COMPETITION AND CONSUMER PROTECTION COMMISSION

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

QUESTIONNAIRE FOR CONFERENCING PROVIDERS WITH IN-HOUSE AV SERVICES

Period covered: 1 January 2021 to 31 December 2025

INTRODUCTION

The Competition and Consumer Protection Commission is undertaking a sector-wide market inquiry into the provision of audio-visual services within Zambia's hospitality and conferencing sector.

The inquiry seeks to understand the structure and functioning of the AV services market, including the commercial and contractual relationships between conferencing facilities, hotels, AV service providers, event management companies and customers.

In particular, the Commission is examining arrangements concerning in-house AV services, preferred and exclusive AV providers, accreditation and venue access requirements, charges imposed on external AV providers, commissions and revenue sharing, customer referrals, bundling of venue and AV services, procurement practices and other arrangements that may affect competition and consumer choice.

The questionnaire does not presume that any particular arrangement is anti-competitive. Respondents should therefore explain the commercial, operational, technical, security or other rationale for arrangements they have adopted, as well as their effects on competition and customers.

Where a question does not apply, please indicate **N/A**. Where information is not available, please indicate **Not Available**.

PART A: RESPONDENT PROFILE

1. General information

Please provide the following information:

Particular	**Response**
Registered name of organisation/company	
Trading name, if different	
Company registration number	
Year established	

Year conferencing operations commenced	
Year in-house AV services commenced	
Principal business address	
Other branches/venues	
Contact person	
Position	
Telephone	
Email	
Website	

2. **Legal and ownership structure**

   Please tick the applicable category.

   ☐ Private company
   ☐ Public company
   ☐ State-owned/public institution
   ☐ Partnership
   ☐ Sole proprietorship
   ☐ Other: _____

3. Please provide details of the ultimate owners/shareholders holding **5% or more**.

Name	Type of ownership	Percentage	Other relevant business interests

4. **Board and management composition**

   Please provide details of directors and senior management as at **31 December 2025**.

Name	Position	Date appointed	Shareholding	Other business interests

5. **Related businesses and interests**

   Do directors or senior managers have an ownership, management or other significant interest in any undertaking involved in:

☐ AV services
☐ Event management
☐ Another hotel/conference facility
☐ AV equipment supply or rental
☐ Other event-related services
☐ None

If yes, provide details.

……

PART B: CONFERENCING AND AV SERVICES

6. Which AV services are provided in-house?

☐ Sound/audio systems
☐ Microphones
☐ Projectors
☐ LED screens
☐ Digital displays
☐ Video conferencing
☐ Hybrid conferencing
☐ Interpretation equipment
☐ Event lighting
☐ Live streaming
☐ Event recording
☐ Technical support
☐ Equipment rental
☐ Installation
☐ Maintenance
☐ Other: _____

7. How is your in-house AV operation structured?

☐ Dedicated AV department
☐ Dedicated employees within another department
☐ AV services provided by hotel/conference staff as part of their normal duties
☐ Separate subsidiary/company within the same group
☐ Joint operation with another company
☐ Other: _____

If applicable, please indicate the number of employees primarily involved in AV services: _____.

PART C: BUSINESS PERFORMANCE AND MARKET POSITION

8. Please provide the following information for each year from 2021 to 2025.

Indicator	**2021**	**2022**	**2023**	**2024**	**2025**
Total organisation revenue (K)					
Conferencing revenue (K)					
In-house AV revenue (K)					
Number of events hosted					
Number of events using in-house AV					
Number of events using external AV					
Number of AV employees					

9. Approximately what proportion of conferencing customers used your in-house AV services during each year?

Year	**Percentage of customers/events**
2021	
2022	
2023	
2024	
2025	

10. Where the percentage changed materially during the period, please explain the reasons.

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PART D: CUSTOMER CHOICE OF AV PROVIDER

11. Who normally determines the AV provider for an event held at your facility?

☐ The customer
☐ Event management company
☐ The venue
☐ Government/procuring entity
☐ Joint decision between customer and venue
☐ Other: _____

12. What options are available to a customer who wishes to use an AV provider other than your in-house service?

☐ Customer may freely appoint any AV provider
☐ Customer may appoint an external provider subject to approval
☐ Customer may use only approved/accredited external providers
☐ Customer may use an external provider but must pay an additional charge
☐ External providers are generally not permitted
☐ External providers are not permitted under any circumstances
☐ Other: _____

13. Where external AV providers are permitted, what conditions apply?

Tick all applicable.

☐ Prior notification
☐ Venue approval
☐ Accreditation
☐ Insurance
☐ Security clearance
☐ Minimum technical standards
☐ Minimum equipment standards
☐ Payment of access fee
☐ Payment of commission/revenue share
☐ Use of venue technical personnel
☐ Restrictions on equipment brought into the venue
☐ Other: _____

PART E: CONTRACTUAL AND COMMERCIAL ARRANGEMENTS

14. Between 2021 and 2025, did your organisation have any contractual or commercial arrangement with an external AV provider?

☐ Yes
☐ No

15. If yes, indicate the nature of the arrangement.

☐ Exclusive-provider arrangement
☐ Preferred-provider arrangement
☐ Approved/accredited provider arrangement
☐ Supplier agreement
☐ Concession
☐ Revenue-sharing arrangement

☐ Referral arrangement
☐ Subcontracting arrangement
☐ Other: _____

16. Please provide details of each significant arrangement with an external AV provider between 2021 and 2025.

AV Provider	Type of arrangement	Start date	End date	Renewed?	Exclusive/preferred?
				☐	
				☐	
				☐	

17. Did any arrangement with an external AV provider contain provisions that:

Provision	**Yes**	**No**	**N/A**
Required the venue to use that provider	☐	☐	☐
Restricted the venue from appointing another AV provider	☐	☐	☐
Required customers to use that provider	☐	☐	☐
Restricted customers from using independent AV providers	☐	☐	☐
Required customer approval before using another provider	☐	☐	☐
Provided preferential access to customers	☐	☐	☐
Required minimum business volumes	☐	☐	☐
Required payment of commission/revenue share	☐	☐	☐
Provided preferential pricing or other benefits	☐	☐	☐

PART F: FEES, COMMISSIONS AND REVENUE SHARING

18. Does your organisation levy any fee or charge on external AV providers or customers who use external AV providers?

☐ Yes
☐ No

19. If yes above, indicate the type of charge.

☐ Venue access fee
☐ Accreditation fee
☐ Commission
☐ Revenue share
☐ Technical support fee

☐ Equipment/electricity charge
☐ Loading/unloading fee
☐ Security fee
☐ Administrative fee
☐ Other: _____

20. Please provide details of the amount or calculation method.

Charge	**Amount/percentage**	**Basis of calculation**	**Who pays?**

21. What is the principal reason for levying these charges or conditions on external AV providers?

☐ Recovery of additional venue costs
☐ Security
☐ Health and safety
☐ Technical supervision
☐ Protection of venue equipment
☐ Insurance/liability
☐ Quality assurance
☐ Administrative costs
☐ Commercial/revenue considerations
☐ Existing contractual obligations
☐ Other: _____

Please explain.

……

PART G: PREFERRED PROVIDERS AND CUSTOMER STEERING

22. Does your organisation recommend particular AV providers to customers?

☐ Frequently
☐ Sometimes
☐ Rarely
☐ Never

23. If yes above, why?

☐ Quality/reliability
☐ Availability

☐ Technical capability
☐ Previous experience
☐ Commercial arrangement
☐ Customer convenience
☐ Security
☐ Other: _____

24. Where a provider is recommended, is the customer informed of any commercial relationship between the venue and the provider?

☐ Always
☐ Sometimes
☐ Never
☐ Not applicable

25. Have customers ever been discouraged, prevented or made less likely to use an independent AV provider?

☐ Yes
☐ No

26. If yes above, what was the reason?

☐ Venue policy
☐ Technical requirements
☐ Security
☐ Health and safety
☐ Existing contractual arrangement
☐ Additional charges
☐ Quality concerns
☐ Equipment compatibility
☐ Other: _____

27. Please provide up to three examples from 2021-2025.

Year	**Customer/event**	**AV provider**	**Reason for restriction**	**Effect**

PART H: BUNDLING OF VENUE AND AV SERVICES

28. Does your organisation always offer venue hire together with AV services as a package?

☐ Yes, routinely
☐ Yes, sometimes
☐ No

29. If yes above, please indicate which of the following applies:

☐ Customer can purchase venue and AV services separately
☐ Customer can choose an alternative AV provider
☐ Customer can use an alternative AV provider subject to conditions
☐ Customer can use an alternative provider but must pay an additional fee
☐ Customer must use the in-house AV service
☐ Other: _____

30. Please explain the commercial or operational rationale for the arrangement above.

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SCHEDULE A: REGISTER OF AV CONTRACTS AND ARRANGEMENTS

Please provide details of all significant AV-related contracts or arrangements existing at any time between **1 January 2021 and 31 December 2025**.

No.	AV provider	Type of arrangement	Start	End	Exclusive/preferred	Key restrictions	Fees/commission	Document attached

SCHEDULE B: EXTERNAL AV PROVIDER ACCESS

Provider	Approved?	Accreditation required?	Access fee	Commission	Revenue share	Customer free to choose	Reason for conditions

SCHEDULE C: FIVE-YEAR AV BUSINESS DATA

Please provide supporting financial records where available.

Indicator	**2021**	**2022**	**2023**	**2024**	**2025**
AV revenue					
Number of AV events					
Number using in-house AV					
Number using external AV					
Revenue from in-house AV					
Revenue from external AV					

SCHEDULE D: SPECIFIC MARKET INCIDENTS

Please provide details of any specific incidents between 2021 and 2025 where an external AV provider or customer was refused, restricted, required to pay an additional charge, or otherwise affected by the venue's AV arrangements.

Date	AV provider/customer	Issue	Rule/contract relied upon	Reason	Outcome

DOCUMENTS TO BE PROVIDED

Please attach, where applicable:

☐ AV service agreements
☐ Preferred-provider agreements
☐ Exclusive-provider agreements
☐ Supplier agreements
☐ Accreditation policies
☐ Venue access policies
☐ AV price lists/rate cards
☐ Venue and AV package pricing
☐ Commission/revenue-sharing arrangements
☐ Customer terms and conditions
☐ Procurement policies
☐ Correspondence relating to external AV providers
☐ Other relevant documents

DECLARATION

I certify that the information provided in this questionnaire and accompanying schedules is, to the best of my knowledge and belief, complete and accurate.

Name: _____

Position: _____

Organisation: _____

Signature: _____

Date: _____