

From: [millwoodhargrave andrea](#)
To: [Nerida O'Loughlin](#); [Than htun aung](#)
Cc: [Carolyn McLean](#); [Ei Su](#); [Nant Yu Mon](#); [Than Htun Aung](#); [Melanie Lucas](#); [Amanda Crabbe](#); [Andrea Millwood-Hargrave](#); [Joanne Grimshaw](#)
Subject: Re: FOLLOW UP PREPARATION: Opening Session - IIC Regional Regulators" Forum, 8 February
Date: Tuesday, 8 February 2022 6:09:12 PM
Attachments: [IICLogo2020_10c08424-e96b-4613-954c-c56b40b520d6.png](#)

Dear Nerida, Wei Chung and Aung

A pleasure to be able to have moderated this. Thank you all for the time you have given over to preparing for this panel, and for being open to answering the variety of questions thrown at you. Never enough time to get below the surface but a lot that will be offered as 'food for thought'.

I must thank your support teams, and also dear colleagues at the IIC who make it all happen, seemingly effortlessly.

The next panel is set up to be fascinating too!

warm regards

Andrea

On 02 February 2022 at 21:25 millwoodhargrave andrea <[\[redacted\]](#)> wrote:

Dear friends and colleagues

It was a pleasure to speak with you all earlier this week – thank you for making the time for us to e-meet.

As we know, you form the opening session of the Regulators' Forum and the issue, Protecting consumers and citizens, is key, along with supporting industry, to a regulator's role. The various initiatives your organisations have put in place, especially at this time of continuing global disruption (not only in the technology sectors), will be of significant interest to your colleagues and I am honoured to be your moderator.

I would like to suggest the following running order, bearing in mind you have been allotted a (strict) 5-7 minutes:

- **Myanmar:** Aung will speak briefly to the challenges Myanmar has faced since the sector has opened up (almost ten years ago) and the initiatives that have been put in place, heightened by the pandemic.
- **Taiwan:** Wei-Chung will speak to initiatives put in place not just for the pandemic but also the public warning systems to deal with disasters such as earthquakes.
- **Australia:** Nerida will follow on by describing what regulatory measures have been in place (such as regulatory forbearance) since the pandemic to support industry as well as consumers/citizens. She will move on, I hope, to talk of some of the areas beyond the pandemic such as the key codes and acts that are going through in Australia or have been put in place recently – and their reasons. Crucially I hope she will touch on the important issues of cooperation and collaboration,

nationally and internationally.

That should allow us to move to key current issues, time permitting, such as (not an exhaustive list):

- Cooperation and collaboration - why it is important
- Ensuring equality of information, especially with large non-urban populations
 - Access issues
 - Combatting disinformation
- Ensuring an understanding of the issues, exacerbated by the pandemic:
 - Spam
 - Nuisance calls
 - Protecting personal information (identity theft was mentioned)
 - Cybersecurity
 - Media/digital literacy

If you feel I have left anything out or you disagree with the order please do let me know.

With warm regards

Andrea

On 21 January 2022 at 14:55 Amanda Crabbe
<[REDACTED]> wrote:

Dear Nerida, Wei-Chung and Aung

Many thanks again for confirming your participation as speakers at the Regional Regulators' Forum (RRF) on 8th February which kick-starts our annual Asia Telecom & Media Forum. It is a pity we can't all meet over coffee next month, but hopefully we will at some point this year!

I am delighted that Andrea Millwood Hargrave will be moderating the opening panel – Andrea was Director General of the IIC until 2020 and I know she is very much looking forward to 'seeing' you all on her screen soon. Speaker bios and also the agenda for all three days can be seen here

<https://www.iicom.org/event/annual-asia-telecommunications-media-forum-online/>

The RRF comprises 3 panels – the first of which focuses on protecting citizens and consumers. We ask that each speaker prepares opening remarks of 5-7 minutes which summarises the relevant initiatives that you are working on and your priorities for this year. Details can be elaborated on during the discussion

which will follow - Andrea will initiate this with questions which will be agreed in the prep call. We do not require slides – however if you would like to use one or two to help illustrate specific points or data then please let me know.

Andrea – I know you are away for a few days next week, but could you please suggest a couple of options for a prep call with your speakers (or their representatives) and I will collect everyone's feedback and schedule the call. It will need to be early morning our time, of course.

Speakers: we recommend a TECH CHECK with our tech support Petra Johansson as soon as possible so that she can make sure you can access the event platform (zoom webinar) and Petra can then also talk you through the process on the day of the event to connect. You can book a quick tech check with Petra at a time that suits you using this link: <https://calendly.com/petra-twistedtree/iic-tech-check> . If you cannot find a time that suits you, simply email Petra with your preferred day/time and she will try to arrange this.

The session reads as follows:

8th February

Regional Regulators Forum

Sharing regulatory best practice - rising to the challenges of digital transformation and the converged telecom/tech/media ecosystem

Protecting citizens and consumers 0600-0700 GMT

Moderator: Andrea Millwood Hargrave, Principal, Millwood Hargrave Ltd

Panellists:

Nerida O'Loughlin, Chair and Agency Head, Australian Communications and Media Authority (ACMA)

Dr Wei-Chung Teng, Commissioner, National Communications Commission (NCC)

Than Htun Aung, Deputy Director General, Posts and Telecommunications Department, Myanmar

We automatically register our speakers so you do not need to do

anything in that regard. We welcome your colleagues as delegates
- they do need to register via the website link above.

If anyone has any questions or concerns please do let me know
immediately.

I look forward to scheduling our prep call.

Best wishes

Amanda



Amanda Crabbe | Director of Programmes
International Institute of Communications

