COMPETITION & CONSUMER PROTECTION COMMISSION

PUBLIC NOTICE

CALL FOR SUBMISSIONS

MARKET INQUIRY INTO THE AUDIO-VISUAL (AV) SERVICES MARKET IN THE HOSPITALITY AND CONFERENCING SECTOR IN ZAMBIA

The Competition and Consumer Protection Commission ("the Commission") has initiated a Market Inquiry into the Audio-Visual (AV) Services Market in the Hospitality and Conferencing Sector in Zambia pursuant to Part V of the Competition and Consumer Protection Act No. 24 of 2010 as amended ("the Act") and Part III of the Competition and Consumer Protection (General) Regulations, 2011, in furtherance of the objectives, purpose and functions of the Commission as provided under the Act.

A market inquiry is a tool used by the Commission to examine the state of competition within a market and determine whether any feature, or combination of features, of that market has the effect of preventing, restricting or distorting competition or gives rise to unfair trading practices. Unlike an investigation into the conduct of a specific enterprise, a market inquiry examines the broader structure, conduct and performance of a market to identify systemic competition and consumer protection concerns.

The Inquiry will examine the nature of agreements subsisting in the market for the provision of Audio-Visual (AV) Services within Zambia's hospitality and conferencing sector and will cover all relevant participants in the value chain whose activities contribute to or influence the supply of AV services. These include, but are not limited to, hotels, conference centres, convention venues, independent AV service providers, preferred or contracted AV service providers, event organisers, corporate and institutional customers, Government procuring entities, industry associations and any other stakeholders participating in or influencing the market.

The Commission now invites all interested stakeholders to participate in the Inquiry by making written submissions. Stakeholders including both public and private sector institutions and individuals with an interest or of interest in the AV services market, including hospitality establishments, conference venue

operators, AV service providers, event management companies, consumers, corporate organizations, Government institutions, regulators, professional associations, researchers, academia and members of the public.

Submissions should be made in accordance with the Rules of Procedure for the Audio-Visual (AV) Services Market Inquiry, issued pursuant to Regulation 5(1) and 5(2) of the Competition and Consumer Protection (General) Regulations, 2011. The Rules of Procedure and the Terms of Reference for the Inquiry may be accessed on the Commission's website.

Submissions need not be limited to the issues identified in the Terms of reference but may address any other matter that stakeholders consider relevant to the Inquiry or that may affect competition, market efficiency or consumer welfare within Zambia's Audio-Visual services market. All submissions should be comprehensive and, where possible, supported by documentary evidence.

Stakeholders are encouraged to provide information on existing contractual arrangements, procurement policies, pricing practices, market conditions, barriers to entry, supplier experiences, consumer experiences and any other information that may assist the Commission in assessing competition within the sector.

Feedback should be submitted through the questionnaire available on the Commission's website at **www.ccpc.org.zm**. Additional information not captured in the questionnaire may be submitted electronically via email to: **avinquiry@ccpc.org.zm** or delivered physically to:

The Executive Director
Competition and Consumer Protection Commission
Plot 3827 Parliament Road Opposite Mulungushi Conference Centre Olympia Park
P.O. Box 34919
Lusaka, Zambia

The deadline for submission of comments and information is **26th February, 2027**.

The Commission encourages all interested stakeholders to participate in this important market inquiry and contribute towards promoting fair competition, competitive markets and enhanced consumer welfare within Zambia's hospitality and conferencing sector.

Eunice Phiri Hamavhwa
Executive Director
COMPETITION AND CONSUMER PROTECTION COMMISSION