



**Meeting Name:** 2<sup>nd</sup> Meeting of the Consumer Committee (CC) 2025/26

**Venue:** Southern Sun Hotel, Lusaka Zambia

**Meeting Dates** 25<sup>th</sup> to 27<sup>th</sup> February 2026

**For more information:** [skiroga@crasa.org](mailto:skiroga@crasa.org) / [crasa@crasa.org](mailto:crasa@crasa.org)

### DRAFT AGENDA

**Wednesday, 25<sup>th</sup> February 2026**

<b>SESSION NO</b>	<b>TIME (CAT)</b>	<b>SESSION</b>	<b>LEAD PERSON</b>
1.	08:30-09:00	Registration	Secretariat
2.	09:00- 09:15	Welcoming of Guests and Introductions	Director of Ceremony, ZICTA
3.	09:15-09:25	Remarks	CRASA Acting Executive Secretary
4.	09:25-09:35	Welcoming Remarks	CC Chairperson, Lesotho
5.	09:35-09:50	Opening Remarks	ZICTA Director General
6.	09:50-10:00	Group Photo	All
	<b>10:00-10:30</b>	<b>Health Break and Networking</b>	<b>All</b>
7.	10:30-10:40	Confirmation of Quorum	CRASA Head Electronic Communications (HEC)
8.	10:40-10:50	Adoption of the Agenda and Working Hours	CRASA HEC
9.	10:50-11:15	<ul style="list-style-type: none"><li>Review of Minutes of the 1<sup>st</sup> CC Meeting 2025/26 and Matters Arising</li><li>Review of the Resolutions and Directives of the EXCO and AGM relating to CC</li></ul>	CRASA HEC
10.	11:15-13:00	Establishing Working Groups for the following tasks:	CC Chairperson

Annex II

- 1) Development of Report on the Role of Consumer Organizations in Consumer Protection in the ICT Sector in SADC;
- 2) Development of a Consumer Guide to Rights and Responsibilities offered by Digital Services in SADC;
- 3) CC Operational Plan 2026/27

	<b>13:00-14:00</b>	<b>Lunch Break</b>	<b>All</b>
11.	14:00-16:00	Working Group Meetings	CC Leadership/ Secretariat
12.	16:00-16:10	Adjournment of Meeting	CC Chairperson
	<b>16:10:16:20</b>	<b>Health Break and Networking</b>	<b>All</b>

**Thursday, 26<sup>th</sup> February 2026**

<b>SESSION NO.</b>	<b>TIME (CAT)</b>	<b>SESSION</b>	<b>LEAD PERSON</b>
13.	09:00-09:10	Remarks to Working Groups	CC Chairperson
14.	09:10-10:30	Working Group Meetings	All Members
	<b>10:30-11:00</b>	<b>Health Break and Networking</b>	All
15.	11:00-13:00	Working Group Meetings	All
	<b>13:00-14:00</b>	<b>Lunch Break</b>	<b>All</b>
16.	14:00-16:00	Working Group Meetings	CC Chairperson
17.	16:00-16:10	<b>Health Break and Networking</b>	<b>All</b>

**Friday, 27<sup>th</sup> February 2026**

<b>SESSION NO.</b>	<b>TIME (CAT)</b>	<b>SESSION</b>	<b>LEAD PERSON</b>
18.	09:00-09:10	Remarks to Working Groups	CC Chairperson
19.	09:10-10:30	Working Group Meetings	All Members
	<b>10:30-11:00</b>	<b>Health Break and Networking</b>	All
20.	11:00-13:00	Working Group Meetings	All
	<b>13:00-14:00</b>	<b>Lunch Break</b>	<b>All</b>
21.	14:00-16:30	Plenary	CC Chairperson
22.	16:30-17:00	<b>Closing Ceremony:</b>	
		<ul style="list-style-type: none"> <li>• Date and Venue of Next CC Meeting</li> </ul>	HEC

Annex II

- Vote of Thanks

CC Vice Chairperson -  
Zambia

- Closing Remarks and Closing of Meeting

CC Chairperson -  
Lesotho

**17:00**

**Health Break and Networking**

**All**