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|  | | **Document RPM-CIS21/23-E** | |
|  | | **6 April 2021** | |
|  | | **Original: English and Russian** | |
| Regional Commonwealth in the field of Communications (RCC) | | | |
| Draft revision of Resolution 64 (Rev. Buenos Aires, 2017)  “Protecting and supporting users/consumers of telecommunication/ information and communication technology services” | | | |
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| **Agenda item:**  Item 7.2  **Summary:**  This contribution contains draft revisions of the WTDC-17 Resolution 64, considering the PP-18 Resolution 196 as well as the current activities of ITU-D Study Group 1.  **Expected results:**  This document, contained a draft RCC Common proposal, has been submitted to the RPM-CIS (April 2021) for information.  **Reference:**  Resolution 196 (rev. Dubai, 2018) of the Plenipotentiary Conference | | | |

Annex

RESOLUTION 64 (Rev. Addis Ababa, 2021)

**Protecting and supporting users/consumers of telecommunication/ information and communication technology services**

The World Telecommunication Development Conference (Addis Ababa, 2021),

*considering*

a) Resolution 196 (Rev. Dubai, 2018) of the Plenipotentiary Conference, on protecting telecommunication service users/consumers;

bRev. Dubai, 2018

cRev. Dubai, 2018

d) Resolution 84 (Hammamet, 2016) of the World Telecommunication Standardization Assembly, on studies concerning the protection of users of telecommunication/information and communication technology (ICT) services, as well as other activities of the ITU Telecommunication Standardization Sector (ITU-T) and its study groups, as appropriate;

e) United Nations (UN) guidelines on consumer protection, reviewed and approved by the UN General Assembly (GA) in Resolution 70/186 of 22 December 2015, which establish the main characteristics that consumer protection laws must have, the institutions in charge of enforcing them, and compensation systems so they can be effective;

f) § 13 e) of the Geneva Plan of Action of the World Summit on the Information Society (WSIS), which states that governments should continue to update their domestic consumer-protection laws to respond to the new requirements of the information society;

g) §§ 4.4 and 4.5 of Article 4 of the International Telecommunication Regulations,

*taking into account*

a) ITU's mandate to serve as coordinator and facilitator for Action Lines C5 and C6 of the Geneva Plan of Action;

b) that the basic principles of consumer and user relations include education and outreach on the appropriate consumption and use of products and services, in order to guarantee freedom of choice and fairness in contracting, together with clear and appropriate information on different products and telecommunications/ICT services, with the correct specification of quantities, characteristics, composition, quality and price, taking into account the 2030 Agenda for Sustainable Development;

c) that data plays a key role in the digital economy and digital transformation, for which reason it is recognized that the cross-border flow of personal consumer and user data demands the observance of national laws and regulations;

d) that it is necessary to carry out activities to protect and support consumers/users of telecommunication/ICT services, as well as to redefine this protection and support in an increasingly connected world considering new and emerging technologies;

e) that there is a need to promote digital skills among users/consumers of telecommunication/ICT services;

f) that similar measures to protect and support, as well as to enhance the level of digital skills, should be taken with respect to users/consumers of telecommunication/ICT services with disabilities and specific needs, as well as users/consumers from other vulnerable groups;

g) that the establishment of effective measures to protect and to support users/consumers of telecommunications/ICT services must also take into account their economic interests, information about security and protection of their personal data, the coordinated fight against device theft, and advances in financial services, among others;

h

i) that the same policies should ensure access to telecommunications/ ICTs for persons with disabilities, persons with specific needs, and the elderly, in conditions of use comparable to all other consumers and users;

j) the work of ITU-D Study Group 1 carried out under Question 6/1, on “Consumers information, protection and rights: laws, regulations, economic bases, consumer networks”;

k) that telecommunication/ICT services provided to users and consumers should be based on quality standards;

*resolves*

to continue work aimed at the development of the guidelines and best practices on the support and protection of telecommunication/ICT users and consumers regarding issues such as information on the basic features of the telecommunication/ICT services being provided, their rates and prices, their quality and security, and the protection of personal data, among other aspects,

*to instruct the Director of the Telecommunication Development Bureau*

1 to continue to support work aimed at raising awareness among decisionmakers regarding telecommunications/ICTs as well as among regulatory agencies regarding the importance of keeping telecommunications/ICT services users and consumers informed about the basic characteristics, quality, security and tariffs of the different services offered by operators, and at creating other protection mechanisms to facilitate the support and protection of telecommunication/ICT services consumers' and users' rights;

2 to continue coordination with the ITU Telecommunication Standardization Sector (ITU-T) and the Radiocommunication Sector (ITU-R) on such topics as service quality (QoS), and quality of experience (QoE) of telecommunications/ICT services ;

3 to issue regular information about relations and joint efforts with other international organizations and entities involved in telecommunications/ICT consumer and user protection;

4 to invite the regional organizations to create their telecommunications/ICT services end-user and consumer associations;

5 to organize training programmes, such as workshops and seminars, in order to analyze best practices, to encourage training in telecommunications/ICT services user and consumer education, education for sustainable consumption and data protection, and to formulate possible recommendations about tools and measures that provide the support and protection of telecommunications/ICT services users and consumers,

*encourages Member States*

1 to empower telecommunications/ICT services users/consumers through the formulation and promotion of policies that foster the provision of information and good practices about their rights, and the characteristics, quality, security and tariffs of the telecommunication services offered by different providers,

2. to consider especially those practices that facilitate the provision of free-of-charge, transparent, up-to-date and accurate information about telecommunication/ICT services and tariffs;

3 to pay attention to improving digital skills among users/consumers of telecommunications/ICT services;

4 to foster measures to ensure that, in international roaming, visiting users are provided with telecommunications/ICT services of satisfactory quality, and consumers and end users are informed in a timely manner about international telecommunication services, including international roaming rates, and relevant applicable conditions;

5 to encourage telecommunications/ICT operators/providers to offer the best options for telecommunication/ICT services at affordable prices and high quality, in the conditions of transparency of information, in simple language and in an accessible and understandable format;

6 to build the trust of telecommunications/ICT users and consumers, including through the continuous development of policies to guarantee and encourage the provision of quality services, as well as policies and transparency mechanisms that provide comparable, updated and accurate information, so that decisions about services are based on ease of perception, understanding and accessibility;

7 to assist in supporting, protecting and enhancing the digital skills of telecommunications/ICT services users/consumers with disabilities and specific needs, also among other vulnerable groups,, so they have access to telecommunication/ICT services, as well as information about services and tariffs,

*invites Members States and Sector Members of the ITU Telecommunication Development Sector*

to contribute inputs that will allow the dissemination of best practices and policies they have implemented in regard to consumer and user support and protection, and enhancing the digital skills of users/consumers of telecommunication/ICT services taking into consideration ITU guidelines and recommendations.

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