

4th Annual e-Gov Africa Forum 2010

23rd - 25th March, 2010

Girassol Indy Congress Hotel & Spa, Maputo, Mozambique

Organised by:



COMMONWEALTH
TELECOMMUNICATIONS
ORGANISATION



Effective governance, transparent public services and citizen empowerment through Information and Communication Technologies

Special focus on Mozambique's e-Gov strategy

Key Topics

- Government policy and regulation
- Private sector initiatives
- Public Private Partnerships
- Funding
- Infrastructure
- Technology
- Service provision
- Capacity building
- Content generation
- e-Gov and revenue generation
- Empowering marginalised groups: women, youth and rural communities
- Practical case studies

In conjunction with:



Ministry of Science and Technology



Telecommunication de Mozambique



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5

Key reasons

why *you should* attend the 4th Annual African e-Gov Forum

i **Meet** key ICT stakeholders in the region, including Ministers of Information, Communications and Technology, heads of e-Gov projects, civil society leaders, representatives from IT organisations, mobile operators, infrastructure providers, foundations, consultants, development and donor agencies.

ii **Join** in strategic discussions on current ICT issues and witness success stories of e-Governance and e-Government in Africa.

iii **Benefit** from an in-depth analysis of government and regulatory policy on e-Governance.

iv **Hear** international industry heavyweights discuss solutions for harnessing the power of ICTs to improve transparency, efficiency and effectiveness of public institutions.

v **Discover** the current and potential opportunities of e-Governance and e-Government in Africa.

Speakers

Dr. Henry Chasia, Executive Deputy Chairperson, NEPAD e-Africa Commission

Dr. Hamadoun Toure, Secretary General, International Telecoms Union (ITU)

Prof. Jeffrey Sachs, Advisor on UN Millennium Development Goals and Director, Earth Institute, Columbia University

Hon. Dr. Ham-Mukasa Mulira, Senior Presidential Advisor on ICTs, Uganda

Dr. Ekwow Spio-Garbrah, CEO, Commonwealth Telecommunications Organisation (CTO)

Or Pearl, Israeli Consult for Economic Affairs to South Africa, Ministry of Trade, Industry and Labor, Israel

Eng. Isidoro da Silva, Chairman, INCM, Mozambique

Nkubito Bakuramutsa, Executive Director, RITA, Rwanda

Patrick Masambu, Executive Director, UCC, Uganda

Alagi Gaye, Director General, PURA, Gambia

Charles Njorege, Director General, CCK, Kenya

Prof. John Nkoma, Director General, TCRA, Tanzania

Bernard Forson, Director General, NCA, Ghana

Lauri Kivinen, Head of Corporate Affairs and Member of the Executive Board, Nokia Siemens Networks. Nominated CEO of the Finnish National Public Broadcasting Company Yleisradio

Who will attend

Public sector

- Policy makers
- Regulators
- Universal Service/ Access Fund Agencies
- Development and aid agencies

Carriers

- Fibre, submarine and satellite network operators

Content developers

- Application service providers and software and application developers

Telco operators

- Fixed and mobile network operators
- ISPs
- Mobile internet and web SPs

Manufacturers

- Network infrastructure equipment suppliers

Consultants

- Telecom research consultants

Participating operating & infrastructure companies

- Telkom South Africa
- Intel
- Zain
- EASSy Cable
- MTN
- SEACOM
- MCEL
- TEAMS
- ADM
- Nokia Siemens Networks
- Huawei
- Ericsson
- PWC
- GSMA
- Safaricom

The venue

Girassol Indy Congress Hotel & Spa

Rua D. Sebastião, N° 99, Sommerschield 1750 Maputo, Moçambique

Telephone: +258 21 498 765 • Fax: +258 21 499 643 • Website: www.girassolhotels.co.mz



Image source: www.girassolhotels.co.mz



The Girassol Indy Congress Hotel & Spa is five minutes away from the International airport and right in the heart of the city center.

Well suited for large events, the hotel also offers villas and rooms to suit each individual's requirements.

Located in Sommerschield and close to the main tourists and commercial centers, the venue also offers a health club and spa, that takes care of you while you attend to business.

Main Conference: Day 1
Tuesday, 23rd March, 2010

08.30 Conference registration

OPENING CEREMONY

08.40 Chairperson's opening remarks

Hon. Dr Ham-Mukasa Mulira, Senior Presidential Advisor on ICTs, Uganda

08.50 CTO opening remarks

Dr. Ekwow Spio-Garbrah, CEO, Commonwealth Telecommunications Organisation (CTO)

09.00 Welcome address

Hon. Prof. Dr. Eng. Venâncio Massingue, Minister of Science and Technology, Mozambique

09.15 Remarks

Emphasising the need for an effective e-Governance strategy for Africa

Dr. Hamadoun Toure, Secretary General, International Telecoms Union (ITU)

09.30 Keynote address

Unlocking the keys to Africa's successful e-development: A challenge for all

Dr. Henry Chasia, Executive Deputy Chairperson, NEPAD e-Africa Commission

09.40 Keynote speech

Utilising ICTs to accelerate Africa's achievement of the UN Millennium Development Goals

Prof. Jeffrey Sachs, Advisor on UN Millennium Development Goals and Director, Earth Institute, Columbia University

09.50 Grand opening by special guest of honour:

10.00 Mid morning coffee and group photo

MINISTERIAL PANEL DISCUSSION

10.20 **Making the best use of e-Governance technology for national development**

- Identifying Africa's key governance challenges and how ICTs can help to address them
- Increasing connectivity to enable effective e-Governance implementation
- Re-examining Africa's ICT policy and regulation as the basis for creating sustainable, all-inclusive e-Governance initiatives

Hon. Prof. Dr. Eng. Venâncio Massingue, Minister of Science and Technology, Mozambique

Hon. Dr. Ignace Gahangara Gatare, Minister in Charge of ICT, Office of the President, Rwanda

Or Pearl, Israeli Consult for Economic Affairs to South Africa, Ministry of Trade, Industry and Labor, Israel

Hon. Samuel Poghiso, Minister of Communications, Kenya

Hon. Aggrey Awori, Minister of ICTs, Uganda

Hon. Maj. Gen. Madut Biar Yel, Minister of Telecommunications and Postal Services, Government of Southern Sudan (GoSS)

Hon. Leckford Mwanza Thotho, Minister of Information and Civic Education, Malawi

Hon. Prof. Geoffrey Lungwangwa, Minister of Communication and Transport, Zambia

Hon. Haruna Iddrisu, Minister of Communications, Ghana

Hon. Alhaji Ben Kargbo, Minister of Communications and Information, Sierra Leone

11.20 Q & A

REGULATORY PANEL DISCUSSION

11.45 **Achieving successful e-Governance implementation through better regulation**

- Outlining ICT regulatory objectives and how they influence progressive governance
- Examining the regulatory challenges and opportunities for delivering e-services
- Regulatory actions for creating enabling environments for innovation and adoption of technologies for e-Governance services

Eng. Isidoro da Silva, Chairman, INCM, Mozambique

Nkubito Bakuramutsa, Executive Director, RITA, Rwanda

Patrick Masambu, Executive Director, UCC, Uganda

Alagi Gaye, Director General, PURA, Gambia

Charles Njorege, Director General, CCK, Kenya

Prof. John Nkoma, Director General, TCRA, Tanzania

Bernard Forson, Director General, NCA, Ghana

Bashir Kamara, Executive Director, NATCOM, Sierra Leone

*Invited

12.45 Q&A

13.00 Lunch

NATIONAL ICT INFRASTRUCTURE DEVELOPMENT AND FINANCING

13.50 Chairperson's opening remarks

14.00 Presentation:

Ministry of Finance, Mozambique

14.15 **Developing ICT Infrastructure in Africa**

- Determining appropriate use for funds provided by the donor community
- Examining the role of development banks, investment banks and fund management entities

Amadou Diallo, Senior Manager Energy and ICT, African Development Bank

14.30 **The connectivity scorecard**

Lauri Kivinen, Head of Corporate Affairs and Member of the Executive Board, Nokia Siemens Networks. Nominated CEO of the Finnish National Public Broadcasting Company Yleisradio

14.50 **Ensuring successful e-Gov implementation and achieving desired results**

- E-Gov strategic plans and ROI
- E-Payments (Internet, Cellular, IVR and more)
- E-Gov Portals case studies in Africa
- E-Gov organization - what is it and how it should be built
- E-Gov content creation

Ami Goren, VP Business Development, Netwise

15.10 **Creating a platform to support e-governance implementation strategies: Investing in infrastructure**

- Acquiring the infrastructure compatible with your strategy
- Meeting e-Governance challenges through the adoption of cost-effective, culturally acceptable and technically relevant solutions
- Finding and identifying sustainable funding mechanisms for e-Governance infrastructure

Sam Ndungu, CFO, WIOCC (EASSy)

15.30 Coffee break

PANEL DISCUSSION

15.50 **Building infrastructure: How Africa's undersea cables will help accelerate connectivity and provide affordable broadband**

Panelists:

Amadou Diallo, Senior Manager Energy and ICT, African Development Bank

Sam Ndungu, CFO, WIOCC (EASSy)

Lauri Kivinen, Head of Corporate Affairs and Member of the Executive Board, Nokia Siemens Networks. Nominated CEO of the Finnish National Public Broadcasting Company Yleisradio

Pelani Malange, Applications and Projects Manager, Malawi Switch Centre

William Ian Ellis, Senior Marketing Manager, Sub-Saharan Africa, Huawei Technologies

16.50 Q&A

17.10 Chairperson's closing remarks

17.20 End of discussions for day 1

19.00 Gala dinner hosted by Government of Mozambique

Main Conference: Day 2
Wednesday, 24th March, 2010

08.00 Registration and morning coffee

OPERATOR SESSION

08.50 Chairperson's opening remarks

Lucky Masilela, Head of Corporate Affairs, Nokia Siemens Networks, Southern African Sub-region

09.00 Presentation

Dr. Mamudo Ibraimo, CEO, TDM

09.30 Presentation

Chris Gabriel, CEO, Africa, ZAIN

09.50 Presentation

Eng. Gomes Zita, CEO, MCEL

10.25 Coffee break

Gala dinner
23rd March

10.50 **Operator panel discussion**

Developing business models to foster the wide spread use of telecommunication infrastructure as platforms for e-Government services

Panelists:

Eng. Gomes Zita, CEO, MCEL

Dr. Joaquim de Carvalho, Chairman, TDM

Jeff Molobela, Chairman, Telkom South Africa

Chris Gabriel, CEO, Africa, ZAIN

12.00 **Q&A**

12.30 **Lunch**

PUBLIC PRIVATE PARTNERSHIP ON ICT PROMOTION AND E-GOV IMPLEMENTATION

13.50 **Chairman's opening remarks**

14.00 **The e-Governance dependency model - Critical success factors to leverage change to adopt e-Governance modality**

- The technology foundations to an e-Governance transformation
- The regulatory and policy governance model to support e-Governance implementation
- The challenges of the core competency to build, train and deploy for private and public sector clients and consumers
- The affordability gap and solutions to deploy and leverage the benefits of e-Governance using ICT tools and applications including the collaborative role of a multi-layer stakeholder alliance

Zain Khan, President & Managing Consultant, Alliances Consulting Group

14.15 **e-Gov and Cyber Security**

Ramamurthy Gemini, Chairman, Cyber Society of India

14.30 **Modernising the delivery of Government services using Information Technology**

David Shepherd, Director of Public Sector Service Transformation, EMEA, Oracle

14.45 **e-accessibility for persons with disability**

Asenath Mpatwa, Senior Advisor, ITU

15.00 **Coffee break**

WOMEN AND YOUTH EMPOWERMENT THROUGH ICT DEPLOYMENTS IMPLEMENTATION

15.20 **Empowering women and youth through ICTs: Experience from CPRDs, CMCs and Millennium Villages in Mozambique:**

- Examining the deployment and utility of the centers at community level
- Examining innovative use of ICTs in these centers by women and youth and how they are benefitting
- Experience and approaches for encouraging women and youth to participate in ICT training programmes offered in the centers
- Challenges for setting up programmes to engage women and youth in small scale ICT businesses using the services of these centers

Speaker TBA, UEM, UTICT and MCT

15.40 **Empowering universities through partnerships with the 3P's by investing in ICT infrastructure**

- How this symbiotic relationship will benefit both parties
- Development of new ideas and innovations
- Using the universities as incubators for new inventions and research
- How these will help enable universities meet their ICT objectives

Diana Kolek, Executive Director, Africa Alliance for ICT and Development (AAID)

16.00 **Reinventing the world of social entrepreneurship through education**

- Examining the entrepreneurial aspects of ICTs and how women groups can benefit
- Encouraging women to participate in ICT training programmes
- Setting up programmes to engage women in small scale ICT businesses

Marieme Jamme, Group CEO, SpotOne Global Solutions

- 16.20 **Empowering youth to change Africa with ICT and entrepreneurship**
- Touting the value of youth as early adopters and adapters of information and communications technologies
 - Building capacity for Africa's youth to enhance innovation and economic growth
 - Providing a comprehensive support structure that enables youth to create development impact for themselves and for others through ICTs
- Dr. David Mandiyanike**, Director, Department of Political & Admin Studies, University of Botswana

16.40 **Chairman's closing remarks**

17.00 **End of discussions for day 2**

Main Conference: Day 3
Thursday, 25th March, 2010

09.00 **Registration and morning coffee**

EQUIPMENT, TECHNOLOGY AND APPLICATIONS

- 09.50 **Chairman's opening remarks**
- Zain Khan**, President & Managing Consultant, Alliances Consulting Group
- 10.00 **African Telecommunication Industry Ecosystem Development: GSMA Perspective:**
- The growth of mobile in Africa
 - The GSMA strategic themes overview
 - The digital dividend spectrum
 - The resource view perspective
- Vitalis Olunga**, Chairman, GSM Africa and Head of International Relations, Safaricom

- 10.20 **Using Next Generation Networks to deliver e-governance**
- Identifying and clearly defining e-governance boundaries
 - Developing next generation networks for successful e-governance implementation
 - Incorporating mobile services as part of overall e-governance strategy
- Olaseni Ashiru**, Regional Manager, Regulatory Affairs, Ericsson Nigeria

- 10.40 **Rural connectivity as an essential means for e-Service delivery**
- Rural access as a key factor in ensuring an all-inclusive e-service delivery
 - Working with private partners to identify ways to connect the last mile
 - Identifying what technology fits which local communities
 - Establishing profitable business models to make rural mobile and internet connectivity attractive
- Dennis Mugwanya**, Vice President of Sales, Africa Region, Andrew Wireless Solutions

- 11.00 **Advancing government capabilities with technology applications: The MEGCIP Project in Mozambique - Support in interconnecting government institutions, schools and health centers for service delivery:**
- The role of IT platforms in improving service delivery and government efficiency
 - Using the GovNet to overcome traditional bureaucratic barriers through the use of relevant e-Services
 - Challenges of driving transformation by utilising technology more efficiently: Prospects offered by the MEGCIP Project
- Lourino Chemane**, MEGCIP Project Coordinator, Ministry of Science and Technology, Mozambique

11.20 **Coffee break**

- 11.40 **e-Commerce for e-Government: Deploying a Universal Assisted Interface**
- Discuss the technology required for secure irrevocable payments
 - Discuss getting the interface to the majority of people
 - Discuss the training of people in the use of the technology
 - Discuss how illiteracy and inexperience of users can be overcome
- Barry Coetzee**, CEO, iVeri Payment Technologies

TECHNOLOGY PANEL DISCUSSION

12.00 **What technological options are out there?**

- Acquiring the right technology for your e-governance needs
- Deriving the best results from new and existing technology
- Applying e-governance technology in a most cost-effective way

Panelists:

Dorcas Muthoni, General Manager, OpenWorld

Dennis Mugwanya, Vice President of Sales, Africa Region, Andrew Wireless Solutions

Olaseni Ashiru, Regional Manager, Regulatory Affairs, Ericsson Nigeria

William Ian Ellis, Senior Marketing Manager, Sub-Saharan Africa, Huawei Technologies

Vitalis Olunga, Chairman, GSM Africa and Head of International Relations, Safaricom

12.30 **Q&A**

12.50 **Lunch**

COUNTRY-SPECIFIC CASE STUDIES ON E-GOV IMPLEMENTATION

14.00 **Case study: e-Government strategy implementation in Mozambique: Overview, lessons learned and challenges**

Dr. Salomão Manhiça, Director, UTICT, Mozambique

14.20 **Case study: e-Governance success in Malta: Overview, assessment and lessons for Africa**

Speaker TBA, Exigy

14.40 **Case study: E-Sri Lanka: Examining progress and challenges of Sri Lanka's e-Governance programmes**

Reshan Dewapura, Chief Operating Officer, ICT Agency, Sri Lanka

15.00 **Case Study: E-Government of KOREA: Reality and Challenges**

Frank Sungnam Choi, Senior Manager, Global Cooperation, National Information Society Agency, South Korea

15.20 **Implications for Africa of E-Gov challenges for giants South Africa and Nigeria**

- An overview of e-governance in Africa and its links with democracy
- Examining the crucial roles of South Africa and Nigeria in achieving the key goals of e-Governance in Africa
- Outlining the challenges of e-governance initiatives and probing the extent to which they could aid or hinder efficacious democracy

Dr. Fred Mudhai, Senior Lecturer Journalism & Global Media/Communication, Department of Media & Communication, Coventry University

15.40 **Case study: e-India: A snapshot of India's e-Governance implementation strategies**

Rajkumar Prasad, CEO, Commonwealth Centre for e-Governance, India

16.00 **Case study: Central Payment Systems : A Case study of Ministry of Finance and Reserve Bank of Malawi**

- The business case for E-governance at Ministry of Finance and Reserve Bank of Malawi
- Change management and business process re-engineering through use of ICT
- Challenges and benefits realized from adopting ICT to manage good governance
- Analysis of drivers that realized the business case

Pelani Malange, Applications and Projects Manager, Malawi Switch Centre

16.40 **Chairperson's closing remarks**

16.50 **CTO closing remarks**

17.00 **End of conference**

The road to 4G workshop

25th March, 2010

Girassol Indy Congress Hotel & Spa, Maputo, Mozambique

Overview

The CTO has put into place a unique one-day workshop led by Motorola experts to explain wireless technologies and the long-term evolution to 4th generation of mobile network technologies.

Organised alongside the 4th Annual e-Government Africa Forum, the workshop will be highly technical in nature and will cover GSM, CDMA, WiMax and LTE standards in detail, besides a range of other solutions.

Outline

- **Market Trends**
- **Wireless Technologies Architecture**
 - GSM
 - WCDMA
 - WiMAX
 - LTE
- **Motorola Solutions**
 - GSM
 - WiMAX
 - LTE
- **Motorola Services**
 - GSM
 - WiMAX
 - LTE

Target Group

Mobile engineers and radio network managers.

Objectives

- Review the evolution of wireless technologies (GSM, CDMA, WiMax)
- Explain the theoretical principles behind each technology
- Understand the long-term evolution (LTE)

Outcomes

Participants will get a deep understanding of wireless technologies evolution by a leading wireless equipment manufacturer.

Pre-requisites

Engineering or technical background.

Upcoming CTO events for 2010

5th Annual Digital Broadcasting Switchover Forum 2010

21st - 23rd April 2010

Southern Sun Grayston Hotel
Sandton, Johannesburg, Gauteng, South Africa

Key Topics

Day 1 - 21st April Pre-conference Technology Workshop

- Delivering your digital migration strategy

Day 2 - 22nd April - Main Conference

- Policy and regulation on the Digital Broadcasting Switchover
- Infrastructure and funding for the ongoing migration
- Partnerships for a successful switchover

Day 3 - 23rd April - Main Conference

- Best practices on capacity development
- Stakeholder collaboration for successful transition
- Making the most of the digital dividend



Speaking opportunities

Join our prestigious speaker panels, featuring international experts and stakeholders, to share your valued experiences. Book your speaker slots now.

Sponsorship

Contact the CTO for a customised sponsorship package for you to achieve your ongoing business development objectives.

Exhibition

With so many ICT decision makers and industry leaders in one place you can showcase your products and services to your future clients and win new contracts.

Broadband for Africa 2010

1st - 3rd June 2010,
Nigeria

Cyber Security Forum 2010

9th - 10th June 2010,
Malta

COMARCI In-Country Workshop

11th - 14th August 2010,
Ghana

5th Annual Connecting Rural Communities Africa Forum 2010

17th - 19th August 2010
Accra, Ghana

8th Annual CTO Forum 2010

20th - 24th September 2010
Sri Lanka

For more information
please visit: www.cto.int

About CTO

With a history dating back to 1901, the Commonwealth Telecommunications Organisation (CTO) is an international development partnership between the Commonwealth and non-Commonwealth governments, businesses and civil society organisations. CTO provides the international community with effective means to help bridge the digital divide and achieve social and economic development, by delivering to developing countries unique knowledge-sharing programmes, events and conferences in the use of Information and Communication Technologies (ICT).

With its headquarters in London and recipient members based in Europe, the Caribbean, Americas, Africa and Asia-Pacific regions, CTO has been at the centre of continuous and extensive international communications development funding, co-operation and assistance programmes. CTO's mission is to reduce global poverty and its development agenda reflects the development challenge set in the United Nations Millennium Development Goals (MDGs). The CTO also provides professional training and capacity building programmes through its Programme for Development and Training (PDT) and iLearn initiatives, and is the trusted partner of policy makers, regulators, donor agencies, operators, technology and equipment manufacturers for their research, advisory and consultancy needs.

For further information please visit www.cto.int.



The role of the Commonwealth Telecommunications Organisation

Our mission

- To offer the highest quality programmes for capacity development, knowledge sharing and information services
- To expand and diversify partnerships between governments, business and other organisations
- To reduce global poverty and fulfill the global development agenda for ICT

The three pillars of the Commonwealth Telecommunications Organisation

1 Capacity building and training

- Over 100 bilateral and over 500 online training courses available.
- Unique bespoke programmes for switchover technical training, content development and programming etc can be made available.
- Our Programme for Development and Training (PDT) has helped to enhance the skills of more than 30,000 staff over the last 10 years.
- Open to all industry stakeholders; training given to develop skill sets specifically designed to your organisation's capacity building timetable.
- Our programmes use a faculty of industry experts and trainers from around the world.

2 International events and conferences

- At least 10 networking events held per year in Africa, Europe, the Americas, Asia and the South Pacific.
- All events organised are highly topical, educative, informative and accessible to all for knowledge sharing.
- Bringing together the key stakeholder groups for knowledge sharing and commercial relationship building.
- Invitees participate and contribute to the discussions on the market sectors that your business operates in.

3 Research and consultancy programmes

- Research and consultancy work is carried out cost effectively to support public agencies and private sector enterprises.
- Reputation built on key areas of competences on policy and regulatory, ICT planning and implementation, pilot projects evaluation and monitoring.
- In-depth industry knowledge and long standing relationships provide support to all stakeholders in the ICT arenas to prepare them for the future.
- Need to fully understand your requirements and propose tailor made solutions that deal specifically with your needs and challenges.

Your points of contact at the CTO:

Capacity building, development & training

Mr. Marcel Belingue
Tel: +44 (0) 20 8600 3816
Email: m.belingue@cto.int

International events & conferences

Mr. Samuel Fletcher
Tel: +44 (0) 20 8600 3809
Email: s.fletcher@cto.int

Research & consultancy programmes

Mr. Lasantha De Alwis
Tel: +44 (0) 20 8600 3814
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4th Annual e-Gov Africa Forum 2010

23rd - 25th March, 2010
Girassol Indy Congress Hotel & Spa, Maputo, Mozambique



COMMONWEALTH
TELECOMMUNICATIONS
ORGANISATION

Conference registration form

Title:	Family Name:	First Name:
Company:	Job Title:	
Address:		
Postcode:		Country:
Tel:		Mobile:
Email:		Fax:
How did you hear about the conference?		
Brochure in the mail <input type="checkbox"/>	CTO website <input type="checkbox"/>	E-mail <input type="checkbox"/>
Recommendation <input type="checkbox"/>	Phone call <input type="checkbox"/>	Other <input type="checkbox"/>
<i>(Please specify)</i>		

Delegate Fee



Member Details	2 Day Conference	Focus Day	4G Workshop	Conference + Focus Day or 4G Workshop
CTO Member Institutions*	£299	£199	£199	£399
Non Member rate	£399	£279	£279	£449

* Members include: staff of PDT institutions, staff of country member representative institutions, and staff of sector member institutions.

Payment details

Two easy payment options. Please tick your payment method

1. By credit card

Please charge to:  

Cardholder's name

Cardholder's billing address (if different from above)

Card number

Security code Valid from (mm/yyyy) Expiry date (mm/yyyy)

Signature

I understand and agree to pay all fees listed above in accordance with my cardholder's agreement.

2. By bank transfer

Bank: **Coutts & Co, 440 Strand, London, WC2R 0QS**

UK account name: **CTO**

Swift code: **COUT GB22**

Account number: **08367507**

Reference: **B72COUT18000208367507**

- Please include the delegate name, invoice number and the conference code IE046 in the transmission details.
- All bank charges must be borne by the remitter. Please specifically instruct your bank that you are responsible for bank charges incurred outside of your country.
- Confirmation and receipt for the booking will be issued only when **FULL PAYMENT** is received.
- All payments must be received prior to the conference date. We reserve the right to refuse admission if payment is not received on time
- All posted registrations must be accompanied by credit card details. Please treat this form as our request for payment.

Cancellation and refund policy:

- All cancellations must be made in writing at least 21 days before the event date and acknowledged by a member of CTO. Any cancellations made after this time period will levy a 100% cancellation charge.
- Substitutions may be permitted.
- CTO will not be responsible for covering any airfare, hotel, or other travel costs incurred by the clients, if, due to unforeseen circumstances, CTO has to cancel or postpone an event or conference.

Tick this box if you do not wish to be included in promotional mailings or faxes of events and activities organised by CTO.

Note: Our data privacy can be found on our website at www.cto.int.

FAX THIS FORM BACK TO: +44 (0) 20 8600 3819

To book, please call: +44 (0) 20 8600 3800 or email: s.fletcher@cto.int