

I-Network Will be holding a dialogue on ICT Consumer Protection.

Date: **Friday 20th March 2009**

Venue: **Imperial Royale Hotel**

Time: **8:30am - 12:00 noon**

Draft Agenda is as follows:

*8:30am – 9:00am* Arrival and registration of participants

*9:00am – 9:10am* Opening remarks

*9:10am – 9:30am* Presentations from two concerned ICT goods and services consumers

*9:30am – 10:00am* What are the current consumer protection initiatives available for ICT consumers? What is the role of government and government agencies

*10:00am – 10:20am* What are the policies, practices and procedures in place by services and goods providers for ICT consumers' protection and redress?

*10:20am – 10:30am* What is the role of the Consumer?

*10:30am – 11:00am* Introduce the Uganda ICT Consumer Protection Association (UICPA)

*11:00am – 11:30am* Tea Break

*11:30pm – 12 :00noon* Comments, suggestions from participants

If you would like to participate in this dialogue, please send a confirmation to I-Networkat [admin@Ti-network.or.ug](mailto:admin@Ti-network.or.ug)