

ICT Regulation: Understanding The Big Picture Of ICTs

08 - 12 June, 2015
London, UK



COMMONWEALTH
TELECOMMUNICATIONS
ORGANISATION



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ICT Regulation: Understanding the Big Picture of ICTs

A five-day course for newly appointed members of boards of telecommunications regulatory authorities.

Context

Board Members of Telecommunications Regulatory Authorities across the Commonwealth often express a wish to understand more about the wider context within which Telecommunications Regulation take place so that they can be better placed to undertake their roles. The Commonwealth Telecommunications Organisation is therefore delivering a five-day course at its London headquarters twice a year for its member organisations and others to provide an introduction to the use of Information and Communication Technologies for Development (ICT4D), focusing especially on the role of Regulatory Authorities.

The course

The Commonwealth Telecommunications Organisation in response to requests from its members has created this programme. Each course will have between 20 and 25 participants, drawn from the Boards of Regulatory Authorities in Commonwealth countries and beyond.

Key features of the course are:

- It is delivered by leading experts with real practical knowledge of telecommunications regulation;
- It is highly interactive and delivered in a supportive atmosphere, enabling participants to ask the questions that they really want to have answers to;
- It includes visits to relevant organisations and companies in the UK;
- Flexible course content can be adapted to the needs of participating organisations; and
- Participants become part of an alumni network that has been specially created for delegates on the programme, through which they can continue to discuss aspects of regulation with their peers.

By participating in the course, delegates will gain:

- Understanding of the wider context of ICT for Development within which telecommunications regulation operates;
- Understanding of the main issues facing Boards of Telecommunications Regulatory Authorities, and the choices that they will have to make;
- Knowledge of the sources of information available to assist them;
- Opportunity to share experiences of challenges faced by members of Boards in other Commonwealth countries and beyond; and
- Becoming a member of the CTO's regulatory board alumni network

Telecommunication Regulations Workshop
08 – 12 June 2015: CTO Training Centre, London, United Kingdom
Programme

Sunday 07 June 2015	Delegates arrive in London
Monday 08 June 2015	Setting the ICT4D Scene
09.30	Arrival and welcome at CTO
10.00	Icebreaking exercise <i>Identifying participants' backgrounds and key issues to be discussed</i> Professor Tim Unwin , Secretary General, Commonwealth Telecommunications Organisation
10.30	The role of ICTs in development – the big picture <i>This session takes a big picture view of the role of ICTs in development, from their potential contribution to economic growth, to their role in education and health. There is nevertheless much evidence that ICTs as "accelerators" tend to increase existing inequalities in society rather than reduce them, unless very careful policies are in place to ensure that the interests of the poorest and most marginalised are served, which is a key role for regulators.</i> Professor Tim Unwin , Secretary General, Commonwealth Telecommunications Organisation
11.30	Refreshments and networking
12:00	Group exercise: key ICT4D agendas and challenges faced by participants in their countries <i>This brief session requires participants to highlight what they think are the main ICT4D agendas in their countries, and what are the key challenges that they face in their role in delivering on these agendas. The outcomes will be used to shape some of the discussions that follow, so as to ensure that the workshop as a whole delivers useful inputs for participants.</i> Professor Tim Unwin , Secretary General, Commonwealth Telecommunications Organisation
12.30	Influencing global decisions on ICTs – the role of international organisations <i>This session describes the international framework and agendas for ICTs; the key organisations and fora (ITU and its study groups, WSIS, WCIT, TDAG, WTDC, CTO Forum, ICANN, GAC, IGF etc) involved; and behind-the-scenes decisions on issues such as standards or migration from analogue to digital broadcasting. Technical, political and economic drivers at international level are discussed, drawing parallels with other sectors.</i> Marcel Belingue , Senior Manager, Head of Membership & Communications, Commonwealth Telecommunications Organisation

13.00	Buffet lunch in CTO premises
14.00	<p>The relationships between boards and the executive <i>What is the purpose of 'governance'? What does 'good' governance look like? What about the relationship between the Board and the Executive team and between the Chair and the CEO? How can Board members help ensure the Board is effective? This session will be an opportunity to discuss these questions and others delegates would like to raise</i></p> <p>Christopher Banks CBE, Chair, Public Chairs' Forum</p>
15.00	<p>Cyberspace – Internet <i>Cyberspace encompasses the internet, mobile and fixed-line access, all the networked machine-to-machine communications and other networked communications that are beyond the World Wide Web and the content that runs through it. Cyberspace provides unparallel access, helping to bridge the digital divide while influencing every aspect of economic and social activities. It is expected to grow from 2bn to 4bn users by 2020, many in developing countries. The way Cyberspace is leveraged for socio economic growth and its governance are key challenges for policy makers and regulators.</i></p> <p>Nigel Hickson, VP Europe, Internet Corporation for Assigned Names and numbers (ICANN)</p>
15:45	<p>Cybersecurity <i>With the exponential growth of Cyberspace, the security of the infrastructure, content and users as well as national interests have become critical. National Cybersecurity strategies enable countries to adopt a comprehensive approach in a manner that maximises resources and impact</i></p> <p>Nigel Hickson, VP Europe, Internet Corporation for Assigned Names and numbers (ICANN)</p>
16:00	Refreshments and networking
16.20	<p>Consumer issues and management <i>In a highly competitive and fast-moving environment such as the ICT sector, minimising liability while maximising profitability and shareholder value often takes precedence on end-users' interests, especially consumers. This session reviews the rationale for consumer protection in different market scenarios, and investigating methods such as consumer complaints, unfair practices, and network performance data are discussed. Policies and solutions for a fair and competitive environment in relation to consumers are also discussed.</i></p> <p>Marcel Belingue, Senior Manager, Head of Membership & Communications, Commonwealth Telecommunications Organisation</p>
17.00	Close of sessions for the day
19.00	<p>Dinner hosted by CTO The Melody Restaurant, St Paul's Hotel, 153 Hammersmith Road, London W14 0QL,</p>
22.00	Return to accommodation

Tuesday 09 June 2015	Overview of ICT Policy and Regulation
09:30	<p>Recap of previous day and introduction to policy issues <i>This short session will enable participants to revisit the learnings of the previous day, setting the stage for the proceedings to follow</i></p> <p>Professor Tim Unwin, Secretary General, Commonwealth Telecommunications Organisation</p>
10:00	<p>Corporate Social Responsibility <i>Looking at an industry in a country from a "Corporate Social Responsibility" point of view is a way of opening to an ecosystemic vision that changes the perspectives and helps reach a broader view on issues, challenges and solutions. This session discusses how Stakeholders dialogue can help the telecom sector to better understand the development issues linking the industry and a country.</i></p> <p>Delphine Jégoudez, former head of CSR stakeholders dialogue at Orange and Independent consultant, CSR & Innovation for Development</p>
10:30	Refreshments and networking
11:00	<p>Postal Regulation</p> <p>Steve Hannon, Non-executive director with Guernsey Post and Chief Executive of Postal & Logistics Consulting Worldwide (PLCWW)</p>
12.00	Buffet lunch in CTO premises
13.00	<p>The economics of regulation and options for action <i>Participants will be provided with an overview of the economics of regulation by highlighting the economic rationale of regulation as against legal/technical/political issues. An overview of the core principles of economic regulation and antitrust will be discussed with a focus on network access, pricing and rate-making in the current converging landscape.</i></p> <p>Dr Windfred Mfuh, Telecoms Regulatory and Engineering Consultant and Postgraduate Programme Director, Institute of Applied Entrepreneurship, Coventry University, UK</p>
14.00	<p>Understanding spectrum and the digital dividend <i>Participants will be provided with an overview of the radio spectrum with a focus on the 'Sweet Spot', the Digital Dividend and service-based regulation.</i></p> <p>Numbering as a public good and a key revenue generators <i>There will also be an overview of telecoms numbering in the convergence or Smart Devices era with a focus on customer choice and revenue generation</i></p> <p>Dr Windfred Mfuh, Telecoms Regulatory and Engineering Consultant and Postgraduate Programme Director, Institute of Applied Entrepreneurship, Coventry University, UK</p>
15.00	Refreshments and networking

15.20	<p>Issues of inclusivity in the Digital Economy <i>Findings of the UNCTAD report</i></p> <p>Dr Harsha Liyanage, Principal Consultant / Director, eNovation4D Ltd</p>
16:20	Close of sessions for the day
Wednesday 10 June 2015	Views from the Private Sector
09.30	<p>Recap of the previous day <i>This short session will enable participants to revisit the learnings of the previous days and understand how they apply to their own settings</i></p> <p>Professor Tim Unwin, Secretary General, Commonwealth Telecommunications Organisation</p>
10:00	<p>Mobile Money <i>Applications and value added services help create economic value through connectivity. Mobile money services is one of the fastest growing and most popular value added services, which helps to formalise a segment of informal economic sector. Moreover, the mobile money industry is now expanding from simple money transfer services to innovative services such as loans and insurance.</i></p> <p>Yasmin Kamara, Advocacy Analyst, Mobile Money, GSMA Mobile for Development Simone di Castri, Director, Advocacy and Regulation, GSMA Mobile Money Programme</p>
11.00	Refreshments and networking
11.20	<p>Universal Service/Access Funds <i>This session explores the various arguments in favour of, and against, Universal Service and Access Funds who aim to mainstream the benefits of digital technologies, particularly for poor and marginalised communities. Whilst conceptually such funds have much to offer, the practical reality is often that their use is fraught with difficulties and allegations of misappropriation of funds. The session will conclude with a discussion of possible alternative models for achieving universal access and service.</i></p> <p>Professor Tim Unwin, Secretary General, Commonwealth Telecommunications Organisation David Rogerson, Director, Incyt Consulting</p>
12:20	Visit to Facebook
13.00	Lunch at Facebook
14.00	<i>A team of senior executives of Facebook's EMEA team will provide an introduction to Facebook and explain how it works with Governments and regulators across the globe on internet policy issues. The team will provide insights on a range of topics including: Facebook's policies; privacy and safety; Facebook and Governance; Facebook's growth in Africa; Internet.org; and internet governance.</i>

	<p>Introduction to Facebook and broad policy issues</p> <p>Simon Milner, Policy Director, EMEA</p>
	<p>Internet.org</p> <p>Claudia Fernandes, Growth Marketing Partner, Internet.org</p>
	<p>Facebook for politics and government</p> <p>Theo Lomas, Politics and Government Specialist, EMEA</p>
	<p>Facebook and safety</p> <p>Julie De Baillencourt, Head of Safety Policy, EMEA</p>
16.30	Close of sessions for the day
Thursday 11 June 2015	Regulation in Practice
08.30	<p>Visit to BT <i>A team of high level BT executives will present BT's approach to key regulatory interventions in the context of its plans for the future</i></p> <p>Functional Separation: rationale, modalities and benefits</p> <p>Matt Cherry, Head of UK Regulatory Policy, BT Group</p> <p>Superfast fixed broadband deployment: organisation of government/industry collaboration in UK</p> <p>Garry Miller, Head of UK Public Policy, BT Group</p> <p>Focus of BT's non-UK business and its regulatory priorities</p> <p>Alex Tomb, Director of Global Regulatory Affairs, BT Global Services</p>
12.00	Depart for CTO HQ
13.00	Buffet lunch in CTO premises
14:00	<p>A Mobile First/Cloud First world and Secure cloud (Cloud + Cyber) Clouds services are being increasingly used not only by the private sector but the public sector as well which calls for Regulators to be aware of the advantages and challenges in order to create facilitative yet protective frameworks for Cloud service.</p> <p>Frank McCosker, General Manager, Affordable Access & Smart Financing 4Africa Initiaves, Microsoft</p> <p>The use of TV White Spaces is expected to increase the range of license-exempt technologies by a factor of three or more over today's Wi-Fi technologies. Making TV White Spaces available for license-exempt use may lead to innovations beyond our</p>

	<p>current imagination.</p> <p>Frank McCosker, General Manager, Affordable Access & Smart Financing 4Africa Initiaves, Microsoft</p>
15:30	Refreshments and networking
16:00	<p>Capacity Building and international collaboration: the example of Cybersecurity</p> <p><i>Donors present a very strong funding stream for ICT4D initiatives, if the correct approach is adopted. This session will examine the plethora of global initiatives in ICT4D (exemplified by cybersecurity and multiple fora where Internet governance is discussed) and the difficulties this places on how poorer Commonwealth countries have to choose where best to go</i></p> <p>Tony Clemson, Head of Capacity Building, Prosperity, Cybercrime and Communications, Cyber Policy Department, Foreign and Commonwealth Office</p>
16:30	Where to find out more, keeping in touch, alumni network and certificates
17.00	Close of sessions for the day
Friday 12 June 2015	<p>Visit to Ofcom and Tour</p> <p>Facilitated by Professor Tim Unwin, Secretary General, Commonwealth Telecommunications Organisation</p>
08.30	Visit to Ofcom
09.30	<i>Participants will visit Ofcom, UK's electronic communications regulator and meet with key officials for discussions.</i>
	Introduction to Ofcom (including independence, governance, converged regulatory model)
	<p>Overview of the telecommunications sector</p> <p>Nick Collins, Senior Telecoms Market Analyst, Ofcom Beatrix Kalmar, Senior Telecoms Analyst, Ofcom</p>
	<p>Media regulation, content standards</p> <p>Trevor Barnes, Head of Harm, Offence and Impartiality, Content Standards, Ofcom</p>
	Spectrum management
13.00	Close of Workshop and Lunch at <i>Jamie's Restaurant</i> , London Bridge.
14.00	Depart for Guided Tour of Central London
17.00	End of Tour and Return to Accommodation

Facilitator Profiles



Professor Tim Unwin

Professor Tim Unwin was appointed Secretary General of the Commonwealth Telecommunications Organisation (CTO) in September 2011, and he also leads the CTO's activities on ICTs for people with disabilities and ICTs in education, focusing particularly on skills development and entrepreneurship. He serves on the ITU's m-Powering Development Advisory Board, as a member of the Advisory Council of the Alliance for Affordable Internet, as a Member of the UK Department for International Development's Digital Advisory Panel, and on the International Advisory Board of the International

Multilateral Partnership Against Cyber Threats, (IMPACT). He has also been Chair of the Commonwealth Scholarship Commission since 2009, and a Commissioner since 2004. His continuing academic roles include his role as UNESCO Chair in ICT4D and Emeritus Professor of Geography at Royal Holloway, University of London, as well as Honorary Professor at Lanzhou University in China. He has written or edited 15 books and more than 200 academic papers and chapters, many of which focus on the use of technology in development practices. His latest edited book, *Information and Communication Technologies for Development*, was published by Cambridge University Press in 2009.



Marcel Belingue

Marcel Belingue is Senior Manager, and Head of Membership and Communications at the CTO, a role he was appointed to in September 2013. Prior to this, he managed CTO's ICT capacity development and training programmes from 2006 to 2013, including the development and delivery of numerous ICT policy and regulation training programmes. He joined the CTO in 2004 as Marketing Communications Manager, after over 8 years in advertising and publishing. Recent related courses include Introduction to ICT Regulation delivered to Ghana's National Communication Authority in July 2013. Mr Belingue holds a degree in

Law (1997) and a Master's degree in International Communications & Development (2002). Mr Belingue speaks English and French.



Christopher Banks CBE

Chris Banks has combined a career in national and international food and drink businesses with an increasing involvement in the UK public sector.

Chris was Managing Director of Coca-Cola Great Britain from 1997 to 2001 and before that he was in national and international marketing and general management roles with Grand Met (now Diageo), Allied Domecq, HP Bulmer and Mars.

In 2001 he founded Big Thoughts, the award-winning company he set up as part of a management buy-out from The Coca-Cola Company, to focus on innovation in food and drink. Chris successfully built the company and sold it to trade purchasers.

Chris has held public roles since 1998 and is currently Chair of the Public Chairs' Forum (PCF), a network for Chairs of public bodies working to improve the efficiency and effectiveness of public services. In November 2014, he takes up the role of Chair of the Quality Assurance Agency, the independent body entrusted with monitoring, and advising on, standards and quality in UK higher education.



Internet Governance

Nigel Hickson

Nigel Hickson is Vice President for Europe, Internet Corporation for Assigned Names and Numbers. Nigel works out of the Geneva office as part of the Government Engagement Team. He is responsible for global engagement with IGOs and other International organisations.

Nigel joined ICANN in 2012 and worked until 2014 as the VP for Europe. He joined ICANN from the UK government; where he had served in a number of capacities for just fewer than 30 years. Latterly he had been responsible for a team dealing with international ICT issues; including



worked on Postal Regulatory issues for the European Commission.

Steve Hannon

Steve Hannon serves as a Non-Executive Director of Guernsey Post Ltd (GPL) and, GPL are the current elected chair Postal Administration of CCPA.

Steve enjoyed a lengthy and distinguished career within Royal Mail. Since then he has not only worked for GPL but also - through his separate Consultancy activities - worked with a number of Postal Regulators including Postcomm, Ofcom, ComReg (the Postal Regulator in the R-o-I) and CA (the Postal Regulator in Kenya). He has also



Delphine Jégoudez

Dephine Jégoudez has been working for France Telecom and Orange Group for over 15 years. She has held a wide range of management positions in account management, marketing and R&D, always orientated towards innovation in international contexts.

Delphine led and launched stakeholders dialogue for Orange Group and has undertaken stakeholders engagement missions in more than 15 countries, developing a new approach to explore sustainable technological innovations in developing countries. Delphine uses her extensive knowledge of business and innovation and her skills in CSR

and ecosystem engagement to help organisations both better manage their risks and opportunities and leaders to better integrate their personal values in their business. In parallel, she is setting up Mobile4Dev, an organisation helping development NGOs to better use mobile technologies in their operations on the field.

Delphine holds a Master's degree in Sustainable Development and Corporate Social Responsibility from Paris-Dauphine University (Rennes, France) and an MBA from Imperial College (London, UK).



Dr Windfred Mfuh

Dr. Windfred Mfuh is an ITU Expert in Strategy, Competition & Regulation, Senior Lecturer in Strategy and Entrepreneurship, Institute of Applied Entrepreneurship, Coventry University, UK, in charge of the management and development of Postgraduate and Executive Programmes. He is also Associate Fellow of Warwick Business School, UK. Windfred has worked with a range of regulatory organisations in various capacities on engineering and management projects for the last 16 years. His latest assignment involves Digital Switchover in Cameroon, change management to achieve 'Delta State beyond oil'

strategy in Delta State Nigeria, complete market analysis and full spectrum valuation/pricing to accommodate 3G and 4G services for the Kingdom of Thailand in collaboration with Chalmers University of Sweden. Previously, Windfred served as Doctoral and then Lead Researcher at the Centre for Management under Regulation, Warwick Business School, University of Warwick (2006 – 2011). He also served in Cameroon's Ministry of Post and Telecoms for 10 years (1993-2003) in various capacities and served on several committees and working groups across Africa in areas as diverse as spectrum engineering, liberalisation, competition policy and general regulation. He also served during those 10 years as Senior Lecturer at the National Advanced School of Posts and Telecommunications.

Windfred holds a PhD in Strategic Management and Policy from the University of Warwick Business School, an MSc in Operational Telecoms, an MEng. in Telecommunications and a BSc in Analytical Sciences.



Dr. Harsha Liyanage

Harsha Liyanage is Lead Consultant eNovation4D and an ICT4D sector expert with over 20 years' experience in a variety of industries including: wireless, telecentres, start-up social enterprises, multi-stakeholder partnerships, donor relations, social impact assessment, project design and economic sustainability.

Harsha is the Founder of Sarvodaya-Fusion, the ICT4D program of Sarvodaya, Sri Lanka. His long involvement with the grassroots sector has led to consultancy work for many organizations including the UN, IDRC and many other International Development Organizations. Since 2010, Harsha has founded eNovation4D Ltd. UK based small consultancy company, with the objective to disseminate the ICT4D expertise between the Global South and Global West.

The latest work involves providing consultancy services to Telecom companies in Sri Lanka, Development organizations in Ethiopia, Government of Rwanda, and also to International development organizations based in Europe.

He has been an invited speaker to many global conferences including World Summit of Information Society. Harsha had been a Visiting Research Fellow to IDRC, Canada (2007 / 2008), and elected

South Asia Regional Coordinator for GKP (Global Knowledge Partnership) (2006 / 2008). He has published the eBook 'Sustainability First'.



David Rogerson

David Rogerson is Director Incyt Consulting David Rogerson is a Director of Incyte Consulting. He is a very experienced consultant, specialising in telecommunications policy and regulation. He is renowned worldwide as a leading advisor to regulators and operators on access and interconnection, pricing, universal service and number portability. With over 23 years of consultancy experience, he has advised many of the leading telecommunications organisations in Europe, Asia-Pacific, Africa and Central/South America. Prior to joining Incyte Consulting David was Director and Co-Leader of Ovum's Global

Telecoms Regulatory Practice, based in the UK.

David has published widely on telecommunications regulation. His most recent reports being on Mobile Termination Rates and IP Interconnect. Whilst at Ovum he also edited a series of reports on mobile regulation and was lead author of other key regulatory reports such as: Implementing Cost-based Interconnection, Local Loop Unbundling, and Implementing Number Portability.

David holds a first class Mathematics degree from Cambridge University in the UK.



Simon Milner

Simon Milner is Facebook's Policy Director for UK, Middle East and Africa, responsible for representing the company on issues such as privacy, safety, security and internet access. He joined the company in January 2012. He is a Board member of the UK Council for Child Internet Safety, of the Family Online Safety Institute and is a Non-Executive Director of the Tinder Foundation. He previously held senior roles with BT and the BBC.



Theo Lomas

Theo Lomas is Facebook's Politics and Government Specialist, EMEA. He joined the Politics and Government Outreach team as the region's elections and campaigns specialist. He advises politicians, public figures, Government organisations and political parties on the intersection of elections, politics, citizen engagement and digital diplomacy on Facebook. Since joining Facebook, he has overseen a number of projects including organising Facebook's first official debate in Europe - 'The Facebook STV Scottish Independence Referendum debate'. Theo has a background in political campaigns and has worked on national, regional and local campaigns across the UK, Africa, the

Middle East and Australia.



Frank McCosker,

Frank McCosker is General Manager, Affordable Access & Smart Financing 4Africa Initiatives for Microsoft with responsibility for Microsoft's engagement with multilateral organisations, including the international financial institutions, intergovernmental organisations and the bilateral providers of Official Development Assistance (ODA). Frank joined Microsoft's East European headquarters in 1997 and during his 14 years with the company he successfully guided Microsoft in carrying out key public sector-related development projects. In 1999 he was promoted from Partner Development Manager to General Manager of Microsoft Bulgaria and spent one year setting up the

subsidiary in Sofia, where he assisted the Bulgarian government in initiating strategic public sector reform projects.

Frank also spent his time on various strategic public sector projects, helping the new EU Member States to meet the EU accession criteria. In addition, he chairs a working group within Microsoft aimed at company transformation, focussing on new strategies to further socio-economic development in least developing countries (LDCs) and emerging markets. In 2004, he was promoted into his current role of Managing Director, Global Strategic Accounts, International Organisations. Frank graduated in Business Studies (BA Hons) from the Polytechnic of North London in 1991.

Tony Clemson, Head of Capacity Building, Prosperity, Cybercrime and Communications, Cyber Policy Department, Foreign and Commonwealth Office

Matt Cherry, Head of UK Regulatory Policy, BT Group

Gary Milner, Head of UK Public Policy, BT Group

Alex Tomb, Director of Global Regulatory Affairs, BT Global Services

Claudia Fernandes, Facebook's Growth Marketing Partner, Internet.org

Julie De Baillencourt, Facebook's Head of Safety Policy, EMEA

Yasmin Kamara, Advocacy Analyst, Mobile Money, GSMA Mobile for Development

Simone di Castri, Director, Advocacy and Regulation, GSMA Mobile Money Programme

Nick Collins, Senior Telecoms Market Analyst, Ofcom

Beatrix Kalmar, Senior Telecoms Analyst, Ofcom

Trevor Barnes, Head of Harm, Offence and Impartiality, Content Standards, Ofcom

CTO Upcoming Courses

Costs and Tariffs in Telecommunications	Yaounde, Cameroon	June 15 - 19, 2015
Strategic Human Resource Management	Maputo, Mozambique	June 29 - July 3, 2015
Interconnection	Maputo, Mozambique	June 29 - July 3, 2015
Finance for Telecommunications Regulation	Bamenda, Cameroon	June 29 - July 3, 2015
Fundamentals of Best Practice Broadcasting Content Regulation	Kenya	July 27 - July 31, 2015
Digital Broadcasting and Regulation of Internet Protocol Based Broadcasting and Social Media	Kenya	July 20 - July 24, 2015
Project Management and Appraisal	Johannesburg, South Africa	August 24 - August 28, 2015
Diploma in Telecommunications Management Studies	Olifantsfontein, South Africa	August 11 - September 10, 2015