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| World Telecommunication Standardization Assembly (WTSA-20) Geneva, 1-9 March 2022 |  |
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| PLENARY MEETING | Addendum 10 to Document 39-E |
|  | **24 March 2021** |
|  | **Original: English** |
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| Member States of the Inter-American Telecommunication Commission (CITEL) | |
| Proposed modification of Resolution 84 | |
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| **Abstract:** | CITEL proposes modifications to WTSA Resolution 84 (Hammamet, 2016), which take into consideration the need for streamlining of resolutions as acknowledged by the 2018 Plenipotentiary Conference. |

Introduction

Taking into consideration the need for streamlining, the proposed modified text includes the removal of the preambular text that is already covered in Resolution 196 (Rev. Dubai, 2018) of the Plenipotentiary Conference on protecting telecommunication service users/consumers. In addition, the term “users/consumers” is introduced to replace “users”, which is in alignment with Resolution 196. Furthermore, a new resolves clause is added to recognize the importance of continued close collaboration between ITU-T and ITU-D study groups.

Proposal

Modify WTSA Resolution 84 to provide concise and focused text that is in alignment with Plenipotentiary Conference Resolution 196. In addition, a new resolves clause is added to recognize the importance of continued close collaboration between ITU-T and ITU-D study groups.

MOD IAP/39A10/1

RESOLUTION 84 (Rev.Geneva, 2022)

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

(Hammamet, 2016;Geneva, 2022)

The World Telecommunication Standardization Assembly (Geneva, 2022),

recalling

*a)* Resolution 196 (Busan 2014) of the Plenipotentiary Conference, on protecting telecommunication service users/consumers;

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

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

considering

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

*b)* that the Internet permits the introduction of new applications in telecommunication/ICT services based on its highly advanced technology, 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 quality of service (QoS) and uncertainty of origin;

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

*d)* 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;

*e)* that the migration of legacy networks to next-generation 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)* that landlocked countries pay higher overall costs for access than neighbouring countries on coastal areas;

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

resolves

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

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

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, where appropriate with ITU‑T Study Groups 2, 11, 12 and 17, within their mandates, should carry out studies, including on standards for the protection of consumers and users of telecommunication/ICT services,

invites the Director of the Telecommunication Standardization Bureau

1 to assist the Director of the Telecommunication Development Bureau in the implementation of Resolution 196 (Busan, 2014);

2 to strengthen relations with other standards development organizations involved in resolving issues of protection of telecommunication/ICT service users/consumers,

invites Member States

to consider the creation of an enabling environment in which telecommunication operators can provide telecommunication/ICT services for their users/consumers, 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, Associates and academia

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