|  |  |  |  |
| --- | --- | --- | --- |
| itu_logo | World Telecommunication Standardization Assembly (WTSA-16) Hammamet, 25 October - 3 November 2016 | | CCITT/ITU-T 60th Anniversary logo |
|  | |  | |
|  | |  | |
| PLENARY MEETING | | Addendum 13 to Document 47-E | |
|  | | 27 September 2016 | |
|  | | Original: Russian | |
|  | | | |
| ITU Member States, Members of the RCC | | | |
| draft new resolution [RCC-3] - Studies concerning the protection of users of telecommunication/ICT services | | | |
|  | | | |

|  |  |
| --- | --- |
| **Abstract:** | This contribution proposes a draft new Resolution on studies concerning the protection of users of telecommunication/ICT services. |

Introduction

Currently, with the development of new services based on data networks, among other things, it is increasingly important to devise measures for the protection of telecommunication/ICT service users. In that regard it is important to continue developing relevant ITU-T Recommendations facilitating solutions to a range of issues in the field of ensuring and protecting the rights of telecommunication/ICT service consumers and users.

Proposal

It is proposed to adopt a new WTSA Resolution, “Studies concerning the protection of users of telecommunication/ICT services”, as set out in the text that follows.

ADD RCC/47A13/1

DRAFT NEW RESOLUTION [RCC-3]

Studies concerning the protection of users of telecommunication/ICT services

(Hammamet, 2016)

The World Telecommunication Standardization Assembly (Hammamet, 2016),

recalling

*a)* Resolution 21 (Rev. Busan, 2014) of the Plenipotentiary Conference (PP) on measures concerning alternative calling procedures on international telecommunication networks;

*b)* Resolution 188 (Busan, 2014) of the PP on combating counterfeit telecommunication/information and communication technology devices;

*c)* Resolution 189 (Busan, 2014) of the PP on assisting Member States to combat and deter mobile device theft;

*d)* Resolution 20 (Dubai, 2012) of the World Telecommunication Standardization Assembly (WTSA) on procedures for allocation and management of international telecommunication numbering, naming, addressing and identification resources;

*e)* Resolution 29 (Dubai, 2012) of the WTSA on alternative calling procedures on international telecommunication networks;

*f)* Resolution 22 (Rev. Dubai, 2014) of the World Telecommunication Development Conference (WTDC) on alternative calling procedures on international telecommunication networks, identification of origin and apportionment of revenues in providing international telecommunication services;

*g)* Resolution 64 (Rev. Dubai, 2014) of the WTDC on protecting and supporting users/consumers of telecommunication/information and communication technology services;

*h)* Article 4 of the International Telecommunication Regulations (ITR),

recognizing

*a)* the United Nations Guidelines for Consumer Protection;

*b)* that in order to achieve its own objectives, the Union must among other things promote standardization of telecommunications worldwide, ensuring a satisfactory quality of service;

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

considering

*a)* that misappropriation and misuse of national telephone numbers and country codes are harmful and have an impact on revenue, quality of service and customer confidence;

*b)* that some forms of alternative calling procedures may have an impact on quality of service (QoS), quality of experience (QoE) and the performance of telecommunication networks;

*c)* that counterfeit telecommunication/ICT devices may negatively impact on security and quality of service for users;

*d)* that consumer-related laws, policies and practices limit fraudulent, deceitful and unfair business conducts, and such protections are indispensable for building consumer trust and establishing a more equitable relationship between telecommunication/ICT entrepreneurs and consumers;

*e)* that the Internet permits the introduction of new additional applications in telecommunication/ICT services based on its highly advanced technology, e.g. steady progress in adopting cloud computing, and that e-mail and text messaging, voice over IP, video and real-time TV (IPTV) over the Internet continue to record high levels of use, even though there are challenges regarding quality of service, uncertainty of origin and the high cost of international connectivity;

*f)* that the quality of service of IP-based networks should be consistent with ITU-T Recommendations and other recognized international standards;

*g)* that telecommunications/ICTs can offer new and substantial benefits to consumers, including convenience and access to a broad range of goods and/or services, and the ability to collect and compare information about these goods and/or services;

*h)* that consumer trust in telecommunications/ICTs is bolstered by the continuous development of transparent, effective consumer-protection mechanisms that limit the presence of fraudulent, deceitful or unfair business conducts;

*i)* that education and dissemination of information on the suitable consumption and use of telecommunication/ICT products and services must be encouraged, mainly regarding the inputs of the digital economy, since consumers expect to have access to both the legal content and applications of these services;

*j)* that access to telecommunications/ICT must be open and affordable;

*k)* that a number of countries are introducing conformity-assessment regimes and procedures based on applicable ITU-T Recommendations, leading to better quality of service/quality of experience, and to higher probability of interoperability of equipment, services and systems;

*l)* that the migration of legacy networks to NGN will affect point of interconnection, quality of service and other operational aspects, which will also have an effect on costs to the end user,

noting

*a)* the importance of keeping users and consumers informed about the basic characteristics, quality, security and rates of the different services offered by operators, and of other protection mechanisms promoting consumer and user rights;

*b)* the high cost of telecommunication/ICT services in many countries, even under competitive market conditions, which once again highlights the fact that competition on its own does not solve the problem of accessibility of telecommunication/ICT services and fair costs,

resolves

1 to continue developing relevant ITU-T Recommendations to resolve issues of quality, security, tariffs and other policy mechanisms to ensure and protect the rights of consumers and users of telecommunication/ICT services;

2 that the study groups concerned should expedite work on Recommendations that would provide additional detail and guidance for the implementation of this Resolution;

3 that ITU-T Study Group 3, where appropriate with ITU-T Study Groups 2, 12 and 17, should carry out further studies on questions concerning policies for the protection for consumers and users of telecommunication/ICT services including questions of fair competition, tariffs, business models, quality assurance, building confidence and ensuring security in the provision of such services in both legacy and data networks,

instructs the Director of the Telecommunication Standardization Bureau in collaboration with the Director of the Telecommunication Development Bureau

1 to collaborate closely with Member States in order to identify the critical areas for the establishment of policies or regulatory frameworks for the protection of consumers and users of telecommunication/ICT services;

2 to strengthen relations with other standardization organizations (SDOs) involved in resolving issues of protection of telecommunication/ICT service users,

invites Member States

to consider the possibility of applying, within their national regulatory and legal frameworks, the relevant provisions of the Union’s basic texts and ITU-T Recommendations in order to create an enabling environment in which telecommunication operators can provide telecommunication/ICT services for their users, with the appropriate quality, level of confidence and security, and stimulating competitive, fair and affordable prices, and in order in general to protect users of telecommunication/ICT services,

invites Member States, Sector Members and Associates

to contribute to this work by submitting contributions to the relevant ITU-T study groups on questions of policy in the area of protection for users of telecommunication/ICT services, quality and tariffs, and to collaborate on implementing this Resolution.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_