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| **Logo, company name  Description automatically generated** | A close up of a sign  Description automatically generated**World Telecommunication Development Conference (WTDC-22)**  **Kigali, Rwanda, 6-16 June 2022** | |
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| PLENARY MEETING | | **Addendum 8 to Document WTDC-22/24-E** |
|  | | **2 May 2022** |
|  | | **Original: English** |
| Member States of the Inter-American Telecommunication Commission (CITEL) | | |
| Proposal to modify Resolution 64 protecting and supporting users/consumers of telecommunication/information and communiation technology services | | |
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| **Priority area:** - Resolutions and Recommendations  **Summary:**  The CITEL Member States propose modifications to WTDC Resolution 64 (Rev. Buenos Aires, 2017) on Protecting and Supporting Users/Consumers of Telecommunication/Information and Communication Technology Service to update said resolution in accordance with new trends in the sector.  **Expected results:**  WTDC-22 is invited to examine and approve the proposal in this document.  **References:**  WTDC Resolution 64 | | |

**MOD** IAP/24A8/1

RESOLUTION 64 (Rev. Kigali, 2022)

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

The World Telecommunication Development Conference (Kigali, 2022),

considering

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

*b)* 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;

*c)* Resolution 188 (Dubai, 2018) of the Plenipotentiary Conference, on combating counterfeit telecommunication/ICT devices;

*d)* Resolution 189 (Dubai, 2018) of the Plenipotentiary Conference, on assisting Member States to combat and deter mobile device theft;

*e)* §§ 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 services, with the correct specification of quantities, characteristics, composition, quality and price, taking into account the 2030 Agenda for Sustainable Development;

*c)* that information is the main input of the digital economy, 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 work in updating and redefining the protection needs of users and consumers in an increasingly connected world taking into account regulatory and, compliancy matters;

*e)* that the establishment of effective protection for users and consumers must also take into account issues like their economic interests, information about security and protection of their personal data, and the coordinated fight against the theft of telecommunications/ICT devices, given the growing use of, and advances in financial services, and online products and services;

*f)* that the same policies should ensure access to telecommunications/ ICTs for vulnerable populations[[1]](#footnote-1), in conditions of use comparable to all other consumers and users;

*g)* the report presented by the Rapporteur for Question 6/1, on information to consumers, protection and rights: laws, regulations, economic bases, consumer networks;

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

*i)* that policies on information transparency make it possible to increase the level and quality of the information provided by operators to users and consumers,

resolves

to continue leading studies to establish guidelines and best practices on the protection of 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, mechanisms for exercising their rights, and the protection of personal data, among other aspects,

to instruct the Director of the Telecommunication Development Bureau in collaboration with the Directors of the Radiocommunication Bureau and the Telecommunication Standardization Bureau

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

2 to continue coordination with the ITU Telecommunication Standardization Sector on such topics as service quality, perceived quality and security;

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

4 to invite the respective regions to create their end-user and consumer associations;

5 to organize training programmes, such as workshops and seminars, in order to analyse best practices, to encourage training in consumer education, education for sustainable consumption and data protection, and to formulate possible recommendations about tools and measures that foster the protection of users and consumers,

encourages Member States

1 to empower users/consumers through the formulation and promotion of policies that foster the provision of information and good practices in regard to consumer education and digital literacy training, consumer rights, and the characteristics, quality, security and rates of the telecommunication services offered by different providers, considering especially those that facilitate the provision of free-of-charge, transparent, comparable, up-to-date and accurate information;

2 to foster measures to ensure that, in international roaming, visiting users are provided with telecommunication services of satisfactory quality, and that consumers and end users have the means to choose and are informed in a timely manner about international telecommunication services, including international roaming rates, and relevant applicable conditions;

3 to consider the creation of an enabling and collaborative regulatory environment in which telecommunication operators can provide telecommunication/ICT services for their users/consumers, with the appropriate quality, level of confidence and security, and stimulating competitive, fair and affordable prices.

4 to encourage operators/providers to develop clear, simple offers and terms of service as well as better consumer-education practices;

5 to encourage offering users and consumers better telecommunication/  
ICT service options, at affordable prices, with quality service, with information transparency, in accessible language and format, and that are easy to understand;

6 to build the trust of users and consumers in the utilization and leverage of telecommunications/ICTs in order to promote a culture of cybersecurity;

6 to include users with disabilities, persons with specific needs, the elderly and other vulnerable populations, so they have access to telecommunication/ICT services and information regarding their use and exploitation, under equal conditions,

invites 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 protection, taking into consideration ITU guidelines and recommendations.

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1. Vulnerable populations are intended to include women and girls, persons with disabilities and specific needs, older persons, youth, marginalized communities and indigenous people. [↑](#footnote-ref-1)