Consumers in the Digital Age 2014

Digital technologies create new opportunities for consumers, but also make upholding their rights more challenging. Digital products and services often come with usage restrictions about which consumers are not well informed. Online transactions often cross borders, making it difficult to resolve complaints, or even to know what consumer laws and policies apply. How can consumers in the digital age be assured that their rights will be upheld?

Members of Consumers International (CI [6]), the only global campaigning voice for consumers, will join together in Chiang Mai, Thailand on 3-4 April 2014 to learn and to strategise around these issues at Consumers in the Digital Age 2014.

1. Programme
2. Abstracts and biographies
3. Registration [7]
4. Venue
5. Sponsors

Programme

Consumers in the Digital Age 2014 is part of a full week programme for CI members. On 1 and 2 April members will be a regional meeting for CI members from the Asia-Pacific and Middle East region.

Wednesday 2 April 2014: CI APME regional meeting day 2

7:00 Welcome dinner (sponsored by NBTC)

International Conference: Consumer protection in the Digital Age
3-4 April 2014, Chiang Mai, Thailand
Co-organised by NBTC and CI

8:00 Registration
0am

Welcoming Remarks
Consumers International (CI) is the only independent global campaigning voice for consumers. With over 220 member organisations in 115 countries, we are building a powerful international consumer movement to help protect and empower consumers everywhere. For more information, visit [www.consumersinternational.org](http://www.consumersinternational.org).

### Session 1: 9:00 - 10:00
**Keynote**
- **Amanda Long**, DG CI
- **Supinya Klangnarong**, Commissioner, NBTC (Thailand)

### Session 1: 10:00 - 10:30
**Morning tea**

### Session 2: 10:30 - 11:00
**Fix our phone rights! Cases and campaigns**
- **International Roaming**: **Una Lawrence**, ACCAN, Australia
- **Fixed Mobile Contracts**: **Sumedha Pathak**, Which, UK (by video)
- **Telecom Industry Malpractices in Mali**: **Salimata Diarra**, ASCOMA, Mali (by powerpoint)
- **Mobile Consumers’ Concerns in Indonesia**: **Abdul Rohman**, LKY, Indonesia
- **Unlocking Mobile Phones**: **Conchy Martin Rey**, CECU, Spain (by video)
- **Unauthorised mobile services – SMS Clubs**: **Boštjan Okorn**, Slovenian Consumers Association, Slovenia
- **Mobile Campaign in the Middle East**: **Nasreldin Ibrahim Shulgami Abdalla**, Sudanese Consumer Protection Association, Sudan

### Discussion
**Moderator**
- **Dr. Paiboon Chouthong**, King Mongkut’s University of Technology Thonburi

### Lunch break
14:00 - 15:00

### Session 3: 15:00 - 16:00
**Trans-Pacific Partnership**: Implications for Consumers on Copyrights & Digital Content
- **Yasuaki Yamaura**, CUJ, Japan
- **Pablo Rodriguez**, FOJUCC, Chile

### Discussion
**Moderator**
- **Arthit Suriyawongkul**, Thai Net Citizen Network

### Users’ rights in copyright [8] reform
- **Sean Michael Flynn**, American University, USA

### Session 4: 16:00 - 17:00
**Users’ rights in copyright**
- **Moderator**
- **Discussion**
Kannikar Kijitiwatchakul, FTA [9] Watch, Thailand

15:2
0 - 1
5:45

15:4 Afternoon tea break
5:1
6:00

Session 4 Online and mobile payments & digital content products
16:0 OECD recommendations on online and digital content products & ISO draft on mobile payments
0 - 1 Robin Simpson, CI
6:45 Parinya Homarnek, ACIS Professional Center Co., Ltd.

National campaigns on mobile payments and digital content products
16:4
5 - 1 Madison Cartwright, CHOICE, Australia
7:00 Discussion
Moderator
Suwanna Jitprapas, TPBS Thailand

Session 5 ISO/IEC standard on model service level agreements and W3C work on web payments
17:00 - Norbert Bollow, CI expert
17:4
5

17:4 Synthesis and updates for next day
5 - 1
8:00 Indrani Thuraisingham, Head CI

19:3 Dinner hosted by NBTC

Friday 4 April 2014: NBTC and CI

Session Quality of service by telecom operators/tech companies: Over the top services (OTT) and
6 Consumer Protection Peter Walop, Expert ITU Isriya Paireepairit, Siam Intelligence Unit
9:0
0 - Consumer Agenda at the International Telecommunications Union (ITU)
9:45 Onica Makwakwa, CI

Moderator Palinee Sermsinsiri (Tangmo), Assistant to Commissioner, NBTC Thailand
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<tr>
<th>Session</th>
<th>Presentation</th>
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<td>7</td>
<td>Respect our screen rights: New Standard in the Digital Era</td>
<td>10:00 - 10:45</td>
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<td>Quality content/ Variety of programs/Self-regulation (Must Carry/Must Have Rules)</td>
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<td>Thatwatchai Jitrapanun, Commissioner, NBTC Thailand</td>
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<td>Thami Bolani, Consumers Forum, South Africa</td>
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<td><strong>Discussion</strong></td>
<td>5 - 10:00</td>
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<td>Dr. Jiraporn Wittayasakphan, Dean of Faculty of Mass Communication, Chiang Mai University</td>
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<td>8</td>
<td>Digital broadcasting trends and digital Dividend Thai Case Study:</td>
<td>11:15 - 12:30</td>
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<td>Dr. Kittipong Wongthavarawat, National Electronics and Computer Technology Center (NECTEC), Thailand</td>
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<td>Somsak Siripattanakul, Executive Director of Digital Broadcasting Bureau, NBTC Thailand</td>
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<td>Case Study from India and Singapore:</td>
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<td>Shirish Deshpande, MGP, India</td>
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<td>Seah Seng Choon, CASE, Singapore</td>
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<td><strong>Discussion</strong></td>
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<td>Beatriz Garcia Buitrago, Consumidores Argentinos</td>
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<td>9</td>
<td>Policy and regulatory framework for digital broadcasting services</td>
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<td>Supinya Klangnarong, Commissioner, NBTC Thailand</td>
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<td>John Paul Andaquig, IBON, Philippines</td>
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<td>Torpong Selanon, Thailand Association of the Blind</td>
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<td>Kim Jai Ok, Consumers Korea</td>
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<td><strong>Discussion</strong></td>
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<td>Asst. Prof. Dr. Pirongrong</td>
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<td>Ramasoota, Faculty of Communication Arts, Chulalongkorn University, Thailand</td>
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<td>10</td>
<td>Consumer protection in the digital era: Global Review of the UN Guidelines for Consumer Protection (UNGCP)</td>
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<td>Hassan Qaqaya, Head-Competition law and Consumer Policies Branch UNCTAD, Geneva</td>
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<td>Robin Simpson, CI</td>
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Discussions
Moderator
16:30
Indrani Thuraisingham, Head CI APME

17:00
17:30
Synthesis and next steps

17:30
Close and afternoon tea break

Free evening

Abstracts and biographies

To be added soon.

Venue

Chiang Mai by Viajar, comer y amar (@aitor_vca) [11]Chiang Mai (เชียงใหม่) is the hub of Northern Thailand. With a population of over 170,000 in the city proper (but more than 1 million in the metropolitan area), it is Thailand's fifth-largest city. Located on a plain at an elevation of 316 m, surrounded by mountains and lush countryside, it is much greener and quieter than the capital, and has a cosmopolitan air and a significant expat population, factors which have led many from Bangkok to settle permanently in this "Rose of the North". (Credit: Wikitravel[12])

The hotel venue for the meeting is still to be announced, but will be listed here when known.

Sponsors

This meeting is very generously partly-supported by the National Broadcasting and Telecommunications Commission of Thailand (NBTC) [13], Open Society Foundations [14] and IDRC/CRDI [15].

- a2k
- copyright
- Internet governance
- TPP
- WCRD

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Links: