

**Report of
ITU Regional Workshop for CIS on
Quality of Services Provided by Telecommunications/ICT Companies and
Consumer Protection
*Tashkent, Republic of Uzbekistan, 22-24 May 2013***

The ITU Regional Workshop for the CIS on Quality of Services Provided by Telecommunications/ICT Companies and Consumer Protection, organized in cooperation with the State Committee for Communication, Informatization and Telecommunication Technologies of the Republic of Uzbekistan, was held from 22 to 24 May 2013 in Tashkent, Republic of Uzbekistan.

The Workshop was attended by **49** representatives of communication administrations, regulators, telecommunications providers, scientific and research institutions and universities of **8** ITU Member States from the CIS (Republic of Belarus, Republic of Kazakhstan, Kyrgyz Republic, Republic of Moldova, Russian Federation, Republic of Tajikistan, Republic of Uzbekistan, and Ukraine). Also, independent experts took part in the workshop.



Activities of the ITU, the ICT development specialized UN Agency, is aimed at elaborating Telecommunications/ICT standards, providing necessary technical support to developing countries, promoting new technologies, extending international cooperation for high-quality communication services accomplishment.

During the 10 sessions of the workshop, **20 presentations** were delivered on different issues related to the telecommunications services. Most of the presentations were dedicated to service quality assurance considering convergence of services and technologies, including

creation of the legislation framework and elaboration of regulatory documents of the second and third levels.

In particular, the Workshop participants had an opportunity to listen to presentations of the specialists from communication administrations, research and scientific institutions, which covered the issues of quality standards, quality monitoring and elaboration of the quality standards, as well as recommendations of the ITU Telecommunication Standardization Bureau. Also, presentations were delivered by representatives of the regulators, communications providers and the ITU Area Office for the CIS.

The Workshop became an excellent platform for exchange of opinions and experiences in the field of legislative actions and regulatory documents. The participants discussed the role of the state in assurance of communication service consumer right protection, regulation of the quality provided by telecommunications companies, as well as technical and organizational aspects of assurance and control of the communication service quality, international cooperation in the field of consumer right protection etc.

During the 3 days of the workshop, representatives of communication administrations and regulators shared their experience in realization of state programmes and projects, aimed at ensuring high quality of the services provided in their countries.



The workshop participants also considered legislative aspects of the service quality regulation and got acquainted with experience of legislative implementation of the quality control and consumer right protection in the CIS countries at regional, national and corporate levels. Also, thanks to presentations of independent experts, the Workshop participants got acquainted with experience of the European countries in this field.

Two roundtables were held within the framework of the workshop, which both provided a good opportunity for free exchange of opinions on the most significant aspects of communication service quality assurance and consumer right protection, including:

- legal basis, secondary regulatory acts;
- state participation in regulation of these issues;
- technical aspects of service quality assurance and consumer right protection (quality standards, quality monitoring, adoption of sanctions against quality standards and consumer right violation);
- national experience in the field of quality assurance and consumer right protection;

- observance of rights of disabled people, including consideration of age peculiarities;
- importance of elaboration of mutual understanding between state, business and consumer.

In the process of the discussions, the issues were raised which are still topical for the CIS countries: number portability; numbering resources, creation of common infrastructure. Also, the issue of quality standards and quality standard monitoring for realization of regulatory acts is still challenging for the CIS.

Based on the discussions, the participants concluded that:

- Legislative actions and regulatory acts of the second level are significant for quality assurance and consumer right protection in the CIS countries and they should be developed and harmonized;



- Quality standards in the CIS countries should be identical, considering identity of the technologies used;

- Special attention should be paid to disabled people;
- Cooperation between the state governing and regulatory authorities should be improved;
- Documents available in the field of quality and consumer right protection should be exchanged between the CIS countries, that can be helpful to adopt positive experience for those countries which have not elaborated relevant documents yet;
- Workshops of the kind should be continued in the future within the framework of the ITU.

The Workshop participants appreciated the organizational and substantial part of the event and thanked the ITU (the Area Office for the CIS) and the Communication Administration of the Republic of Uzbekistan for the fruitful event.

Special thanks were expressed to the host for organization of the social events.

The ITU Regional Workshop for the CIS on Quality of Services Provided by Telecommunications/ICT Companies and Consumer Protection, organized in cooperation with the State Committee for Communication, Informatization and Telecommunication Technologies of the Republic of Uzbekistan, was a success and achieved the goals fixed in the 2013 Operation Plan.

Orozobek Kaiykov
 Head, ITU Area Office for CIS
 Tashkent-Moscow, 24 May 2013