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| PROPOSED MODIFICATION To RESOLUTION 84 |
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| **Abstract:** | This document contains the proposal for modification of WTSA Resolution 84. “Studies concerning the protection of users of telecommunication/information and communication technology services”. The proposed revision calls on the ITU-T to further strengthen the studies and initiatives to protect consumers’ rights, and for Member States and stakeholders to collaboratively promote users’ protection from harmful, fraudulent, and bad quality telecommunication/ICT services. |
| **Contact:** | Mr. Masanori Kondo Secretary GeneralAsia-Pacific Telecommunity | E-mail: aptwtsa@apt.int |

Introduction

Telecommunication/ICT service provider needs to offer sustainable benefits to consumers, including convenience and access to a broad range of goods and/or services, and that consumer trust in telecommunication/ICT is bolstered by the continuous development of transparent, effective consumer-protection mechanisms that limit the presence of fraudulent, deceitful, or unfair business practices.

ITU-T Study Groups 2, 3, 11, 12, 17 and 20 should continue their work, where appropriate within their mandates, to study and recommend standards for protection and user-centric considerations regarding users/consumers of telecommunication/ICT services.

Proposal

APT Member Administrations propose to modify WTSA Resolution 84 on “Studies concerning the protection of users of telecommunication/information and communication technology services”.

ITU-T needs to coordinate efforts to prevent and eliminate harmful threats to telecommunication/ICT services, facilitate the worldwide standardization of user protection, and to leverage existing as well as new and emerging technologies.

MOD APT/37A27/1

RESOLUTION 84 (Rev. New Delhi, 2024)

Studies concerning the protection of users of telecommunication/information and communication technology services

(Hammamet, 2016; Geneva, 2022, New Delhi, 2024)

The World Telecommunication Standardization Assembly (New Delhi, 2024),

recalling

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

*b)* Resolution 188 (Rev. Dubai, 2018) of the Plenipotentiary Conference, on combating counterfeit telecommunication/information and communication technology (ICT) devices;

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

*d)* Resolution 174 (Rev. Dubai, 2018) of the Plenipotentiary Conference, on ITU's role with regard to international public policy issues relating to the risk of illicit use of ICTs;

e*)* Resolution 181 (Guadalajara, 2010) of the Plenipotentiary Conference, on definitions and terminology relating to building confidence and security in the use of ICTs;

*f)* Resolutions 55/63 and 56/121 of the United Nations General Assembly (UNGA), which established the legal framework on countering the criminal misuse of information technologies;

*g*)UNGA Resolution 68/167, on the right to privacy in the digital age, affirms, inter alia, "that the same rights that people have offline must also be protected online, including the right to privacy";

*h)* Resolution 64 (Rev. Buenos Aires, 2017) of the World Telecommunication Development Conference, on protecting and supporting users/consumers of telecommunication/ICT services;

*i)* the International Telecommunication Regulations,

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 (QoS);

*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 counterfeit telecommunication/ICT devices may negatively impact on security and QoS for users;

*b)* 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;

*c)* that the Internet permits the introduction of new applications in telecommunication/ICT services based on its highly advanced, new and emerging technologies, such as cloud computing, e‑mail and text messaging, voice over IP, video and real-time TV (IPTV) over the Internet, which continue to record high levels of use, even though there are challenges regarding QoS and uncertainty of origin;

*d)* that the QoS of networks should be consistent with ITU Telecommunication Standardization Sector (ITU‑T) Recommendations and other recognized international standards;

*e)* 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;

*f)* 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 practices;

*g)* that education and dissemination of information on the consumption and use of telecommunication/ICT products and services must be encouraged;

*h)* that access to telecommunications/ICTs must be open and affordable;

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

*j)* that digital transformation and the adoption of future networks, including IMT-2020 and beyond, will affect point of interconnection, QoS and other operational aspects, which will also have an effect on costs to the end user;

*k*) that there is a clear distinction between providers of technology and its users, with a very different, distinct set of responsibilities and rights,

*l*) that technology providers would benefit from a more structured approach to solve users’ challenges that would clearly ascertain their responsibilities,

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)* that landlocked countries pay higher overall costs for access than neighbouring countries in coastal areas;

*c)* that the issue of accessibility of telecommunication/ICT services and the establishment of fair costs depend on different factors;

*d*) that end users are increasingly aware of the critical importance of their data and how it is being used and protected,

resolves

1 to continue developing relevant ITU‑T Recommendations in order to provide solutions ensuring and protecting the rights of users/consumers of telecommunication/ICT services, notably in the areas of quality, security and tariff mechanisms;

2 that ITU-T, through its study groups, continue close collaboration with the ITU Telecommunication Development Sector (ITU-D) and its study groups on issues associated with protection of telecommunication/ICT service users/consumers, as appropriate;

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

4 that ITU‑T Study Group 3, within its mandates, together with ITU‑T Study Groups 2, 11, 12, 17 and 20, should carry out studies on standards for protection and user-centric considerations to build and protect consumer confidence, and improve convenience and access to telecommunication/ICT products and services;

5 that Study Group 3 should liaise with ITU-D Study Group 1 on the issues associated with best practices in the field of protection of users/consumers of telecommunication/ICT services;

6 that ITU-T, in alignment with its mission of safeguarding consumer rights, should support the initiatives aimed at fostering transparency, accountability, and fair competition within the telecommunication/ICT sector, thus promoting a conducive environment for consumer welfare and sustainable market growth,

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

1 to make efforts to implement Resolution 196 (Rev. Dubai, 2018);

2 to encourage active participation of developing countries[[1]](#footnote-1)1 in the relevant ITU-T study groups and strengthen relations with other standards-development organizations involved in resolving issues associated with protection of telecommunication/ICT service users/consumers;

3 to provide all necessary assistance and work collaboratively with relevant parties with a view to identifying opportunities, raising awareness for such activities and possible collaborations, as appropriate;

4 to promote the relevant initiatives on the protection of users/consumers, provided that this does not overlap with or duplicate activities of the other Sectors, including the use of telecommunication/ICT services in coordination with government/industry partnerships, and outreach to civil society and consumers;

5 to further collaborate with the Telecommunication Development Bureau, in cooperation and partnerships with other organizations, to address protection of users, and to enable universal access of affordable, high-quality, secure and safe telecommunication/ICT services,

invites Member States

to promote and prioritize the interests and needs of consumers such as ensuring accessibility, affordability, quality and security thus building confidence and trust in telecommunication/ICT services and thereby fostering a consumer-centric telecommunication/ICT ecosystem that proactively protects its users,

invites Member States, Sector Members, Associates and Academia

1 to contribute to this work by submitting contributions to the relevant ITU‑T study groups on Questions related to the protection of users of telecommunication/ICT services, and to collaborate on implementing this resolution;

2 to collaborate and promote cooperation with relevant stakeholders, at regional and international levels, while promoting user-centric considerations on matters associated with protection of users/consumers of telecommunication/ICT services.

1. 1 These include the least developed countries, small island developing states, landlocked developing countries and countries with economic in transition. [↑](#footnote-ref-1)