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| The International Teleocmmunication Union - Connecting the World. | **International telecommunication union****Telecommunication Standardization Bureau** |  |
|  | Geneva, 16 February 2021 |
| **Ref:** | **Corrigendum 1 to TSB Circular 295**TSAG/BJ | **To:**- Administrations of Member States of the Union- ITU-T Sector Members;- Associates of ITU-T Study Groups; - ITU Academia; |
| **Tel:** | +41 22 730 6311 |
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| **E-mail:** | tsbtsag@itu.int  | **Copy to:**- The Chairmen and Vice-Chairmen of ITU-T Study Groups;- The Director of the Telecommunication Development Bureau;- The Director of the Radiocommunication Bureau- Radio Advisory Group (RAG)- Telecommunication Development Advisory Group (TDAG)- ITU Inter-Sector Coordination Group (ISCG) |
| **Subject:** | **Entrance in force of the updated set of Questions for all study groups following TSAG endorsement (18 January 2021)** |

Dear Sir/Madam,

This Corrigendum of TSB Circular 295 corrects the title of Question 12 of ITU-T Study Group 3.

The corrected title of the endorsed Question 12/3 can be found in Annex 1, as well as in Revision 1 of TSAG‑Report 13.

Yours faithfully,

Chaesub Lee
Director of the Telecommunication
Standardization Bureau

**Annex:** 1

**Annex 1**

**Table 2 – List of Questions for ITU-T Study Group 3**

**Question 12/3 – Economic and policy issues pertaining to international telecommunication/ICT services and networks that enable Mobile Financial Services (MFS)**

(Continuation of Question 12/3)

**J.1 Motivation**

In the past years, the number of active Mobile Financial Services (MFS) customers have increased significantly. Mobile network operators have taken the lead in the provision of these services which are becoming increasingly diversified. MFS have been instrumental in stimulating economic development as well as fostering digital, social, and financial inclusion particularly in areas with low penetration of financial services.

Poorer unbanked populations need to have access to affordable, secure, and reliable mobile financial services. In many countries, the bulk of mobile financial transactions are micropayments and low-value transactions, making it difficult to establish appropriate retail charging options, commensurate with the income level of users.

Plenipotentiary Resolution 204 and WTSA Resolution 89 both address the use of information and communication technologies to bridge the financial inclusion gap. WTSA Resolution 89 *resolves* to continue and further develop the ITU-T work programme, including the ongoing work in SG3, in order to contribute to the wider global efforts to enhance financial inclusion.

**J.2 Question**

Economic and policy issues pertaining to international telecommunication/ICT services and networks that enable Mobile Financial Services (MFS).

**J.3 Tasks**

The study should cover tariff, economic, policy, and regulatory developments related to Mobile Financial services. In studying this Question, special explicit consideration should be given to the innovation and the leadership of developing countries not only in implementing but also pioneering the development of MFS for financial inclusion.

In this context, the issues to be studied shall *inter alia* include:

1) Affordability of telecommunication services related to the provision of MFS

2) Consumer Protection in Mobile Financial Services

3) Competition in Mobile Financial Services

4) Cooperation and collaboration between the relevant stakeholders in the mobile and banking sectors e.g. interoperability across the stakeholders

5) Effectiveness of the delivery chain of MFS

6) Charging, accounting, and economic issues arising out of use of MFS

Other topics may be studied as appropriate, based on contributions.

Terms and definitions for recommendations or studies dealing with this question.

Texts under development: D.AgentMFS, D.EMoneyMFS, D.InteropCompetition, D.MFSCM, and D.MFScoop.

An up-to-date status of work under this Question is contained in the SG3 work programme at [https://www.itu.int/ITU-T/workprog/wp\_search.aspx?sg=3](http://www.itu.int/ITU-T/workprog/wp_search.aspx?sg=3).

**J.4 Relationships**

**Recommendations**

– None

**Questions**

– None

**Study Groups**

– ITU-T SG2

– ITU-T SG12

**Standardization bodies**

– None

**WSIS Action Lines**

– C2

**Sustainable Development Goals**

– 9

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