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| The International Teleocmmunication Union - Connecting the World. | | **International telecommunication union**  **Telecommunication Standardization Bureau** | |  |
|  | | | Geneva, 31 May 2021 | |
| **Ref:** | **TSB Circular 321**  SG3/ME | | **To:**  - Administrations of Member States of the Union  **Copy to:**  - ITU-T Sector Members;  - Associates of ITU-T Study Group 3;  - ITU Academia;  - The Chairman and Vice-Chairmen of ITU-T Study Group 3;  - The Director of the Telecommunication Development Bureau;  - The Director of the Radiocommunication Bureau | |
| **Tel:** | +41 22 730 5866 | |
| **Fax:**  **E-mail:** | +41 22 730 5853  [tsbsg3@itu.int](mailto:tsbsg3@itu.int) | |
| **Subject:** | **Member State consultation on Determined draft new Recommendation ITU-T D.1102 (D.ConsumerOTT), proposed for approval at the meeting of ITU-T Study Group 3, virtual, 13‑17 December 2021** | | | |

Dear Sir/Madam,

1 ITU-T Study Group 3 (Tariff and accounting principles and international telecommunication/ICT economic and policy issues) intends to apply the Traditional Approval Procedure as described in Section 9 of WTSA Resolution 1 (Rev. Hammamet, 2016) for the approval of the above-mentioned draft Recommendation at its next virtual meeting from 13 to 17 December 2021. The agenda and all relevant information concerning the ITU-T Study Group 3 meeting will be available in Collective letter 7/3.

2 The title, summary and location of the draft new Recommendation ITU-T D.1102 (D.ConsumerOTT) proposed for approval can be found in **Annex 1**.

3 This Circular initiates the formal consultation with ITU Member States on whether this text may be considered for approval at the upcoming meeting, in accordance with clause 9.4 of Resolution 1. Member States are kindly requested to complete and return the form in **Annex 2** by 2359 hours (Geneva time) on **1 December 2021**.

4 If 70% or more of the replies from Member States support consideration for approval, one Plenary session will be devoted to apply the approval procedure. Member States that do not assign authority to proceed should inform the Director of TSB of the reasons for this opinion and indicate the possible changes that would enable the work to progress.

Yours faithfully,

Chaesub Lee  
Director of the Telecommunication  
Standardization Bureau

**Annexes:** 2

Annex 1

Summary and location of Determined draft new Recommendation ITU-T D.1102 (D.ConsumerOTT)

# 1 Draft new Recommendation ITU-T D.1102 (D.ConsumerOTT) [[SG3-R39](https://www.itu.int/md/T17-SG03-R-0039)]

**Customer redress and consumer protection mechanisms for OTTs**

## Summary

This Recommendation proposes possible customer redress and consumer protection mechanisms related to the provision and consumption of OTTs. This comes in the wake of the increasing use of over the top (OTT) applications for voice calling, instant messaging and video calling in the absence of an international framework to ensure consumer protection and redress where necessary.

TSB NOTE – As of the date of this Circular, no IPR statements had been received by TSB regarding this draft text. For up-to-date information, members are invited to consult the IPR database at [www.itu.int/ipr/](http://www.itu.int/ipr/).

Annex 2

Subject: Member State response to TSB Circular 321:  
Consultation on Determined draft new Recommendation ITU-T D.1102 (D.ConsumerOTT)

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| --- | --- | --- | --- |
| **To**: | Director of the  Telecommunication Standardization Bureau,  International Telecommunication Union  Place des Nations  CH 1211 Geneva 20, Switzerland | **From**: | [Name]  [Official role/title]  [Address] |
| **Fax**: | +41-22-730-5853 | **Fax**: |  |
| **E-mail**: | [tsbdir@itu.int](mailto:tsbdir@itu.int) | **E-mail**: |  |
|  |  | **Date**: | [Place,] [Date] |

Dear Sir/Madam,

With respect to the Member State consultation on the Determined draft text listed in TSB Circular 321, I would like to advise you of the opinion of this Administration, which is set out in the table below.

|  | **Select one of the two boxes** |
| --- | --- |
| **Draft new Recommendation ITU-T D.1102 (D.ConsumerOTT)** | **assigns authority** to Study Group 3 to consider this text for approval (in which case, select one of the two options ⃝):  No comments or suggested changes  Comments and suggested changes are attached |
| **does not assign authority** to Study Group 3 to consider this text for approval (reasons for this opinion and an outline of possible changes that would enable the work to progress are attached) |

Yours faithfully,

[Name]

[Official role/title]

Administration of [Member State]

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