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| Telecommunication Development Bureau (BDT) |
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| Ref.: | Circular BDT/IP/CSTG/010 | Geneva, 25 January 2012 |
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| Contact: | Christine Sund,Coordinator a.i., ITU-D Study Groups |  | To:* Administrations of ITU Member States + Observer (Res. 99)
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| Subject: | **ITU survey for the creation of a compendium on telecommunication/ICT consumer protection case studies in a converging environment** |
| Dear Sir/Madam,The **ITU-D Study Group 1 Rapporteur Group for Question 18-2/1** dedicated to the “Enforcing national policies and regulations on consumer protection notably in a converging environment”, during its meeting held in September 2011 in Geneva, agreed to issue a survey to Member States and ITU-D Sector Members and Associates in order to collect up to date information on the status activities related to consumer protection in telecommunication/ICT arena.The results of this survey will feed into the main outputs of Question 18-2/1 during the 2010-2014 study period and contribute to the ongoing policy and regulatory related activities being undertaken by the Telecommunication Development Bureau. Details in the Annex.All data collected will be used to compile the compendium of case studies that will serve as part of the outputs of Question 18-2/1, to assist countries in their efforts to address the challenges that the national regulatory authorities are faced with. The success and value of this study are contingent on the input received from Member States, ITU-D Sector Members and Associates. I look forward to your active participation and contributions to the work of the ITU-D Study Groups.I thank you in advance for your cooperation.Yours faithfully,[Original signed]Brahima SanouDirector |
| **Annex 1**Question 18-2/1 expected outputs Detailed information on the outputs expected from the work of Question 18-2/1 can be found online at: <http://www.itu.int/net3/ITU-D/stg/rgqlist.aspx?rgq=D10-RGQ18.2.1&stg=1>  |
| Web-based surveyThe web-based survey for the development of the global compendium of case studies on ICT and consumer protection can be accessed at the following address: <http://www.itu.int/ITU-D/CDS/gq/generic/questionnaire.asp?ProjectID=211> We would be grateful if you could fill in the questionnaire online in any of the six official languages, and submit it to us, not later than **29 February 2012.** |
| Information requestsThe Queries or requests for further information regarding this survey will be answered by:* Vice-Rapporteur for Question 18-2/1: Mr Fatih Ardiç, Türk Telekom A.S., Turkey (Tel.: +90 312 555 7031, e-mail: fatih.ardic@turktelekom.com.tr)
* BDT focal point for Question 18-2/1: Mr Makhtar Fall, ITU/BDT/IEE/RME (Tel.:+41 22 730 6256, e-mail: makhtar.fall@itu.int)
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| General queries about the work of the ITU-D Study Groups (<http://www.itu.int/ITU-D/study_groups/>) can be addressed to the ITU-D Study Groups Secretariat (Tel.: +41 22 730 5999, e-mail: devsg@itu.int)\_\_\_\_\_\_\_\_\_ |
| Distribution:* Administrations of Member States
* Observer (Resolution 99)
* ITU-D Sector Members
* ITU-D Associates in their respective Study Group
* [Designated Focal Points (DFP)]
* Chairmen, Vice-Chairmen, Rapporteurs and Vice-Rapporteurs for ITU-D Study Groups 1 and 2
* BDT Focal Points
* Directors of ITU Regional Offices
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