Study period 2018-2021

Question 6/1
Consumer information, protection and rights: Laws, regulation, economic bases, consumer networks countries

Annual deliverable 2019-2020

Unsolicited Commercial Communications – an overview of challenges and strategies

Executive summary

This paper brings an overview of challenges linked to nuisance and fraudulent calls and text messages and the strategies adopted by different countries to tackle the problem.

After contextualizing the problem, this paper showcases approaches from different countries. In general, a situation involving four stakeholders is considered, namely: telecommunication operators, market players selling their services or products, telecommunication regulators, and consumers. The specific approaches for each stakeholder are discussed with examples.

Contents

1. Telephony

Communication is a human need. Technology offers the means by which we can communicate efficiently and over long distances. In this context, telephony can be considered as one of the main vehicles for the transmission of information among people, whether sending or receiving messages.

For decades, fixed-line telephony has been the only option for telephone communication. Not coincidentally, in the 1970s, 1980s, 1990s and 2000s, the number of subscriptions rose from approximately 230 000 (1975) to 1 260 000 000 (2006)[1].

The development of mobile technologies, though, has brought countless changes, including individualized communication, features added to the telephone device, and the possibility of use while on the move. The 7 750 000 000 mobile cellular subscriptions in 2017[2] is a clear sign of the importance of mobile technology in today's society.

2. The challenge

Voice telephony is by default an open channel that allows people to communicate, by a person (the caller) contacting another person (the receiver), who may or may not accept the attempted communication. In a world that operates through the flow of goods and services, among other things, the telephone is a means of facilitating economic exchanges between those offering a product or a service and those who are potential buyers.

Although there are economic agents who operate within ethical and fair boundaries in this environment, there are others who create an imbalance in the relationship between caller and receiver by flooding users of fixed or mobile telephone services with unwanted calls.

In addition to commercially driven calls, some callers aim to harm the receiver through misleading and fraudulent practices.

3. Phone communication

Compared to other media, the telephone has some characteristics that make it an attractive tool for abusive practice, mostly related to getting people to buy, join or hire a particular product or service, or worse, related to carrying out fraud and deception. Telephony is:

- immediate communication, once the call is answered, unlike other electronic communication means where the sent message is received and answered at the time set by the receiver (asynchronous communication);
- direct communication, i.e., without intermediaries;
- individual communication, i.e., one-to-one, therefore not situated in a group environment.

[1] World Bank. Fixed telephone subscriptions. https://data.worldbank.org/indicator/IT.MLT.MAIN
[2] World Bank. Mobile cellular subscriptions. https://data.worldbank.org/indicator/IT.CEL.SETS

In addition, telephony takes place in a hyper-connected environment since the personal mobile device is constantly with or near its user.

In this context, the receiver might not be in a symmetrical relationship with the caller. The caller initiates the call based on a certain intention, perhaps with a previously elaborated script, at a moment of choice and convenience of the caller, who may be following a given plan and defined goals, and who might have previous information about the receiver, the number called, or the subscriber.

In addition, the receiver may be caught off guard, not knowing the purpose of the call in advance, and may be induced to give immediate responses with no time to prepare. The receiver is also interrupted at times that may be inconvenient and has no information about who is calling.

4. Types of connections

The process that occurs between the caller dialling the telephone number and the ringing on the call receiver's telephone can range from "low" to "high" technology. In its most rudimentary form, calls are made manually by a person, who will then talk to the person who answers. More sophisticated means use telephone exchanges to make the calls automatically and once answered the interaction can be carried out with the use of artificial intelligence.

The classification of unwanted calls varies by country, depending on the characteristics of the calls and the use of automated or non-automated caller mechanism.

The telephone has some characteristics that make it an attractive tool for abusive practice. Communication is immediate and real time once the call is answered. Communication is direct without intermediaries. Communication is individual, one-to-one, therefore not situated in a group environment. Mobile communication takes place in a hyper-connected environment, since the personal mobile device is on or near the user for the most part of the day.

5. Numbers

There are no known global numbers from institutional sources about unwanted calls. However, as an example, a non-governmental source[3] estimates that in the United States of America 29 billion robocalls were made in 2016, 30.5 billion in 2017, and the volume reached a peak of 47.8 billion in 2018. One of the companies that offer call blocking applications reportedly blocked and identified nearly 18 billion unwanted calls in 2018.[4]

6. Local issues

While unwanted calls are a common problem in many countries, the sectors of the economy, the topics that most bother consumers, and the means of contacting the receiver, usually

[3] FCC. Report on Robocalls CG Docket No. 17-59: https://docs.fcc.gov/public/attachments/DOC-356196A1.pdf.
[4] Truecaller insights: the top 20 countries affected by spam calls in 2018: https://truecaller.blog/2018/12/18/truecaller-insights-the-top-20-countries-affected-by-spam-calls-in-2018/

change according to the national context. Depending on the country, the issue might be debt reduction, health (medical and prescription), travel, energy use, home security, home improvement, compensation assistance, telecommunication services, finance, prizes and lotteries, to name a few. Regarding scams, there is also a variety of approaches, such as attempts to gain access to computers or brief ringing calls to induce the person to call back (usually abroad) when the victim would then be connected to the scammers through a high cost premium call.

7. Actors involved

There are four main actors involved in unwanted call issues:

1. Telecommunications companies: These companies operate the network infrastructure required for communication traffic and provide non-discriminatory telephone communication services without interfering with the content of the calls.

2. Market agents: These use telecommunication services for commercial purposes.

3. National regulatory authorities: Regulators usually carry out licensing of the radio spectrum, develop actions to encourage the expansion of infrastructure and universalization of services, foster competition in the telecommunication environment and seek to ensure consumer rights.

4. Telephone services users: These are the final recipients of telecommunication services, having a consumer relationship with the telecommunication companies.

8. Approach strategies

Approaches to solving the problem of unwanted calls in the world involve market players, telecommunication networks, and users.

8.1. Market players

This approach seeks to act on the conduct of callers. One of the commonly used mechanisms involves a list or do-not-disturb/do-not-call registration database, whereby a telephone services user registers a telephone number for the purpose of preventing telephone calls to that number. Variations are observed in:

- *Management:* The list might be maintained by a government entity, by a non-government entity but under government demand, or by a sector specific entity.
- *Database*: In some cases, interested parties have full access to numbers in do-not-disturb registration databases and they use this access to match numbers that appear in their own database in order to exclude registered numbers. In other cases, access to registered numbers is not possible and interested parties are required to submit their lists of numbers to the holder of the registered numbers database to compare and eliminate any registered numbers.
- *Economic sectors*: In some cases, the do-not-disturb/do-not-call registration list can either block specific commercial callers from a sector of the economy or block calls from a specific sector or multiple sectors of the economy, depending on the options available when registering.

- *Validity*: Some lists can block specific commercial callers indefinitely or for a specified time.
- Exceptions: Generally, do-not-disturb/do-not-call registration lists do not include companies with which the consumer has a contractual relationship or links to research or charitable donation activities and/or government contacts.

8.2. Telecommunication networks

This approach seeks to act on the technical and infrastructure conditions involved in making and receiving calls. It may involve:

- *Network call traffic:* It is common for unwanted calls to come from computerized auto-diallers that generate massive and simultaneous sets of connection requests with the expectation that only a fraction of them will be answered. This behaviour is detectable because it impacts network quality of service indicators that are monitored by providers such as voice connection accessibility and call completion.
- *Numbering features*: Numbering-based strategies may involve assigning a unique prefix to calls made by call centres or to telemarketing activity, as well as the obligation to report the offer of numbering blocks to third party operators to allow greater control over the use of these resources.
- *Call authentication*: Authentication mainly focuses on caller identity spoofing, a technique that masks the dialler/sender address to mislead the call receiver. This approach seeks mechanisms to identify the origin of the call and how to handle nuisance calls. Today, scammers take advantage of existing weaknesses, for example, to impersonate relatives in distress, government bodies or private companies (such as banks, charities, telecommunication operators) to obtain money or to perform fraud by obtaining personal and financial information from people.

8.3. Users

This approach is used as a complementary strategy to other actions, it targets the users of telephone services. It consists of education and awareness actions, involving face-to-face activities such as lectures or a digital approach, such as campaigns on social networks and dissemination of tips on websites. It aims to guide users on how to act to prevent unwanted calls or to help them defend against scams.

9. Ongoing international experience

Different approaches have been adopted around the world, according to problems faced nationally. Below are examples of actions in some countries including France, Germany, India, Italy, and the United States of America.

9.1. Call authentication

In the United States, the Federal Communications Commission (FCC)[5] has demanded that the telephone industry adopt a robust call authentication system called SHAKEN/STIR

[5] FCC. Combating Spoofed Robocalls with Caller ID Authentication - https://www.fcc.gov/call-authentication.

(Signature-based Handling of Asserted Information Using Tokens (SHAKEN) and Secure Telephone Identity Revisited (STIR)).

Calls that travel through interconnected telephone networks would have the caller identity "signed" as legitimate by the originating carrier and validated by other carriers before reaching consumers.

SHAKEN/STIR digitally validates the transfer of telephone calls that pass through complex telecommunication networks, allowing the receiver's telephone company to verify that the caller identity is legitimate.

In India, the Telecom Regulatory Authority of India (TRAI) announced a directive under TCCCP (Telecom Commercial Communications Customer Preference) Regulations to put in place a blockchain technology enabled platform (which went partially live on 1 June, 2020) that lets only authorized enterprise customers send messages to telecommunication service consumers.

The processes agreed upon by telecommunication operators require that each sender, including registered telemarketers, is verified by telecommunication operators before being accepted onto the platform. Messages or calls can be sent only by entities registered on the platform.

9.2. Telemarketing numbering

In Italy, the regulator (AGCOM) has defined unique prefixes (0844+ 6 or 7 digits and 0843+ 6 or 7 digits) for call centres, which distinguish advertising, sales and commercial communication calls from others calls[6].

Following an initiative of the Telecom Regulatory Authority of India (TRAI), people can identify telemarketing calls as they all begin with "140" and are followed by a 7 digit number (140XXXXXXX format). The first six numbers identify the provider and the service area. For example, the 140003 series belongs to provider Aircel Ltd. in the service area of Delhi. The 140108 series belongs to Loop Telecom Ltd., also in the service area of Delhi.

The French Postal and Electronic Communications Regulation Authority (ARCEP), in Decision No. 2019-0954 of 11 July, 2019, [7] amended the French National Numbering Plan, introducing requirements for caller telephone number information on the receiver's device. The number must conform to (be part of) the French Numbering Plan, must have been assigned by ARCEP and be assigned to a user, and must allow the receiver to call back the originating caller.

The Ecuador Agency for the Regulation and Control of Telecommunications (Arcotel) in Resolution No. ARCOTEL-2020-074 of February 20, 2020, [8] established that calls made by mobile service operators, and natural or legal persons of all sectors for the purpose of commercial, advertising, or proselytizing, may only be made to those who have given their

[6] AGCOM. Delibera n. 156/18/CIR. Modifiche ed integrazioni del piano di numerazione, di cui alla delibera n. 8/15/CIR, in attuazione della legge n. 5/2018 - https://www.agcom.it/documentazione/documento?p_p_auth=fLw7zRht&p_p_id=101_INSTANCE_FnOw5lVOIXoE&p_p_lifecycle=0&p_p_col_id=column-1&p_p_col_count=1&_101_INSTANCE_FnOw5lVOIXoE_struts_action=%2Fasset_publisher%2Fview_content&_101_INSTANCE_FnOw5lVOIXoE_assetEntryId=12619488&_101_INSTANCE_FnOw5lVOIXoE_type=document

[7] ARCEP. Décision n°2019-0954 - https://www.arcep.fr/uploads/tx_gsavis/19-0954.pdf.

[8] The Resolution is in the implementation phase https://www.arcotel.gob.ec/wp-content/uploads/downloads/2020/02/Resolucion-ARCOTEL-2020-0074.pdf; https://www.arcotel.gob.ec/se-amplio-plazo-para-remitir-el-listado-de-numeros-telefonicos-de-los-call-center-desde-los-cuales-se-realizan-llamadas-comerciales/

prior and express authorization. To make these calls, companies must use previously identified numbers, that is, they will generate a unique number, by sector, according to a list previously established by the regulator, for example, banks, cooperatives, credit card and insurance companies will be identifier as "FINANCES".

9.3. Legal changes

In Germany, the Law against Unfair Competition (Gesetz gegen den unlauteren Wettbewerb or UWG[9]) prohibits companies from making telemarketing calls to consumers who have not consented to receive those calls. This includes calls made by a person and calls made by an automatic calling machine. In addition, hiding the calling number in advertising calls is prohibited by law.

9.4. Do not disturb lists

Do not disturb lists[10], which aim to restrict unwanted calls, are present in countries such as Argentina (No Llame registro nacional), Australia (Do Not Call Register), Brazil (*Não me perturbe*), France (*Bloctel*), India (National Customer Preference Register), Italy (Pubblico delle Opposizioni Register), Nigeria (Do-Not-Distrub - DND), United Kingdom (Telephone Preference Service) and United States (Do Not Call List),

10. The role of the national regulatory authorities in consumer redress mechanisms against unwanted calls

Consumer redress mechanisms require multiple layers of action with a variety of stakeholders in order for regulatory agents, together with government bodies (competition, consumer, and justice, among others) and other actors to increasingly restrict the possibility of telephone services harming society by misleading and fraudulent practices.

A Global Symposium for Regulators (GSR) 2019 discussion paper recommended that national regulatory authorities (NRAs) work closely with all stakeholders involved in the digital economy in order to achieve overall consumer protection goals and to overcome the challenges of working internationally.

NRAs have several formal and informal ways that they can collaborate with stakeholders including:

- Consultation: This is a fundamental means to quality regulations and decisions. Specific action is required to ensure effective consumer responses to relevant consultations.
- Alerts: Generally, email and social media are used to communicate with people who register on the NRA web site and are used to draw peoples' attention to consultation documents and decisions.
- Surveys: In seeking an understanding of the market in preparing a consultation or market report, NRAs often formally request responses from stakeholders. Face-to-face interviews are also conducted. Web-based surveys are a useful online survey tool.

[9] Gesetz gegen den unlauteren Wettbewerb - https://www.gesetze-im-internet.de/uwg_2004/

[10] Do Not Call List - https://www.donotcall.gov/. Telephone Preference Service - https://www.tpsonline.org.uk/tps/index.html. Registro Pubblico delle Opposizioni - http://www.registrodelleopposizioni.it/. Do Not Call Register - https://www.donotcall.gov.au/. Bloctel - http://www.bloctel.gouv.fr/. Não Me Perturbe -https://www.naomeperturbe.com.br/. No llame - registro nacional - https://nollame.aaip.gob.ar/,

- Public meetings: Meetings with consumers and consumer groups on an ad hoc basis generally are held to present and encourage feedback to a consultation document.
- Select meetings: These can be held on a regular basis with stakeholder groups.

Examples of some countries including Australia, Brazil, Ireland, South Africa, and the United Kingdom are detailed below.

The Australian Communications and Media Authority (ACMA), for example, has an established Consumer Consultative Forum (CCF), which is the ACMA key telecommunication consumer advisory group. It brings together key stakeholders, including consumer organizations, the telecommunication operator industry and government, to raise and discuss important issues affecting users of telecommunication services, Internet, mobile and fixed-line telephones. ACMA also works with the independent Australian Communications Consumer Action Network (ACCAN) a communications consumer organization representing individuals, small businesses, and not-for-profit groups as consumers of communications products and services. ACCAN focuses on goods and services encompassed by the converged areas of telecommunications, broadcasting, the Internet and online services, including both current and emerging technologies.

The South Africa regulator, the Independent Communications Authority of South Africa (ICASA), has the Consumer Advisory Panel 104 (CAP), comprising 11 members, nominated through a public process, including representatives of persons with disabilities, women, youth, senior citizens and people living in under-serviced areas with regards to ICTs.

In Ireland, the Commission for Communications Regulation (ComReg) established the Consumer Advisory Panel. The main functions of the Consumer Advisory Panel are to: a) help ComReg's decision making by raising specific issues of consumer concern; b) provide open and independent advice to ComReg on a diverse range of issues that arise in the communications industry; c) give advice on how ComReg's activities are affecting consumers; d) highlight the importance of engaging with residential consumers and small and medium-sized enterprises (SMEs); e) make collective recommendations and suggestions to ComReg on current consumer concerns; f) advise ComReg on consumer interests in the markets regulated by ComReg.

The United Kingdom regulator for communications services, Ofcom, works closely with the Communications Consumer Panel (CCP) and a more informal Consumer Forum for Communications (CFC). Consideration is being given to the future of CFC and whether it would be better absorbed under the Citizens Advice[11] (CA) umbrella. The benefit of CFC is that it brings together representatives from all consumer associations. Typically, at its quarterly meetings there are 15 to 20 representatives. Citizens Advice and the Ombudsman Services work with different regulators covering media, ICT, utilities, products and services, and collaboratively working with different ministries (including finance and business, education, health, agriculture, and tourism). In addition, the Essential Services Access Network (ESAN) brings together voluntary organisations and regulators to improve services and products for consumers. ESAN wants to ensure that services that are essential to life, health and wellbeing (currently energy, water, financial services and communications) meet the needs of consumers, particularly those in vulnerable

[11] For more information: https://www.citizensadvice.org.uk/CitizensAdvice(CA)

circumstances. The aim is to achieve inclusive service, in other words to ensure that all consumers have affordable access to services that meet their needs.

The Brazilian National Telecommunications Agency (Anatel) asked the telecommunication operators to step up and help address the nuisance call problem through a self-regulatory (self-enforcement mechanisms included) and responsive approach. The telecommunication operators presented a letter to Anatel setting out six principles that would guide the creation of a code of conduct for offering telecommunication services through telemarketing. The operators also implemented a single national do not disturb list that in addition to its own subscribers is constantly updated by already existing local and regional do not disturb lists. Anatel also had the support and help from the National Consumer Secretariat (Senacon), which has been in contact the banking sector and with other sectors to encourage their participation.

Consultation which is fundamental to NRA producing quality regulations and decisions. Mechanisms include: Alerts - Surveys - Face-to-face interviews - Web based – Ad hoc public meetings with consumers and consumer groups - Select meetings on a regular basis with stakeholder groups.

11. Related seminars, webinars, and workshops

On 2 July, 2020, ITU-D Study Groups held the Web Dialogue "Unsolicited Commercial Communications/Nuisance calls: Are consumers more vulnerable in the era of COVID-19?"[12] This public webinar addressed the issue of unwanted calls/texts, something that is common to many countries, although the form, causes and actors involved may vary. The webinar had initial remarks from the Deputy to the BDT Director and final comments from the Chairwoman of ITU-D Study Group 1. The webinar was moderated by Vice-Rapporteur ITU-D Study Group 1 Question 6/1 who was accompanied by representatives of the Brazilian National Telecommunications' Agency (Anatel), the Federal Communications Commission (FCC) of the United States, the African Telecommunications Union (ATU), Idea-Vodafone (India), and Beltug/Intug/euro.digital (Belgium/Europe).

The FCC representative brought some insights to the work they are doing in the United States to combat unwanted calls, especially by robocalls, fraud in the digital environment and the impact of the Covid-19 pandemic on nuisance calls, indicating that the number of FCC complaints made in 2020 dropped compared to 2019. It was also pointed out that this was possibly due to increased enforcement by the FCC and other government actors and the importance of consumer education.

The Anatel representative shared information on consumer protection in Brazil and how Anatel chose to encourage self-regulation and responsive behaviour by calling on telecommunication operators to step up and offer a solution to nuisance calls, prior to any government attempt to do so.

[12] For more information about the webinar, please visit: https://www.itu.int/en/ITU-D/Study-Groups/2018-2021/Pages/meetings/Webinars/2020/Q6-1-july02.aspx

Idea-Vodafone, India presented how they implement the directive under TCCCP (Telecom Commercial Communications Customer Preference) Regulations to put in place a blockchain technology enabled platform.

Beltug/Intug/euro.digital (Belgium/Europe) drew attention to the fact that users are more vulnerable in times of crisis such as the pandemic of COVID-19, noting an increase in electronic fraud by phone and by email, and that in this context, the demand for security is increasing.

ATU highlighted the importance of a cross-border vision beyond a national jurisdiction to deal with the issue since the unwanted calls are most often originated outside Africa itself. ATU also stressed the importance of consumer education to prevent people from falling into the fraud trap, and underlined the importance of regulators, telecommunication companies and the industry working together. Moreover, it is important to think of an international plan with the establishment of standards to deal with this issue.

12. Proposal

ITU-D Study Group 1 Question 6/1 addresses consumer protection within the context of the rapid evolution of technologies and the appearance on the market of ever more sophisticated equipment so that consumers - who are not telecommunication/information and communication technology (ICT) experts - as well as regulators, operators or service providers, and equipment manufacturers can define consumer-protection instruments that need to be implemented to guarantee universal access to quality telecommunication/ICT services at low cost.

The question defines one of the key challenges for regulators, the need to establish a culture of security that promotes trust in telecommunication/ICT applications and services and effective enforcement of privacy and consumer protection. Therefore, it is essential to implement laws, policies and regulatory practices, and to develop transparent, effective consumer-protection mechanisms in order to build such trust and confidence.

The question seeks to identify mechanisms/means put in place by regulators, so that operators/service providers publish transparent, comparable, adequate, up-to-date information on, inter alia, prices, tariffs, expenses related to contract termination, and accessing and updating telecommunication services, in order to keep consumers informed and to develop clear and simple offers, as well as best practices for consumer education.

The question also calls for identification of best practices on consumer-protection challenges associated with the provision of new convergent services (transparency of service offers, fluidity of markets, quality and availability of services, value-added services, after-sales service, procedures for dealing with consumer complaints or concerns, etc.), as well as the policies, regulations and rules established by national regulatory authorities to protect consumers against possible abuses by operators/providers of these convergent services.

This report addresses the issue of unsolicited commercial communications (made through telecommunication service, by any message, voice or SMS), something that is common to many countries, although the causes and actors involved vary from one country to another and from time to time in the same country. The vast adoption of do not disturb lists indicates that it is a common strategy, usually accompanied by complementary mechanisms, such as automatic blocking of numbers in the network core, specific numbering for telemarketing, consumer education actions, co-regulation, regulatory sandboxes, creation of conduct codes

for the industry, prescription of fee/charges and even banning calls without express consumer consent.

In this sense, the exchange of experiences and information between countries, as well as their discussion in international forums, can create an enabling environment for cooperation and joint construction of solutions.

References to Contributions to ITU-D Study Group Question 6/1

Document SG1RGQ/206 (**Brazil)** presents a case study from Brazil and in particular the regulatory and institutional approach of Anatel to unsolicited calls (abusive calls) and telemarketing to enforce consumer protection and rights.

Document SG1RGQ/311(Rev.1) (**Brazil**) highlights some aspects of customer care, regulators rules and digital tools, including initiatives against unwanted calls, that can contribute to building trust between consumers and service providers.

Document SG1RGQ/174 (**India**) presents a case study from India regarding Unsolicited Commercial Communications (UCC) and the framework adopted to curb UCC by way of regulation in cooperation with Telecom Service Providers.

Document SG1RGQ/358(Rev.1) (**India**) that highlights the evolution of Regulations in India to curb Unsolicited Commercial Communications and the use of Distributed Ledger Technology.

Document SG1RGQ/TD/17 (**Nigeria**) that provides an overview of strategy to protect consumers from telemarketing SMS and robocalls in Nigeria.

Document 1/374(Rev.1) (**TRA, Oman**) that highlights how promotional SMS and text messages (BULK SMS/SPAM) are bothering consumers

Document 1/104 (**TRA, Oman**) highlights a campaign created at the initiative of the TRA to promote awareness on electronic scams. Delegates recognized the importance of such campaigns and information (in particular for Chapter 2) while highlighting that details on the practical implementation and impact of the campaign would also be useful to add, as well as measures for persons with disabilities.

Document 1/111 (**Papua New Guinea**) that highlights the efforts that the National ICT Authority of Papua New Guinea has taken, amongst others, to promote consumer protection and welfare through the Consumer Protection Rule, 2014.

Document 1/134 (**Benin**) that provides information on ARCEP-BENIN's new automated web-based platform for the management of consumer complaints regarding electronic communication and postal services.

Document 1/179 (**Benin**) that highlights the importance of the role of regulatory authorities in dispute resolution and illustrates how the NRA in Benin has strengthened its capacity for institutional mediation for the protection of consumers.

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For further information, please consult:

Thematic workshop on the topic of "Unsolicited Commercial Communications/ Nuisance calls: Are consumers more vulnerable in the era of COVID-19", held on 2 July, 2020: https://www.itu.int/en/ITU-D/Study-Groups/2018-2021/Pages/meetings/Webinars/2020/Q6-1-july02.aspx

Study groups within the ITU Telecommunication Development Sector prepare reports, guidelines and recommendations to support the development of ICTs around the world. ITU-D Study Group 1: https://www.itu.int/net4/ITU-D/CDS/sg/mandate.asp?lg=1&sp=2018&stg=1

Q6/1 Final Report for the 2014-2017 study period: Consumer information, protection and rights: Laws, regulation, economic bases, consumer networks: https://www.itu.int/pub/D-STG-SG01.06.3-2017https

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