



# COMMONWEALTH TELECOMMUNICATIONS ORGANISATION FORUM

14 - 16 SEPTEMBER, SAFARI PARK HOTEL, NAIROBI, KENYA



ORGANISED BY

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COMMONWEALTH  
TELECOMMUNICATIONS  
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COMMUNICATIONS  
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## EVENT GUIDE

## TOWARDS A CONNECTED COMMONWEALTH

### KEY TOPICS

From regulation to facilitation for development

Broadband reaching the first mile

International connectivity

Trade and commerce

Utilising connectivity

Financing connectivity

Privacy and safety

Internet governance, safety and security

Technology: future trends

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# WELCOME ADDRESSES



**Professor Tim Unwin**

Secretary-General  
*Commonwealth  
Telecommunications  
Organisation*

Dear Forum Delegates,

I am delighted to welcome you to the **Commonwealth Telecommunications Organisation Forum 2015**, hosted jointly this year by the *Communications Authority of Kenya* and the *Ministry of Information, Communication and Technology of Kenya* to whom we are particularly grateful for providing this opportunity for our members and stakeholders to engage with colleagues across the Commonwealth.

The theme of this year's event, "*Towards a Connected Commonwealth*", has been chosen both to focus on the persisting obstacles that continue to prevent affordable access and connectivity for all in our countries, and to nourish the vision of a truly inclusive, truly safe and truly sustainable information society for all citizens of the Commonwealth. It is important that we all work together collaboratively in partnership to deliver this vision, and we are therefore extremely grateful to global organisations such as the *International Telecommunication Union*, the *World Bank Group*, the *United Nations Conference on Trade & Development*, *GSMA* and *ICANN* for their participation at this year's event and for their wider support in our collective effort to turn this vision into reality. This year, we are also particularly pleased to see civil society and local government feature so prominently in our conference programme, and so I hope that this event marks the beginning of new efforts to promote ICT4D in our member countries.

Sadly, this will be my last Forum as Secretary-General of the CTO as my four-year tenure ends this week. It has been an honour to be given the opportunity to lead the Organisation and to convene this unique annual event over the past four years, and I am grateful for the support I have received from so many of you in that time.

I wish you another very successful and enjoyable Forum and a pleasant stay in Nairobi.

With regards,

**Professor Tim Unwin**

Secretary-General  
*Commonwealth Telecommunications Organisation*

Dear Forum Delegates,

The **Communications Authority of Kenya** is privileged to be hosting the **Commonwealth Telecommunications Forum 2015** in partnership with the *Ministry of Information, Communications and Technology* and the *Commonwealth Telecommunications Organisation (CTO)*. At the very onset, I wish to extend a special welcome to all the distinguished delegates to Kenya. We are greatly honoured by your presence and trust that you will enjoy your stay with us.

The selected theme of this year's Forum "*Towards a Connected Commonwealth*" is timely as the world continues to witness the transformational role of information and communications technologies (ICTs). ICTs have assumed an increasingly strategic role in the economy. Locally, we can testify to the tremendous uptake of numerous on-line services that have resulted into a positive impact on Kenya's economy. As we enjoy this growth, more effort is still necessary to ensure connectivity and accessibility in order to guarantee affordable and accessible ICT services for all. I am therefore confident that the deliberations over the next three days will enable us conceptualise tangible solutions that promote effective ICT development interventions across the Commonwealth and beyond.

Once again, I welcome you all and wish you a pleasant stay in Nairobi. Thank you.

**Francis W. Wangusi, MBS**

Director-General  
*Communications Authority of Kenya*



**Francis W. Wangusi, MBS**

Director-General  
*Communications Authority of  
Kenya*





# WELCOME ADDRESSES



**Dr Fred Okeng'o Matiang'i**  
Cabinet Secretary  
*Ministry of Information, Communications  
and Technology, Kenya*

Dear Forum Delegates,

I wish to take this opportunity to welcome you to Nairobi, Kenya, for the **Commonwealth Telecommunications Organisation Forum 2015**. The *Ministry of Information, Communications and Technology* is proud to be part of this premier Forum that brings together policymakers, regulators, ICT sector players and industry leaders from Commonwealth countries.

This year's theme, "*Towards a connected Commonwealth*" brings to the fore the transformative nature of ICTs and the need for collaboration to have many more connected. ICTs have driven global development in an unprecedented way, providing huge opportunities for social and economic development. Billions of people enjoy access to ICTs thanks to technological progress, infrastructure deployment and falling prices.

There is rapid technological progress made to date, but we also ought to stay vigilant in identifying those being left behind in this ever-evolving digital economy, as well as areas where ICT investment is needed most. Network insecurity, poor infrastructure, and lack of financing of ICT projects continue to pose challenges in many of our jurisdictions. I am therefore very happy to note that the Forum will discuss Internet safety and security, trade and commerce, utilising and financing connectivity, expanding broadband and technology trends.

ICTs remain entrenched as a key pillar to economies having defined their space in various sectors. In Kenya today, with more than 85.5 percent of the population on mobile and more than 71.1 percent using the Internet, critical services in the country such as government, health and education are shifting to online platforms. As the global pioneers of mobile money transfer services, the use of the mobile phone as a 'wallet' continues to improve financial inclusion and simplify financial transactions.

The 2015 Forum promises to have insightful deliberations and exchange of useful experiences. I urge all participants to identify opportunities for collaboration and best practices for inclusive technologies for the progress of humanity.

I invite you to enjoy our hospitality and equally wish you fruitful deliberations at the **Commonwealth Telecommunications Organisation Forum 2015**.

*Karibu* (Welcome).

**Dr Fred O. Matiang'i**  
Cabinet Secretary  
Ministry of Information, Communications and Technology



# COMMONWEALTH TELECOMMUNICATIONS ORGANISATION FORUM 2015

14 - 16 SEPTEMBER, SAFARI PARK HOTEL, NAIROBI, KENYA

## DAY ONE 14 SEPTEMBER 2015

### REGISTRATION

08:30 - 09:00

08:30 **Registration opens and morning refreshments**

### OPENING CEREMONY

09:00 - 10:20

Chair: **Boni Gantile**, Executive, Telkom Centre for Learning, Telkom South Africa, Industry Partner Representative and Executive Committee Member, Commonwealth Telecommunications Organisation

#### 09:00 **Welcome addresses**

**Francis Wangusi**, Director-General, Communications Authority of Kenya

09:10 **Professor Tim Unwin**, Secretary-General, Commonwealth Telecommunications Organisation

09:20 **Professor Umar Garba Danbatta**, Executive Vice-Chairman and Chief Executive Officer, Nigerian Communications Commission, and Chairman of the Commonwealth Telecommunications Organisation

#### 09:30 **Keynote addresses**

**Paul Njaga**, Chief Executive Officer, Chase Bank Kenya

09:40 **Theresa Swinehart**, Senior Adviser to the President on Global Strategy, ICANN

09:50 **Special address by the Deputy Secretary-General of ITU**  
**Malcolm Johnson**, Deputy Secretary-General, International Telecommunication Union

#### 10:00 **Taking the Oath of Office**

**Shola Taylor**, Secretary-General Elect of the CTO

#### 10:10 **Official opening address**

**Dr Fred Okeng'o Matiang'i**, Cabinet Secretary, Ministry of Information, Communications and Technology, Government of Kenya

#### 10:20 **GROUP PHOTOGRAPH & MORNING REFRESHMENTS**

### HIGH-LEVEL PANEL OF EMINENT PERSONS

10:50 - 11:35

Chair: **Cris Seecheran**, Chief Executive Officer, Telecommunications Authority of Trinidad & Tobago

#### 10:50 **Connecting the Commonwealth: The future**

**Azmat Ali Ranjha**, Secretary, IT and Telecom, Ministry of Information Technology & Telecommunications, Islamic Republic of Pakistan

**Dr Fred Okeng'o Matiang'i**, Cabinet Secretary, Ministry of Information, Communications & Technology, Government of Kenya  
**Malcolm Johnson**, Deputy Secretary-General, International Telecommunication Union

**Justine Adack K. Saidi**, Secretary, Ministry of Information, Tourism and Civic Education, Malawi

**Nigel Hickson**, Vice-President for IGO Engagement, ICANN  
**Honourable Alhaji Alpha Kanu**, Minister of Information and Communications, Sierra Leone

### INTERNATIONAL CONNECTIVITY

11:35 - 13:00

Chair: **Shola Taylor**, Secretary-General Elect, Commonwealth Telecommunications Organisation

#### 11:35 **Keynote address Increasing international capacity**

**Malcolm Johnson**, Deputy Secretary-General, International Telecommunication Union

#### 11:55 **The role of satellite in providing broadband services**

**Andrew J. Fry**, Manager - Government and Institutional Relations, Avanti Communications Group plc

#### 12:05 **Getting landlocked countries connected**

**Thomas Katuma Malama**, Director Legal and Regulatory Affairs, Zambia Information and Communications Technology Authority

#### 12:15 **Panel discussion The potential of satellite and cable infrastructure investment**

**Benjamin Choppy**, Principal Secretary, Department of Information Communications Technology, Republic of Seychelles  
**Thomas Katuma Malama**, Director, Legal and Regulatory Affairs, Zambia Information & Communications Technology Authority  
**Malcolm Johnson**, Deputy Secretary-General, International Telecommunication Union

**William Tevie**, Director-General, National Communications Authority, Ghana

**Andrew J. Fry**, Manager, Government and Institutional Relations, Avanti Communications Group plc

#### 13:00 **NETWORKING LUNCH**

### REGULATION

14:00 - 15:05

Chair: **Josephine Amuwa**, Director Policy, Competition and Economic Analysis, Nigerian Communications Commission

#### 14:00 **Regulating development**

**Cris Seecheran**, Chief Executive Officer, Telecommunications Authority of Trinidad & Tobago

#### 14:10 **Establishing a regulatory framework to encourage investment and innovation**

**Shivnesh Prasad**, Director of Communications, Ministry of Finance, Public Enterprises, Public Service & Communications, Republic of Fiji



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## DAY ONE 14 SEPTEMBER 2015

- 14:20 **Panel discussion Regulation and competition: Meeting national development agendas**  
**Cris Seecheran**, Chief Executive Officer, Telecommunications Authority of Trinidad & Tobago  
**Francis Wangusi**, Director-General, Communications Authority of Kenya  
**Gabriel Solomon**, Head of Regulatory Affairs, GSMA  
**Shivnesh Prasad**, Director of Communications, Ministry of Finance, Public Enterprises, Public Service and Communications, Republic of Fiji  
**Victor Findlay**, Ag. Deputy Director-General, National Telecommunications Commission, Sierra Leone  
**Alice Kariuki**, Director Regulatory, Airtel Africa

### THE BROADBAND PROMISE

15:05 - 16:10

Chair: **Abdoulkarim Soumaila**, Secretary-General, African Telecommunications Union

- 15:05 **Extending the coverage of the broadband "first mile"**  
**Harbir Singh Nat**, Principal Investment Officer, Telecom, Media and Technology, Sub-Saharan Africa, International Finance Corporation, World Bank Group
- 15:15 **National broadband strategies: The Commonwealth approach**  
**Dr Martin Koyabe**, Head of Research and Consultancy, Commonwealth Telecommunications Organisation
- 15:25 **Panel discussion Lowering access prices**  
**Dr Bitange Ndemo**, Senior Lecturer, School of Business, University of Nairobi and former Permanent Secretary, Ministry of Information and Communications, Kenya  
**Harbir Singh Nat**, Principal Investment Officer, Telecom, Media and Technology, Sub-Saharan Africa, International Finance Corporation, World Bank Group  
**Kojo Boakye**, Deputy Director, Policy Lead, Alliance for Affordable Internet

**Muriuki Mureithi**, Chief Executive Officer, Summit Strategies  
**Dr Martin Koyabe**, Head of Research and Consultancy, Commonwealth Telecommunications Organisation

### AFTERNOON REFRESHMENTS

### GOVERNING THE INTERNET: EMERGING CONSENSUS

16:40 - 17:40

Chair: **Nigel Hickson**, Vice-President for IGO Engagement, ICANN

- 16:40 **Internet Assigned Numbers Authority Stewardship Transition - An update**  
**Theresa Swinehart**, Senior Adviser to the President on Global Strategy, ICANN
- 16:55 **Panel discussion Securing the future of the Internet**  
**Alice Wanjira-Munyua**, Project Coordinator, Catalysing Access to ICTs and Convener, Kenya ICT Action Network  
**Fiona Asonga**, Chief Executive Officer, Telecommunications Service Providers Association of Kenya  
**Mwendwa Kivuva**, Community representative, AFRINIC  
**Sagbo Pierre Dandjinou**, Vice-President, Stakeholder Engagement - Africa, ICANN  
**Tony Clemson**, Head of Cyber Capacity Building and Prosperity, Foreign and Commonwealth Office

17:40

### CLOSE OF DAY ONE

**DRINKS RECEPTION AND DINNER HOSTED BY  
COMMUNICATIONS AUTHORITY OF KENYA AT THE  
NYAMA CHOMA RANCH**



## DAY TWO 15 SEPTEMBER 2015

### GLOBAL M-COMMERCE

09:00 - 10:30

Chair: **Torbjörn Fredriksson**, Chief, ICT Analysis Section, United Nations Conference on Trade and Development

- 09:00 **Encouraging entrepreneurship and investment in Africa**  
**Eng Martin Obuya**, Projects Director, DEMO Africa
- 09:15 **Communication and m-business: The potential of mobile value added services**  
**Topyster Muga**, Head of Airtel Money, Airtel Networks Kenya Ltd.

09:30

### De-banking mobile commerce

**Iman Hussein**, General Manager Islamic Banking and SME, Chase Bank Kenya

09:45

### Panel discussion m-Commerce: Challenges and opportunities for the ICT sector

**Eng Martin Obuya**, Projects Director, DEMO Africa  
**Erik Hersman**, Co-Founder, Ushahidi  
**Phares Kariuki**, Co-Founder, Angani  
**Topyster Muga**, Head of Airtel Money, Airtel Networks Kenya Ltd.  
**Iman Hussein**, General Manager Islamic Banking and SME, Chase Bank Kenya





# DAY TWO 15 SEPTEMBER 2015

## 10:30 FEATURE PRESENTATION: CONNECTING THE MOST MARGINALISED

**Erik Hersman**, Co-Founder, Ushahidi

## 10:50 MORNING REFRESHMENTS

## UTILISING CONNECTIVITY

11:20 - 12:45

### HEALTH JAMBO CONFERENCE ROOM

Chair: **James Kaphale**, Director of Legal Services, Malawi Communications Regulatory Authority

#### 11:20 Technology for innovative education of health professionals

**Monicah Masake**, Head of eLearning, Outspan Medical College, Kenya

#### 11:35 E-learning for improved laboratory commodity management

**Martin Kinyua**, Assistant Director, Technology Innovations, United States Agency for International Development

#### 11:50 Scaling your research - Engaging with remote communities using mobile technology

**Kenfield Griffith**, Co-Founder and Chief Executive Officer, mSurvey

#### 12:05 Orange on e-health

**Mireille Helou**, Chief Business Market Officer, Orange Telkom Kenya

#### 12:20 Philips Community Life Centers

**Jacqueline Karachi**, Concept Business Architect, Philips Research Africa

#### 12:35 Q&A

### LEARNING JAMBO CONFERENCE ROOM 2

Chair: **Stella Appiah-Nkansah**, Human Resource Director, Vodafone Ghana

#### Edutainment

**David Campbell**, Director, The Mediae Company, Kenya

#### INVEST Africa partnership

**Dr Alison Mead Richardson**, Team leader, Skills, Commonwealth of Learning

#### iMlango

**Erik Childerhouse**, Principal Consultant, Avanti Communications

#### Diversity in training of telecommunications engineers

**Professor Robert Jallan'go Akello**, Lecturer, Multimedia University of Kenya

#### Impact of good policies and strategies in e-learning adaption in Africa

**Leonard Mware**, Managing Director, Technology Partners Ltd, Kenya

#### Q&A

### AGRICULTURE MT KENYA C ROOM

Chair: **Marcel Belingue**, Senior Manager, Head of Membership and Communications, Commonwealth Telecommunications Organisation

#### Promoting multi-actor 'innovation' platforms for agribusiness value chain models in the Great Lakes Region of East Africa

**Professor Daniel Nyamai**, Lecturer, Rongo University, Africa Regional Development Centre, Kenya

#### Delivering the African green revolution through enhanced ICT 4 Ag solutions

**Qureish Noordin**, Program Officer, Extension Support Function, Alliance for a Green Revolution in Africa (AGRA)

#### Severe weather warnings for Rwandan farmers through geoportal mobile apps

**Dominique Mvunabandi**, Assistant Lecturer, Ruhengeri Institute of Applied Sciences, Rwanda

#### The closed circuit model of empowering agripreneurs in Africa through ICTs

**James Aucha**, Chief Executive Officer, Eco-Resources Development Group

#### Using technology to enhance capability and potential of young people in agriculture

**Dr Suleman Okech** and **Calvin Kebati**, Directors, National Industrial and Technology Park, Jomo Kenyatta University of Agriculture & Technology, Kenya

#### Q&A



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12:45

## NETWORKING LUNCH

### TECHNOLOGY: FUTURE TRENDS

13:45 - 15:00

Chair: **Daniel Onyango Obam**, Communications Radio Technology Expert, National Communications Secretariat, Kenya

13:45

#### **Presentation: Emerging markets and the Internet of Things**

**Josiah Mugambi**, Executive Director, The Nairobi iHub

14:00

#### **Presentation: Future plans of broadband service providers**

**Christophe Soulet**, Executive Operations Director (Anglophone Countries), Airtel Africa

14:15

#### **Panel discussion: Understanding future trends and technologies**

**Josiah Mugambi**, Executive Director, The Nairobi iHub

**Dr Marianne Treschow**, Commonwealth Telecommunications Organisation's Ambassador for Scandinavia

**Dr Waudo Siganga**, Director, World Information Technology and Services Alliance

**Andrew Masila**, Visionary Technology Leader, Safaricom Limited, Kenya

**Christophe Soulet**, Executive Operations Director (Anglophone Countries), Airtel Africa

**Lillian Kiplang'at**, Head of Innovation, Chase Bank Kenya

15:00

## AFTERNOON REFRESHMENTS

### MOBILE MONEY INNOVATIONS

15:30 - 16:30

Chair: **Dr Monica Kerretts-Makau**, Senior Faculty, Strathmore Business School and Consultant - ICT Policy, World Bank

15:30

#### **Panel discussion Balancing between financial inclusion, ubiquitous distribution networks and regulation**

**Christopher Kemei**, Director/Licensing, Compliance and Standards, Communications Authority of Kenya

**Rita Okuthe**, Director - Enterprise, Safaricom Ltd., Kenya

**Adil El Youssefi**, Chief Executive Officer, Airtel Networks, Kenya

**Stephen Mwaura**, Head, National Payments Systems, Central Bank of Kenya

**Eddie Ndichu**, Head of Mobile and Internet Banking, Chase Bank Kenya

### YOUTH AND ICTs

16:30 - 17:45

Chair: **Didier Nkurikiyimfura**, Director General, ICT Ministry of Youth & ICT, Republic of Rwanda

16:30

#### **Youth and demographic dividend in Kenya**

**Siddharth Chatterjee**, Representative, United Nations Population Fund

16:45

#### **ICTs in the hands of youth - Tools for peacebuilding**

**Theo Dolan**, Director, PeaceTech Lab Africa

17:00

#### **Panel discussion How to produce a thriving ICT learning culture**

**Siddharth Chatterjee**, Representative, United Nations Population Fund

**Theo Dolan**, Director, PeaceTech Lab Africa

**Gevirah Omondi Otieno**, MSc in Electronic and Electrical Engineering Student, University of Nairobi, Kenya

**Dorothy Chepng'eno Koske**, Telecommunications and Information Engineering Undergraduate Student, Jomo Kenyatta University of Agriculture & Technology, Kenya

17:45

## CLOSE OF DAY TWO





# DAY THREE 16 SEPTEMBER 2015

## FINANCING CONNECTIVITY

09:00 - 10:30

Chair: **Josephine Towett**, Principal Consultant, Alvory Consulting and Member of Universal Service Advisory Council, Kenya

09:00 **Creating affordable ICT services**

**'Makhotso Moiloa**, Executive Manager, Operations, Universal Service & Access Agency of South Africa

09:15 **Bridging the broadband divide through universal service funds**

**Peter Ulanga**, Chief Executive Officer, Universal Communications Service Access Fund, Tanzania

09:30 **Financing digital start-ups and SMEs**

**John Fernandes**, General Manager, Business Projects, Chase Bank Kenya

09:45 **Panel discussion: Financing and investing in broadband networks**

**Kojo Boakye**, Deputy Director, Policy Lead, Alliance for Affordable Internet

**'Makhotso Moiloa**, Executive Manager, Operations, Universal Service and Access Agency of South Africa

**Peter Ulanga**, Chief Executive Officer, Universal Communications Service Access Fund, Tanzania

**John Fernandes**, General Manager, Business Projects, Chase Bank Kenya

## CONNECTING RURAL COMMUNITIES

10:30 - 12:00

Chair: **Pumla Radebe**, Chairperson, Universal Service & Access Agency of South Africa

10:30 **A strategy to make ICT accessible in rural Zambia**

**Gertjan van Stam**, Research Fellow, Scientific and Industrial Research and Development Centre, Zimbabwe

10:45 **Connecting rural communities in Cameroon**

**Eric Sindeu**, Head of Numbering and Addressing Resources Management Unit, Telecommunications Regulatory Board, Cameroon

11:00 **Low-population density infrastructure solutions**

**Professor Knud Eric Skouby**, Working Group Chair, Wireless World, Research Forum and Director, Centre for Communication, Media and Information technologies, Aalborg University, Denmark

11:15 **Panel discussion The future of local infrastructure**

**Gertjan van Stam**, Research Fellow, Scientific and Industrial Research and Development Centre, Zimbabwe

**Eric Sindeu**, Head of Numbering and Addressing Resources, Telecommunications Regulatory Board, Cameroon

**Catherine Ngahu**, Chair, Universal Service Advisory Council, Kenya

**Professor Knud Eric Skouby**, Working Group Chair, Wireless World Research Forum and Director, Centre for Communication, Media and Information Technologies, Aalborg University, Denmark

**Avijit Chowdhury**, Director-General, Admin, Bangladesh Telecommunication Regulatory Commission

12:00 **REFRESHMENTS**

## ICT INITIATIVES FOR ALL

12:15 - 13:15

Chair: **Judith Owigar**, Founder, Akirachix

12:15 **Inclusive development - ICTs for people with disabilities**

**Councillor Katharina Pillay**, Acting Chair Person, Independent Communications Authority of South Africa

12:30 **Panel discussion Girls in ICT - Changing attitudes**

**Ida Jallow**, Programme Officer, International Telecommunication Union

**Councillor Katharina Pillay**, Acting Chair Person, Independent Communications Authority of South Africa

**Dr Mirjam van Reisen**, Professor, International and Social Responsibility, Tilburg University

**Dr Omowunmi Hassan**, President, High Tech Centre for Nigerian Women and Youths

## CLOSING CEREMONY

13:15 - 13:45

13:15 **Closing remarks**

**Francis Wangusi**, Director-General, Communications Authority of Kenya

13:25 **Vote of thanks**

**Professor Tim Unwin**, Secretary-General, Commonwealth Telecommunications Organisation

13:35 **Official closing of the Commonwealth Telecommunications Organisation Forum 2015**

**Joseph Tiampati ole Musuni**, Principal Secretary, Ministry of Information, Communications & Technology, Government of Kenya.

13:45 **NETWORKING LUNCH**

## KENYAN COUNTIES ICT WORKSHOP

14:30 - 17:00 - Mount Elgon D Conference Hall

**Hosted by the Communications Authority of Kenya and the ICT Authority of Kenya.**

In Kenya's devolved scenario, 47 widespread counties are empowered by the ICTA to extend the national broadband network into small towns and villages and sparsely-populated areas of the country. This workshop, conducted by the CTO, will bridge the capacity gap in tackling the challenges the counties are facing in planning and implementing their broadband networks with their own budgets. A select group of invited speakers and panellists will focus on core broadband-related areas including:

- Infrastructure, connectivity and devices
- Policy, legislation and regulation
- Capacity building, awareness, content and applications
- Financing and investment

Facilitator:

**Dr Martin Koyabe**, Manager, Head of Research & Consultancy, Commonwealth Telecommunications Organisation



# SPONSOR PROFILES

## Diamond Sponsor



Chase Bank Kenya limited (commonly known as 'Chase Bank' in Kenya is a Universal services Bank headquartered in Nairobi, Kenya. It has operations in retail banking, mortgage lending and credit and debit cards and through subsidiaries and associated companies also offers shariah compliant banking services, investment banking, wealth management, advisory services and insurance.



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ICANN is a not-for-profit public-benefit corporation with participants from all over the world dedicated to keeping the Internet secure, stable and interoperable. It promotes competition and develops policy on the Internet's unique identifiers. Through its coordination role of the Internet's naming system, it does have an important impact on the expansion and evolution of the Internet.

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Bharti Airtel Limited is a leading global telecommunications company with operations in 20 countries across Africa and Asia. Headquartered in New Delhi, India, the company ranks amongst the top 3 mobile service providers globally in terms of subscribers. In India, the company's product offerings include 2G, 3G and 4G wireless services, mobile commerce, fixed line services, high speed DSL broadband, IPTV, DTH, enterprise services including national & international long distance services to carriers. In the rest of the geographies, it offers 2G, 3G and 4G wireless services and mobile commerce. Bharti Airtel had over 333 million customers across its operations at the end of July 2015.

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Kenya Airways was established in January 1977 following the dissolution of the East African Community and subsequent disbanding of the jointly-owned East African Airways. In 1994, following a decision by the Kenya Government to privatize, Kenya Airways got into a strategic partnership with Dutch Airline KLM. In 1996 after a successful Initial Public Offer of shares; Kenya Airways was listed in the Nairobi Securities Exchange.





## EXHIBITOR PROFILES



The Telecommunications Regulatory Board (ART) was created by Law 98/014 of July 14, 2010 to regulate telecommunications in Cameroon. The missions assigned to the TRB are the following: Ensure the implementation of the legal and regulatory

texts in Telecommunications and Communications Information Technologies; Ensure that access to open networks by the general public is carried out in objective, transparent and non discriminatory conditions; Ensure safe and legal competition in the Telecommunications sector and Communications Information Technologies; sanction any breach of obligations by operators as well as non-competitive practices; Establish the principles regulating the pricing of supplied services; Inform on the license applications and prepare the relating decisions; Define the conditions and obligations of interconnection and the sharing of infrastructure; - See more at: <http://www.art.cm/index.php/en/>



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- Dedicated Account Management
- Skills Development, Enablement and Training
- Quality and Investment
- Lab equipment exceeds requirement



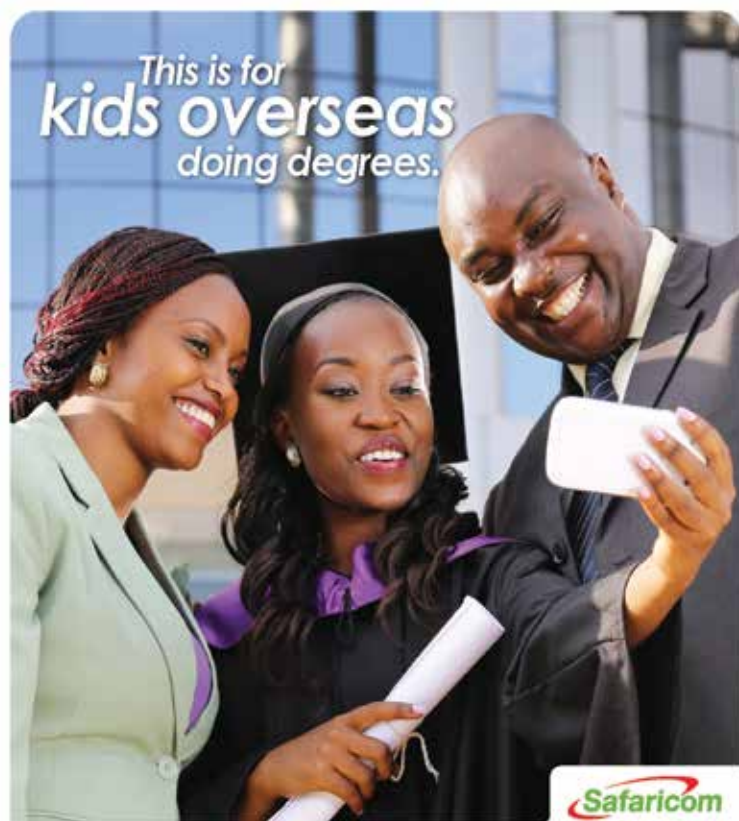
Telkom Kenya was established in 1999 as the sole integrated telecommunications service provider with a wide range of voice, data services for both corporates and the mass market. Its partnership with the Orange Group in 2008 saw Orange Telkom Kenya become part of the world's leading telecommunication operators.



**BUSINESS**

Launched in 1994, MTN Group is a multinational telecommunications group, operating in 24 countries and covering the rest of Africa,

Asia and the Middle East'. MTN is listed on the JSE Securities Exchange in South Africa. MTN Business Kenya is a subsidiary of The MTN Group which focuses on ICT services to our customer base from (SME) to large and multinational customers.







COMMONWEALTH  
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ORGANISATION

## EMPOWERING PEOPLE TO EMPOWER OTHERS

ICT regulatory board members from the Commonwealth to be trained in state-of-the-art training centre in London

“ This course is a must attend for all regulators both board and senior management. The topics are relevant, deep and the trainers are well experienced and informed. It opens up your horizon to broader perspectives and to practises that would have worked or not worked in the industry ”

*Grace Munjuri, Board Director, Communications Authority of Kenya*

Places are limited, so register now!  
Course starts from 26-30 October 2015,  
London, UK

For more information, contact Hilda Muchando  
on +44 20 8600 8918, or [h.muchando@cto.int](mailto:h.muchando@cto.int)

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## COMMONWEALTH WRC PREPARATORY MEETING 2015

7 - 9 OCTOBER, MARLBOROUGH HOUSE, LONDON, UNITED KINGDOM

The World Radiocommunication Conference 2015 will be held in Geneva, Switzerland, on 7 - 9 November 2015. WRC is held every three to four years to review and, if necessary, revise the Radio Regulations, the international treaty governing the use of the radio frequency spectrum and the geostationary satellite and non geostationary-satellite orbits.

### WHY ATTEND

- Understand the various country and regional positions
- Network with international stakeholders – policy-makers, regulators and the private sector
- Identify opportunities to harmonise
- Advocate positions
- Find out best practices for accessible and inclusive technologies

### KEY TOPICS

Mobile and amateur issues  
Science issues  
Aeronautical, maritime  
and radiolocation issues  
Fixed-satellite services  
Mobile-satellite services  
Satellite regulatory issues  
General issues

For more information, contact Robert Hayman  
on +44 20 8600 3805 or [r.hayman@cto.int](mailto:r.hayman@cto.int)

MORE INFORMATION AT [WWW.CTO.INT](http://WWW.CTO.INT)

# Exhibition Floor Plan





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1. Go to bill payment
2. Enter your card account number
3. Enter your credit card bill amount
4. You will receive a payment confirmation message.

*Enabling you achieve what matters to you most*



## AIRTEL PREMIER CLUB REDEFINING CUSTOMER EXPERIENCE.



Consistent with its corporate vision of being the leader in customer experience among telcos by 2020, Airtel Kenya's Premier Club aims to recognize, excite, delight and cater to the lifestyle needs of its most valuable customers.

The Airtel Premier Club is an exclusive programme specifically created to offer exceptional and personalized services to its High Value Customers. The initiative is built around core customer service principles with a mandate to continuously delight customers and exceed their expectations.

This is an invitation-only club and confers some of the following benefits for enrolled customers:

- Dedicated Premier team available 24/7 to offer you prompt service. This team is reachable via the **100 helpline** and Premier email address - [premier.airtel@ke.airtel.com](mailto:premier.airtel@ke.airtel.com)
- Premier lounges for exclusive services at selected showrooms
- Premier website - [www.africa.airtel.com/kepremier](http://www.africa.airtel.com/kepremier)
- Special invitation to Airtel High Networking Events and delights on special occasions (Kindly share with us your affiliations and interests and we shall be inviting you to these events)
- Complimentary Priority Pass Membership for our Top Roamers, giving access to over 700 VIP lounges across the globe with their Priority Pass cards
- Various discounts with our Premier Global partnerships e.g. Ole Sereni Hotel, Medanta Africare, Crowne Plaza Hotel - Nairobi, Parapet Valet Car Cleaning and Home Spring Cleaning, BCD Travels Suites and other high-end tie-ups available to Premier customers

Present your Premier Airtel Money Visa Card to access these discounts.

For more information on the Airtel Premier Club, visit our website: [www.africa.airtel.com/kepremier](http://www.africa.airtel.com/kepremier)  
Terms & Conditions apply.



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you almost hate to sleep through it.***



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# UPCOMING COURSES

INTERNATIONAL COURSES	DATE	LOCATION	DURATION
Mobile Money Regulation	September 14 - 18, 2015	Cameroon	5 days
Customer Service	September 21 - 23, 2015	Johannesburg, South Africa	3 days
Next Generation Markets and Technologies	September 28 - October 2, 2015	Liberia	5 days
Cloud technology and solutions	September 21 - 25, 2015	Port Louis, Mauritius	5 days
GSM Signaling Protocols	October 5 - 9, 2015	Gaborone, Botswana	5 days
Regulatory Impact Assessment	October 5 - 9, 2015	Liberia	5 days
Costing in Telecommunications and Tariff Planning and Structuring	October 12 - 16, 2015	Port Louis, Mauritius	5 days
Telecommunications Business Process Re-Engineering	October 19 - 23, 2015	Johannesburg, South Africa	5 days
Mobile IP	October 19 - 23, 2015	Gaborone, Botswana	5 days
Public Key Infrastructure (PKI) - In Depth	October 26 - 30, 2015	Port of Spain, Trinidad & Tobago	5 days
ICT Regulation Understanding the Big Picture of ICTs for Development	October 26 - 30, 2015	London, UK	5 days
Telecommunications Finance for Non Finance	November 2 - 6, 2015	Johannesburg, South Africa	5 days
Building Consumer Advocacy in the Telecommunications	November 2 - 6, 2015	Port of Spain, Trinidad & Tobago	5 days
Licensing in a Converged Environment	November 2 - 6, 2015	Johannesburg, South Africa	5 days
Broadband Technologies and Multimedia Services	November 16 - 20, 2015	Gaborone, Botswana	5 days
Analogue to Digital Broadcasting Switchover	November 23 - 27, 2015	Johannesburg, South Africa	5 days
Introduction to IPTV	January 18 - 22, 2015	Johannesburg, South Africa	5 days