



CONSUMER PROTECTION IN ICT

22nd – 26th June 2015



TRAINING WORKSHOP OUTLINE

Title:	Consumer Protection in ICT
Proposed Dates:	22 nd -26 th June 2015
Duration:	5 Days
Venue:	Mutare, Zimbabwe
Fees:	US\$1,200 AFRALTI Member States US\$1,440 Non-AFRALTI Member States

Course Overview:

Consumer Protection in ICT requires the setting up of the regulatory framework that would provide the basis for the Information Communications Technology (ICT) industry to initiate, maintain or improve the consumer delivery of services in the presence or absence of competition. This should also allow the ICT consumers to be provided with high quality and secure services by the service providers. Although recognition is given to the work already done by many ICT regulators and Administrators in developing countries, with regard to developing and publishing regulations on the consumer protection, it has been noted that far much more need to be done as new services are being rolled out, making the enforcement of consumer protection regulations difficult, if not impossible.

The innovation in the ICT Technologies and transition to the packet switching networks has led to the revisiting of the methods used by regulators in developing consumer protection regulations. It is pertinent that all stakeholders in the ICT field require the most modern consumer protection mechanism in place to ensure that the existing regulations and methods used for consumer protection as provided by operators are aligned to both technological and socioeconomic changes in the environment.

Target Audience:

This course is useful to Managers, Engineers and Officers responsible for Consumer Affairs, Customer Care, Technical, Legal Regulatory Monitoring and Enforcement.

Pre-requisite/s:

A general understanding of technical and non-technical ICT service provisioning. A general understanding of quality of service monitoring and compliance can be an added advantage for the participants.

Pain Points:

- Challenges in developing appropriate consumer protection frameworks
- Identifying and assessment of user perspective of consumer protection
- Designing regulatory practices on Consumer Protection

Value Proposition:

- To help operators overcome their challenges with Consumer Protection enforcement regimes
- To enable regulatory regimes adapt to existing and emerging Consumer Protection challenges
- To enhance the professional knowledge of regulators as well as operators and to broaden their skills in Consumer Protection

Methodology:

Lectures, PowerPoint presentations, case studies, questions and answers

Workshop Objectives:

The objectives of the Quality of Service compliance training are:

- To provide an in-depth understanding of the framework underlying Quality of Service and Experience for fixed line telephone services, mobile telephone services and Internet services.
- To provide in-depth understanding of regulation on consumer protection, focusing on quality of service deliver, quality of service targets.
- To provide Network Operators with an understanding of the Consumer Protection regulatory provisions.
- To provide an in-depth understanding of the audit/survey mechanisms by regulatory authority that will ensure an effective enforcement and monitoring of Consumer Protection regulations on quality of service and quality of experience
- To address network and service management in relation to customer satisfaction and performance.

Workshop Learning Outcomes:

At the end of the five days training, participants will:

- Have understood the Consumer Protection framework for monitoring the performance of service providers in Fixed, Mobile and Internet service.
- Have understood effective monitoring and analysis of service providers' performance against regulatory-set targets.
- Be in a position to investigate operational issues in regulating Consumer Protection.
- Be in a position to effectively implement Consumer Protection Regulation for consumer protection.

Workshop Contents/Topics:

1. CONSUMER PROTECTION REGULATIONS
 - Fundamentals of Consumer Protection
 - The Concept of Consumer Protection
 - Implications of QoS Regulations
 - Implications of Network performance (NP)
 - Quality of Experience (QoE) and Consumer Protection
 - Implications of Customer Satisfaction
 - Implications of QoS Measurements
2. CONSUMER PROTECTION FRAMEWORK
 - Consumer Right to access ICT survives
 - Regulatory Framework
 - Customer Service Agreement

- Legal Framework
3. NETWORK SECURITY SPECIFIC MEASURES
 - Information Security
 - Data Security and Integrity
 - Disaster recovery and Business Continuity
 - Privacy and legal interception
 - Fraud and technology
 4. CONSUMER PROTECTION IN BROADBAND
 - Broadband Service delivery and consumer expectation
 - Key performance indicators of service delivery and their measurement
 5. NETWORK AND SERVICE MANAGEMENT
 - Fault categorization and impact on the subscribers access
 - Major and minor fault management
 - Consumer Performance Indicators of Network and Service Management
 6. CUSTOMER RELATIONSHIP MANAGEMENT (CRM)
 - Call Centre Mechanisms
 - Customer Satiation Measures
 - Performance Indicators of Call Centres

FACILITATOR BRIEF (Brief details on the Facilitator with emphasis on this particular training):

ICT Strategy Consultant in network, systems and provision and management of services. Has consulted on quality of service monitoring and compliance, negotiations and development of interconnection service level agreement and customer agreements; has conducted training on wireless and fixed broadband networks technologies for ITU and AFRALTI. Successfully initiated and managed implementation of consumer protection procedures and best customer satisfaction practices and; operator regulatory compliance returns while was at Safaricom as Head of Regulatory and Public Affairs for 10 years.

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