

WORLD TELECOMMUNICATION STANDARDIZATION
ASSEMBLY
New Delhi, 15-24 October 2024

**Resolution 84 – Studies concerning the
protection of users of
telecommunication/information and
communication technology services**

FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications, and information and communication technologies (ICTs). The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of ITU. ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Assembly (WTSA), which meets every four years, establishes the topics for study by the ITU-T study groups which, in turn, produce Recommendations on these topics.

The approval of ITU-T Recommendations is covered by the procedure laid down in WTSA Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

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. Bucharest, 2022) of the Plenipotentiary Conference, on protecting telecommunication service users/consumers;
- b)* Resolution 188 (Rev. Bucharest, 2022) of the Plenipotentiary Conference, on combating counterfeit and tampered telecommunication/information and communication technology (ICT) devices;
- c)* Resolution 189 (Rev. Bucharest, 2022) of the Plenipotentiary Conference, on assisting Member States to combat and deter mobile device theft;
- d)* Resolution 174 (Rev. Busan, 2014) 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 combating the criminal misuse of information technologies;
- g)* Resolution 64 (Rev. Kigali, 2022) of the World Telecommunication Development Conference, on protecting and supporting users/consumers of telecommunication/ICT services;
- h)* 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 (WSIS), which states that governments should continue to update their domestic consumer-protection laws to respond to the new requirements of the information society;
- d)* that the WSIS Tunis Agenda for the Information Society called for the development of national consumer-protection laws and practices, and enforcement mechanisms where necessary,

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 new and emerging technologies, which continue to record high levels of use, even though there are challenges regarding QoS and uncertainty of origin;
- d) that network QoS 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 will affect point of interconnection, QoS 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 importance of addressing trust in the use of telecommunication/ICT services, considering both the benefits and potential deceptive practices generated from the increased use of emerging applications and technologies by telecommunication/ICT services, and the importance of building confidence and security in the use of telecommunications/ICTs in the context of user protection;
- c) that landlocked countries pay higher overall costs for access than neighbouring countries in coastal areas;

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

e) that end users are increasingly aware of the importance of their data and how they are 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, taking into account the challenges and solutions offered by new telecommunication/ICT technologies;

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 ITU-T Recommendations that would provide additional detail and guidance for the implementation of this resolution;

4 that ITU-T Study Group 3, where appropriate with relevant ITU-T study groups, within their mandates, should carry out studies on standards for protection and user-centric considerations to build and protect consumer confidence, and improve convenience and access for users/consumers of telecommunication/ICT services;

5 that ITU-T 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,

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. Bucharest, 2022);

2 to encourage active participation of developing countries¹ 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 contribute to the relevant initiatives on the protection of users/consumers, provided that this does not overlap with or duplicate activities of the other Sectors,

¹ These include the least developed countries, small island developing states, landlocked developing countries and countries with economic in transition.

invites Member States

to consider the creation of an enabling environment in which telecommunication/ICT services are provided to users, with the appropriate level of quality, confidence and security and accessibility, which stimulates competitive, fair and affordable prices, in order in general to protect users/consumers of telecommunication/ICT services and to foster a consumer-centric telecommunication/ICT ecosystem,

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.