



AFRICAN CONSUMERS ORGANIZATION (ACO)

Organisation Africaine des Consommateurs (OAC)

50 national consumer organizations in 39 African countries



Report on the Participation of the African Consumers Organization (ACO) in the African Preparatory Work for WTSA-28 and the ITU-T Meetings held in Accra from 13 to 17 April 2026



ACO Delegation:

- 1- Dr SOGADJI Hoélété Yao, Executive Director of ACO (LCT, Togo)
- 2- Mr GAGALO Kokou, President of ATC (Togo)
- 3- Mr HOUESSO Eric, President of ABDC (Benin)
- 4- Mr DIAKITE Wahab, President of ASCOMA (Mali)
- 5- Mr TRAORE Oumar, President of REDECOMA (Mali)

April 2026



AFRICAN CONSUMERS ORGANIZATION (ACO)

Organisation Africaine des Consommateurs (OAC)

50 national consumer organizations in 39 African countries

Table of Contents

Introduction	3
I- Opening Ceremony.....	4
II- Day 1: WTSA-28.....	6
III- Day 2: OTTs and Emergency Number	7
IV- Day 3: SG2 and SG3.....	8
V- Closing Ceremony	9
Conclusion.....	10
Annex: Agenda	11

Introduction

As part of efforts to strengthen the involvement of national and regional stakeholders in discussions on telecommunications standardization, a delegation of the African Consumers Organization (ACO), made up of representatives of consumer associations from Togo, Benin and Mali, took part in the 1st African Preparatory Meeting for WTSA-28, the joint ITU-ATU workshops and the meetings of the ITU-T Study Group 2 and 3 Regional Groups for Africa. The meetings were held in Accra, Ghana, from 13 to 17 April 2026, organized by the ATU and the National Communications Authority (NCA), with the support of the Ghanaian authorities.

The ACO delegation was led by **Dr SOGADJI Hoéléké Yao**, Executive Director of ACO and President of the Consumers League of Togo (Ligue des Consommateurs du Togo, LCT). It also included **Mr GAGALO Kokou**, President of the Togolese Consumers Association (Association Togolaise des Consommateurs, ATC), **Mr HOUESSOUE Eric**, President of the Beninese Association for Consumer Protection (Association Béninoise pour la Défense du Consommateur, ABDC), **Mr DIAKITE Wahab**, President of the Consumers Association of Mali (Association des Consommateurs du Mali, ASCOMA), and **Mr TRAORE Oumar**, President of the Consumer Protection Coalition of Mali (Regroupement pour la Défense des Consommateurs du Mali, REDECOMA), all of which are members of ACO. The participation of the delegates from Togo and Mali was supported by the regulators of their respective countries, the Regulatory Authority for Electronic Communications and Posts (ARCEP Togo) and the Malian Regulatory Authority for Telecommunications/ICT and Posts (AMRTP). This joint presence reflected the importance that the African consumer movement attaches to major regional discussions on telecommunications regulation and the standardization of digital services.



The active participation of this delegation was particularly significant, as it ensured that the voice of African consumers was heard in technical debates that directly affect the accessibility,



AFRICAN CONSUMERS ORGANIZATION (ACO)

Organisation Africaine des Consommateurs (OAC)

50 national consumer organizations in 39 African countries

quality and cost of services. The delegates' engagement helped to advocate for users' concerns, to raise the profile of ACO and its member organizations alongside other stakeholders in the region, and to promote greater consideration of the public interest in the development of regional policy directions.

This participation, supported by ARCEP Togo and AMRTP Mali, sought to strengthen the voice of consumers in technical debates that directly affect the accessibility, quality and fairness of telecommunications services. It forms part of a broader advocacy effort to ensure that users' needs are better reflected in the development of standards and public policies in the digital sector.

I- Opening Ceremony

The opening ceremony was chaired by the Secretary-General of the International Telecommunication Union (ITU), Ms Doreen Bogdan-Martin, alongside Ghana's Minister responsible for the digital economy and the Director-General of the National Communications Authority (NCA). This formal opening set the tone for the proceedings by highlighting the strategic importance of African cooperation in preparing for WTSA-28.

The Secretary-General of the African Telecommunications Union, **Mr John Omo**, was actively involved in organizing the meeting and assumed major responsibilities throughout the proceedings. His constant presence, from the opening ceremony through the various technical sessions, contributed to the smooth running of the event and to effective coordination among stakeholders.

From the outset, Mr John Omo played a central role alongside other institutional leaders, reflecting the importance attached to this initiative, jointly organized by the ITU and the ATU. His commitment strengthened the regional reach of the meeting and illustrated the shared determination of the partner institutions to better integrate African perspectives into standardization work.



Director-General of the NCA (Ghana): Rev. Ing. Edmund Yirenkyi Fianko; Secretary-General of the ITU (International Telecommunication Union): Doreen Bogdan-Martin; Minister for Communication, Digital Technology and Innovations (Ghana): Hon. Samuel Nartey George; Secretary-General of the ATU (African Telecommunications Union): John Omo (from left to right).

In its formal proceedings, the ceremony emphasized the need for Africa to speak with one voice on major issues of standardization, digital transformation and telecommunications governance. It also recalled the central role of regional and national institutions in building a more inclusive and resilient digital ecosystem.

The presence of the Ghanaian authorities and ITU officials gave the event significant political and technical weight, reflecting a shared commitment to the digital development of the continent. This opening session fostered a climate conducive to dialogue among governments, regulators, experts and civil society representatives.

The ACO representatives followed the ceremony closely, noting that it confirmed the growing prominence of regulation, access and user protection issues at major international meetings in the sector. They saw it as an opportunity to bring a citizen perspective into a forum usually dominated by technical experts alone.

The opening thus served as a moment of political and institutional orientation, preparing participants for intensive working days focused on African priorities for WTSA-28, issues related to OTTs and prospects for cooperation within the regional study groups.

II-Day 1: WTSA-28

The first day was devoted to the 1st African Preparatory Meeting for WTSA-28, whose main objective was to strengthen the continent's common position ahead of the next World Telecommunication Standardization Assembly. Participants worked on harmonizing regional priorities in order to ensure better representation of African interests in international forums.



Discussions focused on the WTSA-28 preparatory process, in particular institutional mechanisms, coordination milestones and the contributions expected from the various stakeholders. This session helped to clarify the respective responsibilities of delegations and to identify the levers for consolidating a coherent African position.

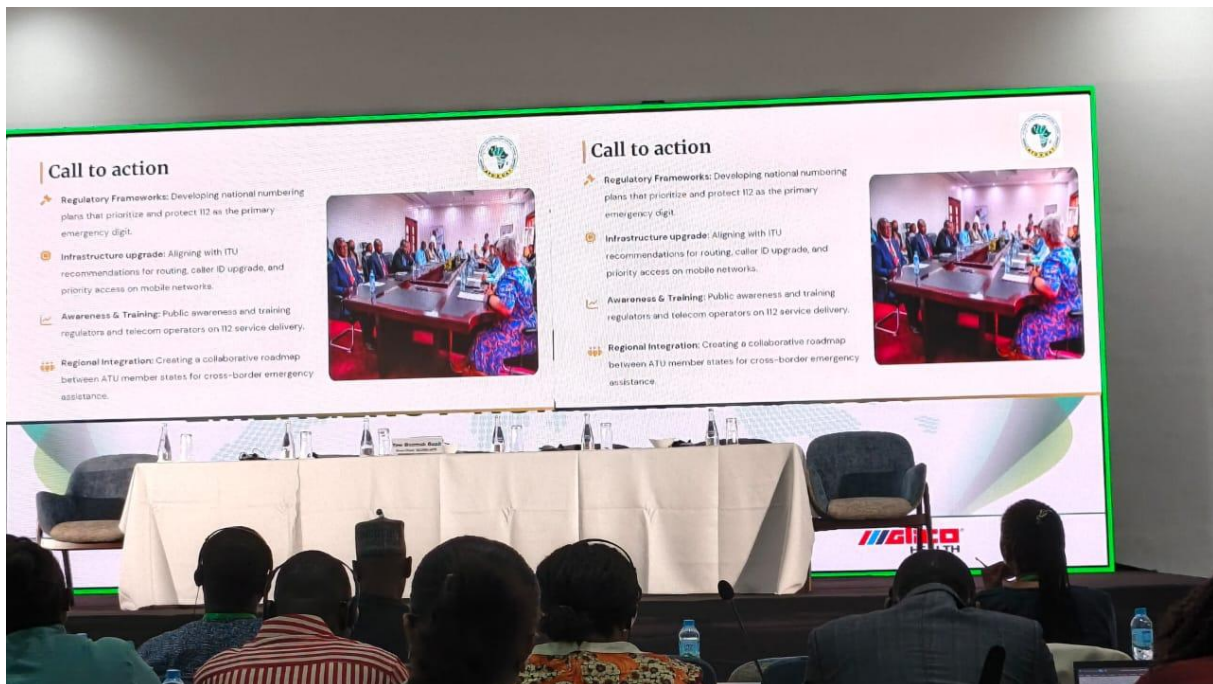
Participants also reviewed the implementation of the resolutions, actions and opinions adopted at previous conferences. This review made it possible to assess progress made, identify persistent challenges and propose directions to ensure the continuity of the efforts undertaken by African States.

Another key focus of the day was the formulation of the continent's common proposals, with a view to strengthening Africa's contribution to the WTSA-28 preparatory work. The discussions underlined the need for stronger coordination among African countries in order to defend common positions on priority issues.

The ACO delegates took an active part in these discussions, stressing that technical choices must always take into account the public interest, the accessibility of services and user protection. Their presence ensured that, from the very first day, the voice of consumers was heard in the continent's strategic deliberations.

III- Day 2: OTTs and Emergency Number

The second day was devoted to the joint ITU-ATU workshop on the economic impact of OTT services and the implementation of a common emergency number in Africa. The workshop provided an in-depth analytical framework on two major topics linked to the rapid evolution of digital services on the continent.



The first sessions addressed the definition of OTT services, how they operate and their growing role in digital usage. The discussions showed that these services are profoundly changing consumption habits, market structures and the balance between traditional operators and new digital players.

The debates then focused on the economic impact of OTTs on operators, governments and consumers. Participants highlighted issues of competition, taxation, digital sovereignty and fair regulation, while recalling the need to preserve an environment conducive to innovation and to the sustainable development of the sector.

The second part of the workshop dealt with the establishment of a common emergency number in Africa. The discussions explored technical feasibility, international best practices, and the operational and regulatory requirements of such a mechanism, regarded as an essential tool for public safety.

The consumer representatives stressed the need for an emergency number that is simple, accessible, and free of charge or low-cost, so that it can genuinely be used by all citizens, including vulnerable groups. This contribution was particularly well received in a debate where the user's perspective must remain central.

IV- Day 3: SG2 and SG3

The third day was marked by the meetings of the ITU-T Study Group 2 and 3 Regional Groups for Africa. These meetings made it possible to assess progress on technical files, review the contributions received and prepare the next steps of Africa's participation in ITU-T work.



The SG2 meeting reviewed the outcomes of the previous session, the report of the last ad hoc meeting on activities related to developing countries, and the contributions submitted by group members. Discussions also covered follow-up to the regional workshop on Resolution 100 and the group's next meeting.

The SG3 meeting, for its part, focused on the group's mandate, working methods and the status of its work programme. Members reviewed the contributions received, the priorities to be defended at upcoming meetings and coordination needs for future work.

In both meetings, the ACO delegates asked questions, made observations and stressed the need to integrate users' needs into future standards and recommendations. Their participation helped to raise the visibility of citizens' concerns within highly technical debates.



The day also helped to identify avenues for closer cooperation between regional institutions, regulators and civil society. The discussions confirmed that technical standards only have real value if they meet the concrete expectations of populations and promote better quality of service.

V- Closing Ceremony

The closing ceremony marked the end of the proceedings with the presentation of the main conclusions from the three days of meetings and workshops. It highlighted the progress achieved on African coordination, OTT-related issues and prospects for collaboration within the ITU-T study groups.

The organizers commended the quality of the contributions, the diversity of the interventions and the constructive spirit that characterized all the discussions. They also stressed the importance of continuing coordination efforts in order to consolidate a strong and coherent African position for upcoming international meetings.

The closing ceremony was also an opportunity to recall the essential role of all stakeholders, including civil society and consumer associations, in building an inclusive digital ecosystem. The ACO delegates considered that this momentum should be sustained and strengthened in the future.

Finally, the delegates expressed their satisfaction with the quality of the proceedings and the hospitality extended to participants, while reaffirming their readiness to continue cooperating with the regional and national institutions concerned. This conclusion confirmed the strategic value of regular consumer participation in such meetings.



AFRICAN CONSUMERS ORGANIZATION (ACO)

Organisation Africaine des Consommateurs (OAC)

50 national consumer organizations in 39 African countries

Conclusion

The participation of the ACO delegation, made up of representatives of consumer associations from Togo, Benin and Mali, with the support of ARCEP Togo and AMRTP Mali, was a significant experience at both technical and institutional levels. It deepened the delegates' understanding of the issues at stake in telecommunications standardization and strengthened their advocacy capacity in regional and international forums.

This mission also demonstrated the importance of maintaining civil society's presence in debates on digital transformation, so that the standards and policies adopted take into account consumers' interests, the accessibility of services and the requirements of inclusive development.



AFRICAN CONSUMERS ORGANIZATION (ACO)

Organisation Africaine des Consommateurs (OAC)

50 national consumer organizations in 39 African countries

Annex: Agenda

DRAFT AGENDA

1st African Preparatory Meeting *for* WTSA-28 (APM-1)

&

Joint ITU-ATU Workshops on OTTs & Implementation of a
Common Emergency Number in Africa

&

Meeting of ITU-T SG 2 & 3 Regional Groups for Africa

Accra, Ghana

13-17 April, 2026



AFRICAN CONSUMERS ORGANIZATION (ACO)

Organisation Africaine des Consommateurs (OAC)

50 national consumer organizations in 39 African countries

Day 1&2: 1st African Preparatory Meeting for WTSA-28 (APM-1)

Theme: Strengthening Africa's Common Position for WTSA-28

Registration and Networking

Opening Session

Coffee Break

Session 1: WTSA Preparatory Process and Implementation of Resolutions, Actions and Opinions

Lunch

Session 2: Africa's Common Proposals

Session 3: Coordination and Strategy for WTSA-28

Closing & Coffee

Day 2&3: Joint ITU-ATU Workshop on the Economic Impact of OTTs and a Common Emergency Number in Africa

- Short Opening Session

Sessions 1 and 2: Economic Impact of OTTs (WTSA-24 Resolution 29, WTSA24 Action 4)

Theme: Understanding and Addressing the Economic Impact of Over-The-Top (OTT)

Services in Africa

Defining OTT Services and Market Dynamics in Africa

Economic Impact of OTTs on Traditional Telecom Operators and Governments

Balancing Innovation, Competition, and Fair Market Practices

Wrap-up, Recommendations and Call for Action

Sessions 3 and 4: Implementation of a Common Emergency Number in Africa (WTSA-24 Resolution 100)

Theme: Global Best Practices in Implementing a Common Emergency Numbering

Feasibility of a Common Emergency Number for Africa

Policy, Technical, and Operational Considerations

Best practices from Africa in the implementation of Resolution 100

Wrap-up, Recommendations and Call for Action



AFRICAN CONSUMERS ORGANIZATION (ACO)

Organisation Africaine des Consommateurs (OAC)

50 national consumer organizations in 39 African countries

Day 3-5: Meeting of ITU-T Study Groups 2 and 3 Regional Groups for Africa

Day 3 (half day): ITU-T SG2RG-AFR

Opening of the meeting

Adoption of the agenda

Overview of outcomes of previous ITU-T SG2 meeting

Report of the last SG2RG-AFR meeting

Report of the last ad-hoc meeting on activities related to developing countries

Discussion of received contributions

Outcomes of the regional ITU workshop on WTS Resolution 100

SG2RG-AFR members' contributions to ITU-T SG2

Venue and date of next SG2RG-AFR meeting

Closure of the meeting

Days 4-5: ITU-T SG3RG-AFR (1.5 to 2 days)

Opening of the meeting

Adoption of the agenda

Overview of ITU-T Study Group 3 and working methods

Review of previous SG3 Group meetings

Status of SG3 Work Programme

Discussion of received contributions

SG3RG-AFR and Member Contributions to ITU-T SG3 in July 2026

Venue and date of next SG3RG-AFR meeting

Closure of the meeting
