



Trends in telecom dispute resolution and Regulatory tools BDT offers

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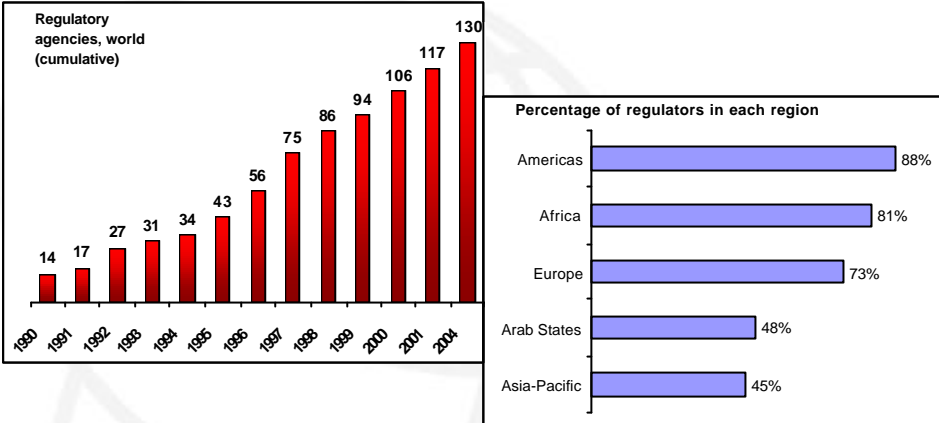


Regulatory Reform Unit

- Regulatory Database, Online regulatory library (TREG)
- Publications and cases studies on key regulatory issues
- Online exchange of best practices for regulators and policy makers
- International and regional regulatory forums
 - Regulatory Models and Best Practices



Trends: National Regulatory Authorities Worldwide and Percentage per Region

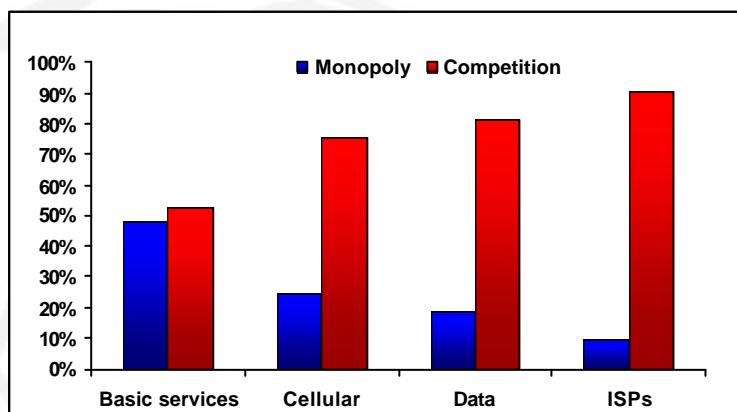


Source: ITU World Telecommunication Regulatory Database.



Where are we now?

Level of competition in selected services, world 2004



Basic services include: average local, long distance and international services

ITU World Telecommunication Regulatory Database

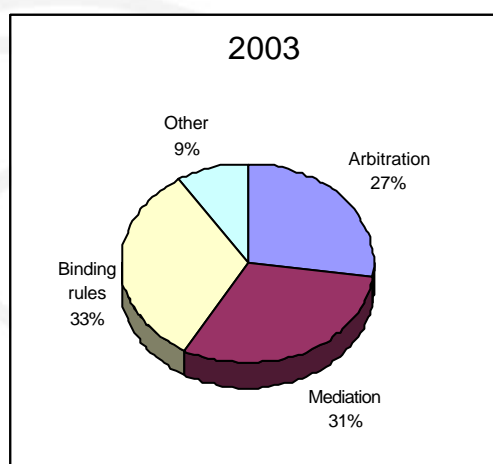


Dispute Resolution Questions

- What type of dispute resolution mechanism for which type of dispute?
- Whom to appeal against a regulator's decision?
- What time frame to handle a dispute?
- What happens to a decision in case of appeal?
- What sanctions? What penalties?
- How to monitor enforcement?



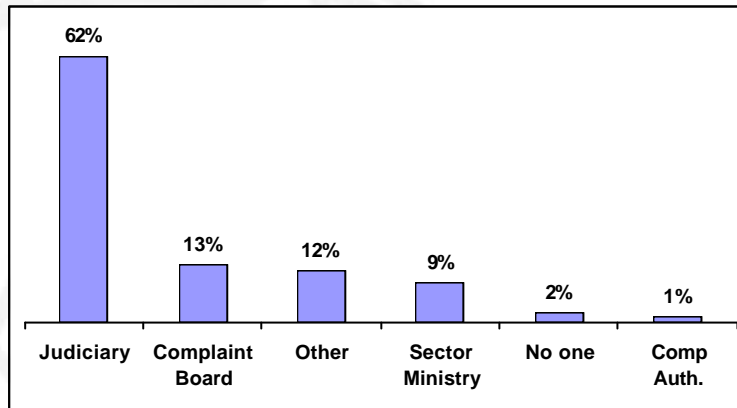
What Dispute Resolution Mechanisms are used?



ITU World Telecommunication Regulatory Database, 2003-2004



Whom to Appeal Against a Regulator's Decision?



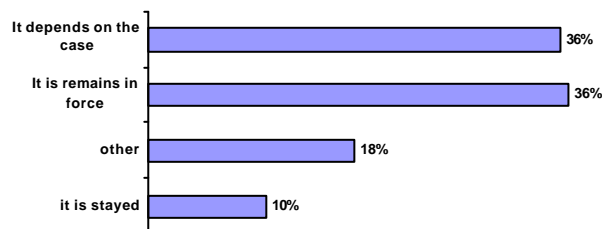
ITU World Telecommunication Regulatory Database, 2003-2004



What Time Frame?

30 days - 60 days - 3 months - a year - variable - not defined

What Happens to the Decision?



Sanctions and Enforcement, how to Monitor?

ITU World Telecommunication Regulatory Database, 2003-2004



BDT's Answers:
**ITU/BDT-World Bank Study on Dispute
Resolution in the Telecom Sector:**
Current Practices and Future Directions

**Focus: Alternative Dispute Resolution (ADR)
mechanisms**

- How to develop a meaningful national dispute resolution process
- Models for alternative dispute resolution for different types of disputes
- Techniques that can be used in the dispute resolution process



BDT's Answers (cont'd)

- **Study Group 1 Question 18/1 on Domestic enforcement of laws, rules and regulations relating to telecommunications**
- **Interconnection dispute resolution mini-case studies**
- **Dispute Resolution e-learning training courses and self-training material**
- **The multi-lingual searchable online database of regulatory decisions (Joint ITU - World Bank initiative)**
 - First phase: feasibility study carried-out by Lexum
 - Second phase: development of the database



Trends



2002
Effective
Regulation

2004-2005

*Licensing in
the era of
convergence*

2003
Promoting universal
access



2000/2001
Interconnection
Regulation



1999
Convergence
and
Regulation



1998
General
Trends

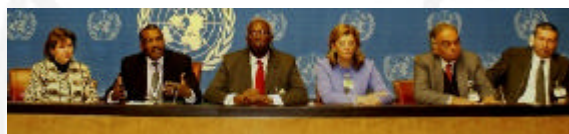


Global Symposium for Regulators 2004

Geneva, Switzerland
8-10 December 2004

Licensing in the Era of Convergence

- Day One: Private Sector Sessions
- Day Two and Three: Regulator Sessions



The Global Regulators' Exchange G-REX



Online forum for

Regulators and Policy makers



to exchange information and experiences
through Conferences and the Regulators'
Hotline



TREG: <http://www.itu.int/ITU-D/treg/>

The screenshot shows the TREG website interface. On the left is a blue navigation menu with links for Publications, Address Book, Legislation, Regulatory Profiles, Documents, Events, The Secretariat, Recent Meetings, and Recent Webinars. The main content area is divided into several sections:

- Events:** Includes "Seminar on Next Generation Networks and Telecommunication Regulations" (Wuhan, China, 25-26 August 2004), "European Regulators' Workshop on Deregulation" (Geneva, Switzerland, 21 August - 2 September 2004), "Forum on Telecommunication Regulation in Africa" (Kampala, Uganda, 2-5 November 2004), and "Global Seminar on Broadband" (Geneva, Switzerland, 8-10 December 2004).
- Virtual Conferences:** Includes "G-REX Virtual Conference - Romania Regulation" (12 May 2004) and "Virtual Conference on Regulatory Cooperation in Spain" (30 March 2004).
- News:** Includes "ITU Newsletter" (July 2004, June 2004, January 2004), "ITU Deregulation Review: Promoting Universal Access to ICTs - Practical Tools for Regulators 5th Edition, 2003" (Electronic download), "ITU Deregulation Review: Promoting Universal Access to ICTs - Practical Tools for Regulators 5th Edition, 2003" (Electronic download), "Latin American Conferences Breakdown" (NEW), "Internationalism Despite Settlement", and "Effective Regulation - Country Case Studies - Feedback Case Studies".
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