress, unsolicited communications, emf radiation, online safety Consumer rights and responsibilities Guidelines on how NICTA intervenes in consumer complaints 	NICTA/Andirauga Paru Nongkas
10:20 – 10:30am	<ul style="list-style-type: none"> Session 3 – ICCC’s role and function in consumer protection and empowerment <p>Topics:</p> <ul style="list-style-type: none"> Existing consumer protection regulatory framework <ul style="list-style-type: none"> Commercial Advertising (Protection of the Public) Act etc ICCC jurisdiction in retail ICT complaints Consumer rights and responsibilities 	(Regional) ICCC CPD Rep
10:30 – 10:40am	Coffee/Tea Break	
10:40 – 11:00am	<p>Session 5 – Operator’s Perspective</p> <p>Digicel/Telikom/Vodafone Reps:</p> <p>Topics:</p> <ul style="list-style-type: none"> Level and types of consumer complaints received Processes in place to resolve complaints 	Telco Reps for Digicel/Telikom/Vodafone

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	<ul style="list-style-type: none"> • Key Initiatives to address major consumer complaints issues • Consumer Guide 	
11:00am – 12:50pm	Session 5 - Q&A: Consumer Interaction with panel	NICTA/Andirauga Paru Nongkas to facilitate
12:50 – 1:00pm	Session 7 - <i>Way Forward and Closing</i> <ul style="list-style-type: none"> • Key highlights • Proposed revision of Consumer Protection Rule 2014 <p>Closing Remarks</p>	NICTA / Andirauga Paru Nongkas to facilitate CEO NICTA, Mr Kila Gulo-Vui