

# Annexure to Curriculum Vitae: Charley Lewis

## 1 Academic & Professional Publications

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SSRN: <https://ssrn.com/author=1463374>

### 1.1 Academic Publications in Peer-reviewed, Accredited Journals:

- Lewis, C (2015) 'Review of Research Paper: Economic Regulation', *African Journal of Information and Communication*, Johannesburg, Issue 14
- Lewis, C (2013) 'Universal Access and Service Interventions in South Africa: Best Practice, Poor Impact', *African Journal of Information and Communication*, Issue 13
- Lewis, C (2005) 'Unions and cyber-activism in South Africa', *Critical Perspectives on International Business*, Vol 1 No 2 (pp 194 – 208), 2005, Durham University, Durham (available online via <http://www.dur.ac.uk/dbs.cpoib/>)
- Lewis, C (2005) 'Negotiating the Net: The Internet in South Africa (1990-2003)', *Information Technologies and International Development*, Vol 2, Issue 3, Spring 2005, MIT Press, Cambridge MA (available online at [http://mitpress.mit.edu/journals/pdf/ITID\\_2\\_3\\_1\\_0.pdf](http://mitpress.mit.edu/journals/pdf/ITID_2_3_1_0.pdf))

### 1.2 Books and Book Chapters:

- Lewis, C (2020, forthcoming) *Regulating Telecommunications in South Africa: Universal Access and Service*, Palgrave
- Lewis, C (2013) 'Internet and telecommunications', in Malcolm, J (ed) (2013) *Updating the UN Guidelines for Consumer Protection for the Digital Age*, Consumers International, London
- Lewis, C (2007) 'South Africa', in Finlay, A & Ó Siochrú, S (eds) *Global Information Society Watch 2007*, Association for Progressive Communications, San Francisco & Third World Institute, Montevideo
- Lewis, C (2006) 'Negotiating the Net: The Case of South Africa', in Wilson, E & Wong, K (eds) *Negotiating the Net*, Lynne Rienner Publishers, Boulder (peer-reviewed book)
- Lewis, C (2006) 'The Right to Assembly and Freedom of Association', in Jørgensen, R (2006) *An Anthology on Human Rights in the Information Society*, Danish Institute for Human Rights, MIT Press (peer-reviewed book)
- Lewis, C (1999) 'Potential and Pitfalls: ICTs and Development', in *The ICT Capacity Building Handbook*, Forge-Ahead-BMI-T, Johannesburg 1999

### 1.3 Other Research Reports:

- Ndungu, M, Lewis, C & Mthobi, O (2019) 'The Beyond Access Survey: Kenya Information and Communications Technologies (ICT) Sector Performance Review (SPR)', Research ICT Africa, Cape Town
- Lewis, C (2018) 'Lessons From Spectrum Auctions: A Benchmark Approach', available at SSRN: <https://ssrn.com/abstract=3185752> or <http://dx.doi.org/10.2139/ssrn.3185752>
- Lewis, C (2018) 'DTSP Policy Brief: Spectrum Auctions', Department of Telecommunications and Postal Services, Pretoria

- Lewis, C (2017) 'Universal Access and Service in South Africa: Policy Success, Policy Failure and Policy Impact', available at SSRN: <https://ssrn.com/abstract=2980803> or <http://dx.doi.org/10.2139/ssrn.2980803>
- SACF (2017) 'The 2016 African Domain Name System Market Study Final Report', June 2017 - peer review, editing, drafting
- InfoDev (2017) 'Do mLabs Still Make a Difference? A Second Assessment', World Bank, Washington DC, available at [http://www.infodev.org/infodev-files/do\\_mlabs\\_still\\_make\\_a\\_difference\\_-\\_a\\_second\\_assessment\\_-\\_full\\_report\\_-\\_digital\\_entrepreneurship\\_program\\_-\\_infodev\\_2017\\_1.pdf](http://www.infodev.org/infodev-files/do_mlabs_still_make_a_difference_-_a_second_assessment_-_full_report_-_digital_entrepreneurship_program_-_infodev_2017_1.pdf) (co-author, South Africa chapter)
- Lewis, C (2015) 'Establishing a Local Content Fund: The Experience of Funding Universal Access and Service', available at SSRN: <https://ssrn.com/abstract=2663055> or <http://dx.doi.org/10.2139/ssrn.2663055>
- Lead author on SOS (2015) 'Submission on the Draft Online Regulation Policy by the SOS Support Public Broadcasting Coalition', SOS, Johannesburg, available online at <http://www.ellipsis.co.za/wp-content/uploads/2015/04/SOS-Support-Public-Broadcasting-Coalition.pdf>
- Lead author for: GIZ (2013) 'An Assessment of Communications Policies, Laws and Regulations in SADC Member States', Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH, Gaborone, Botswana
- Lead author for: Republic of Namibia (2012) 'Draft Universal Access and Service Policy for Information and Communications Technologies', Republic of Namibia, Windhoek
- Lead author for: ARICEA (2011) 'COMESA Policy Guidelines on Consumer Protection: Draft Recommended Update;
- Gross, I, Lewis, C & Southwood, R (2011) 'Consumer Best Practices in the Telecoms Sector', LINK Centre, University of the Witwatersrand, Johannesburg, ISBN: 978-1-920463-92-2 (print on demand), ISBN: 978-1-920463-93-9 (online), available online at <http://link.wits.ac.za/papers/Gross-et-al-2011-Consumer-Best-Practice.pdf>
- Lewis, C & Southwood, R (2011) 'Empowering Regulators to Protect Consumer Rights in the ICT Sector', LINK Centre, University of the Witwatersrand, Johannesburg, ISBN 978-1-920463-90-8 (Print version), ISBN 978-1-920463-91-5 (Online version), available online at <http://link.wits.ac.za/papers/Lewis-Southwood-2011-CRREA-Research-Report-Final.pdf>
- Gross, I, Lewis, C & Southwood, R (2011) 'Executive Policy Brief: Consumer Best Practices in the Telecoms Sector', LINK Centre, University of the Witwatersrand, Johannesburg, available online at <http://link.wits.ac.za/papers/CRREA-2011-Best-Practice-Policy-Brief.pdf>
- Lewis, C & Southwood, R (2011) 'Executive Policy Brief: Empowering Regulators to Protect Consumer Rights in the ICT Sector', LINK Centre, University of the Witwatersrand, Johannesburg, available online at <http://link.wits.ac.za/papers/CRREA-2011-Executive-Policy-Brief.pdf>
- Lewis, C & Maddens, S (2011) 'Universal Access and Service Assessment Report and Update to SADC Guidelines', International Telecommunication Union, Geneva, available online at [http://www.itu.int/ITU-D/projects/ITU\\_EC\\_ACP/hipssa/events/2011/Docs/universal\\_access-e.docx](http://www.itu.int/ITU-D/projects/ITU_EC_ACP/hipssa/events/2011/Docs/universal_access-e.docx)
- Review of book on Africa's ICT Infrastructure, Africa Infrastructure Country Diagnostic project, World Bank, July 2010;
- Lewis, C (2008) 'Stimulating Black Economic Empowerment in the Business Process Outsourcing / Contact Centre Sector', report prepared for National Empowerment Fund, Johannesburg

- Benner, C, Lewis, C & Omar, R (2007) 'The South African Call Centre Industry: A Study of Strategy, Human Resource Practices and Performance', LINK Centre, Johannesburg, available online at <http://link.wits.ac.za/papers/South%20Africa%20GCC%20Report.pdf> (in preparation for submission to a peer-reviewed journal)
- Southwood, R, Nguo, J, Sagna, O & Lewis, C (2006) 'Assessing consumer activity in the telecoms and Internet sectors in Africa', IDRC / Balancing Act, Ottawa / London (South African case study);
- Lewis, C, Allais, S, Moussouris, M, Pantland, W & Siluma, E (2004) 'Computers in Union Education: A Feasibility Study', Ditsela, Johannesburg (project co-ordinator & lead author);
- Contributor to 'Retrenchment at Telkom: A Report', Communication Workers Union, Solidarity, South African Communication Union, Johannesburg, 2004;
- Armstrong, C, Lewis, C & Esselaar, S (2004) 'A Convergence Primer', Public Interest Research Paper, Freedom of Expression Institute, Johannesburg;
- Contributor to an evaluation report on the work of the Universal Service Agency, Reviewing the Universal Service Agency: South Africa 1993 – 2003, for BMI-TechKnowledge;
- Lewis, C (2002) 'Unions and Transforming Postal Services', in e-Post for Africa, SA Post Office, Pretoria.

#### 1.4 Published Conference Proceedings, Keynote Addresses:

- Lewis, C (2010) 'Achieving Universal Service in South Africa: What Next for Regulation?', paper presented at International Telecommunications Society Conference, 'Telecommunications: Ubiquity and equity in a broadband environment', Wellington, 26 - 28 August 2010, available online at [http://www.iscr.org.nz/f555,17799/17799\\_Lewis\\_Achieving\\_universal\\_service\\_.pdf](http://www.iscr.org.nz/f555,17799/17799_Lewis_Achieving_universal_service_.pdf) (peer-reviewed conference paper);
- Lewis, C (2006) 'The Concepts, Challenges and Policy Strategies for Universal Service & Universal Access', presentation to *ICT Policy-making in Emerging Economies*, Johannesburg, January 2006;
- Lewis, C (2004) 'Negotiating the Internet in South Africa', paper presented to *ICT Policy and Regulation Conference: Keeping abreast with the best*, University of South Africa, Pretoria, South Africa, 28 - 29 July 2004;
- Lewis, C (2002) 'ICT and trade unions in South Africa', conference presentation at *The World, The Workplace and We the Workers*, Catholic University of Leuven, Belgium, 2002, available online at <http://www.emergence.nu/events/www.html>.

## 2 Other Output:

- Peer reviewer and editor for *Research ICT Africa: 'The State of ICT in Nigeria', Cloud Computing in the Public Sector – 5 case studies*, 2018
- Contributor: 'Research ICT Africa Comments on the ECA Amendment Bill', researchICTAfrica, Cape Town, January 2018
- Contributor: 'Joint Written Submissions by the SOS Coalition and Media Monitoring Africa on the ECA Amendment Bill', SOS Coalition, Johannesburg, January 2018
- Peer reviewer and content commentator for: Hawthorne, R., Bonakele, T., & Cull, D. (2014). Review of economic regulation of the telecommunications sector. Johannesburg,

South Africa: Centre for Competition, Regulation and Economic Development (CCRED), University of Johannesburg

- Lewis, C & Zain, P (2003) *Using the Internet for Advocacy and Research*, Fahamu, Oxford, 2003 (CD-ROM) (lead author & project co-ordinator)
- Lewis, C (producer) (2003) *Disseminating the Fruits*, IDRC, Ottawa (video series)
- Web site development for *An Information Policy Handbook for Southern Africa*, IDRC, 2001 (online at <http://www.dbsa.org/publications/ictpolsa/> and on CD-ROM)
- Lewis, C (2000) 'Why should unions bother with e-commerce?', *The Shop steward* vol 9 no 10, COSATU, October 2000
- Lewis, C (1996) 'Providing the skills of the future', *Intelligence*, October 1996
- Lewis, C (1996) 'The other half of humanity', *Intelligence*, August 1996
- Lewis, C (1996) 'Tony Twine's twisted tale of technology', *Intelligence*, July 1996

### 3 Membership & Social Responsibility:

- Member, national ICT Policy Review Panel (2012 - 2015)
- Member, Working Group, Save our SABC Coalition (2012 - current)
- Member, Internet Society, South Africa Chapter (2018 – current)
- Proposal evaluator, Innovation Fund, National Council for Innovation
- Senior African correspondent for LabourStart, a worldwide online gateway for labour news
- Assistance on a pro-bono basis from time to time to Communication Workers Union on ICT strategy issues
- Member of national advisory commission appointed by the three Telkom unions to investigate alternatives to the retrenchment of Telkom staff, 2004
- international judge in the Schools ThinkQuest internet competition (1998 – 2001)
- National Science and Technology Foresight Project (Macro-scenario Working Group, and ICT Working Group, 1995 – 1999)

### 4 Projects

- Project leader for 'Empowering regulators to protect consumer rights in the ICT sector', a 5-country IDRC research study for the Association of Regulators of Information and Communications for East Africa (ARICEA), 2008 – 2010;
- Represent LINK Centre on [NetTel@Africa](#), a USAID-funded initiative to provide post-graduate training for ICT sector regulators across anglophone Africa (2002 – 2006)
- [NetTel@Africa](#); Co-ordination and development of an e-learning module with online content, electronic resources and interactive assessment activities, 'Universality and Quality of Service Regulation', HEQF 7
- Ditsela national trade union training institute - Academic champion: accredited Trade Unionist Development Programme, a 4-module programme of 180 contact hours

- Site co-ordination for the Global Graduate Seminar on Globalisation and the Information Society, an e-learning course offered by Wits University in conjunction with the University of Syracuse between 2002 and 2007

## 5 Teaching & Lecturing:

- Lecturing on a wide range of topics in the field of ICT policy and regulation, ICT and labour, and related issues, for: LINK Centre, Commonwealth Telecommunications Organisation, International Telecommunication Union, [NetTel@Africa](#), & DITSELA (SA national trade union training institute)
- Guest lecturer, Multi-disciplinary Certificate in CIO Practice, Graduate School of Public and Development Management, in conjunction with the Jo'burg Centre for Software Engineering, School of Economics and Business Sciences, 2006 -2014;
- Guest lecturer, NEPAD Business Foundation's African Leadership Programme, Wits Business School, 2007
- Course developer and facilitator for 'Universal Service and Universal Access', a 3-hour core session in the NetTel@Africa Executive Development Programme, a short course for senior regulatory staff across Africa, delivered in Lesotho, Ethiopia, Zambia in 2005 & 2006
- International guest lecturer on universal service, universal access and the digital divide to the 'Liberalised Telecom Markets' programme of the Blekinge Tekniska Högskola, Ronneby, Sweden, four course iterations between 2005 and 2007;
- Session convenor and panel chair, 'ICT Consumer Issues in South Africa: Choices, Voices, Channels and Information', Wits Business School, July 2007
- Guest lecturer on telecommunications regulatory issues to the Telkom Executive Development Programme, 2005 & 2006;
- Module academic convenor and lecturer on 2001 SADC Telecommunications Policy and Regulatory Training Programme (<http://link.wits.ac.za/training/te3.html>)

## 6 Public Presentations, Facilitations & Workshops:

- Presenter: eSwatini Communications Commission Regulatory Training for Judiciary, Swaziland, February 2019, 4 sessions
- Facilitator, Annual Performance Plan Workshop, Department of Telecommunications and Postal Services, Pretoria, November 2017 & 2018
- Presenter and facilitator: Film Classification Guidelines Review Workshop, Gauteng, February 2018
- Presenter: Vodacom Customised Training, Vodaworld, February 2018, 3 sessions
- Presenter, refereed conference, ECPR Standing Group on Regulatory Governance, 'Sixth Biennial Conference - Between Collaboration and Contestation: Regulatory Governance in a Turbulent World', August 2016, ('Universal Access and Service in South Africa: Policy Success, Policy Failure and Policy Impact')
- Lead facilitator, ZICTA Regional Workshop on Consumer Protection Livingstone, Zambia, December 9-13, 2013
- Delegate & presenter, Internet Governance Forum, Baku, Azerbaijan, November 2012
- Presenter refereed International Telecommunications Society Conference Telecommunications: Ubiquity and equity in a broadband environment, Wellington, August 2010 ('Achieving Universal Service in South Africa: What Next for Regulation?')
- Guest facilitator, Capacity Building Workshop, Communications Regulatory Authority of Namibia, Okahandja, March 2010

- Guest facilitator, Training Workshop on Regulatory Impact Assessment, Communications Regulators Association of Southern Africa, Victoria Falls, Zimbabwe, March 2010
- Guest facilitator, Workshop on Undersea Cable Regulation, West Africa Telecommunications Regulators Association, Accra, Ghana, November 2009
- Course developer and facilitator, 'Workshop on ICT Policy and Regulation', African Advanced Level Telecommunications Institute, Nairobi, April 2009
- Co-developer of training module on Regional Infrastructure Regulation, presented to regulators from the West Africa Telecommunications Regulators Association (WATRA), Glasgow, December 2008, as part of Quick-Strike IT Exploration Studies project
- Discussant at the launch of Monaisa, C & Ndungu, S (2008) A Mapping and Analysis of Transport-related Call Centres in South Africa', National Labour & Economic Development Institute, Braamfontein, Johannesburg- September 2008
- Presenter at a meeting of African Ministers of Communications and Directors General on 'Negotiating Business Process Outsourcing: Case Studies from Africa', ICT Sector Competitiveness workshop, USAID & University of Maryland, Washington DC, March 2007
- Co-presenter on call centres in South Africa, UK Call Centre Association Conference, Edinburgh, November 2006
- Presenter (via videoconference) on 'Universal Access (UA) to ICT Services', UNCTAD Expert Meeting, Geneva, November 2006
- Presentation on 'Universal Access in South Africa' to Communications Commission of Kenya Workshop on 'The Challenge of Universal Access: African Solutions to African Problems', Nairobi, March 2005
- Delegate, World Summit on the Information Society, Tunis November 2005
- Co-facilitator on course on Introduction to Regulation for the Commonwealth Telecommunications Organisation (CTO), Ouagadougou, Burkina Faso, 2004
- Presentation on 'Reviewing the Performance of the ICT Sector in South Africa' to African Telecommunications Summit, Sandton, January 2005
- Participant at 'Mapping the Global Dimensions of Telemediated Employment Relocation', Rockefeller Foundation, Bellagio, Dec 2004
- Daily Chairperson, African Telecommunications Summit, Sandton, January 2004
- Discussion leader and facilitator on 'ICTs, Employment & Other Labour Issues', for African Research for Information Society Emergence (ARISE) Project.
- Presentations on 'Universal Service and Universal Service' to regulatory workshops in Abuja, Nigeria and Kampala, Uganda (Association of Regulators of Information and Communications in East Africa), November 2003
- Online and face-to-face course facilitation, 'Using the Internet for Advocacy and Research', Fahamu, Oxford, 2003
- Sponsored participant & presenter, Networked Labour conference, London, 2002

## 7 Marking & Evaluation

- External examiner, BA (Hons) (Urban & Regional Planning), University of the Witwatersrand, 2013;
- External examiner, 'Telecommunications: Development and Policy', University of South Africa, 2008;
- External examiner, MA in International Communication, University of South Africa;

- External Examiner, Postgraduate Diploma in Telecommunications and Information Policy, UNISA;
  - Internal examiner for several MM(ICTPR) and P&DM MM research reports.
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## **8 Presentations & Conferences: COSATU:**

- Estimation and Mapping of Employment Relocation in a Global Economy in the New Communications Environment conference, Budapest, 2000 (presenter)
- Africa Development Forum, Addis Ababa, 1999 (delegate)
- Acacia Inter-ministerial Meeting (SA, Mozambique, Senegal, Uganda), Maputo, 1999 (representing SA Acacia Advisory Committee)
- Building the Information Community in Africa Conference, Johannesburg, 1999 (delegate)
- Senegal Acacia National Forum, Dakar, 1998 (representing SA Acacia Advisory Committee)
- ILO ICTs and Work Virtual Conference, June 1998 (international panel member)
- Global Knowledge '97, Toronto, 1997 (delegate, presenter);
- Information Society and Development Conference, Johannesburg, 1996 (SA position paper writer & editor, delegate, facilitator, presenter)

## **9 Representative Roles: COSATU**

- Policy interaction relating to ICTs
- National Information Technology Forum (Deputy Chairperson)
- Information Industry South Africa (Vice President)
- National Science and Technology Foresight Project (Macro-scenario Working Group, and ICT Working Group)
- SA Information Technology Industry Strategy (SAITIS) Project (Project Steering Committee)
- National E-commerce Policy Process
- National IT Policy for Government Process
- South African Acacia Advisory Committee
- Information Technology National Qualifications Framework
- Information Technology SETA (Sector Skills Plan working group)
- Member and acting Chairperson of the Board of Trustees of the Labour Development Trust COSATU National Co-ordinator for the March 3 Job Creation Day Campaign.

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