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TITLE: ITU-D Study Group 1 activities for the fifth study period (2010-2014)

1 Introduction

ITU-D Study Groups provide a unique opportunity for all Member States and Sector Members to share experiences, present ideas, exchange views, and *achieve consensus* on appropriate strategies to address communications priorities for developing countries. Participants from more than 50 countries regularly attend the annual meetings, which with full translation, are structured so that attendees can take part in all sessions. In addition, annual meetings of individual Rapporteur Groups allow for more in-depth information exchange and discussion on discrete issues, thus providing a basis for Members¹ to develop best practice guidelines or recommendations for the issues under consideration. Study Group participants may also share ideas, obtain information, and raise questions with Telecommunication Development Bureau (BDT) experts who regularly contribute to the on-going work.

To date, the principal outputs of the Study Group are reports, best practice guidelines, a country case study compendium, and some training material. The guidelines present a range of options that reflect the written contributions, discussion, research, analysis, ideas, and experience of study group participants. The goal is to produce a menu of choices to assist ITU Members and others deliver a robust communications sector capable of accelerating national and international goals for social and economic development. Members and others are encouraged to apply those guidelines that are agreeable and suitable for their individual circumstances. Best practice guidelines are not mandatory, and while thorough consideration of the full range of guidelines is encouraged, inapplicable or otherwise unsuitable suggestions need not be employed.

Through active participation in the Study Group, a collective voice of ITU Members may be discerned. Constructive interaction with peers from around the globe and with the BDT on issues of importance to developing countries promotes understanding of diverse realities and perspectives that can lead to better cooperation among ITU Members and others. Such focused collaboration can yield powerful results that can appreciably reduce the digital divide. Building bridges through dialogue and consensus on such issues of mutual importance to developing countries benefits the global community as a whole.

¹ “Members” or “ITU Members” refers to all ITU Member States and Sector Members, including Associates and Academia.

1.1 Overview

- In accord with the mandate expressed in Resolution 2 (Rev. Hyderabad, 2010) for the period 2010 – 2013, ITU-D Study Group 1 (SG1) examined issues relating to **enabling environment, cybersecurity, ICT applications, and Internet-related issues** through Questions adopted by the ITU Membership at WTDC-10.
- With 9 Rapporteur Groups and slightly more than 400 participants from more than 50 countries, SG1 produced 9 reports containing more than 300 guidelines. Training materials with best practices on cybersecurity were also produced.
- A little less than 600 contributions were submitted describing relevant country case examples, identifying challenges, and suggesting solutions. Of these, 88 came from the BDT Focal Points assigned to work with each Question. Nearly 10 represented information from the BDT Programmes. SG1 participants also received live presentations from representatives from Microsoft (affordable broadband solutions/white spaces), the Internet Society (building Internet infrastructure), the World Health Organization (human exposure to electromagnetic radiation), the United Nations Environment Programme (ICT waste), and a successful BDT-organized seminar on IPv6.
- SG1 held several discussions on “innovation,” seeking ways to enhance the work product, procedures, and exposure of the Study Groups to further benefit ITU Membership. A number of these suggestions were carried forward in proposals to the regional preparatory meetings for the WTDC.
- Extensive coordination with ITU-T and ITU-R on topics that relate to their sphere of work was reflected in more than 40 liaison statements sent between these groups. Through these activities, the sectors exchanged valuable information and worked cooperatively to avoid duplication of related efforts.
- Recognizing the Study Groups to be an important connection to ITU Membership, the BDT Director provided a foundation for success through unwavering cooperation, support, and encouragement. This foundation was extended through the BDT Secretariat, which provided critical support and assistance for all meetings and deliverables throughout the study period.
- Finally, as directed by the 2010 Plenipotentiary Conference² through ITU Council 2011 and the 17th session of TDAG, in September 2012 a Correspondence Group was established under SG1 to develop a working definition of the term “ICT.” This Group concluded its work in September 2013 and developed, by consensus, a single working definition, having analyzed twenty-eight proposed definitions from thirty-five entities in twenty-six countries.
- A list of SG1 leadership may be found in **Section 1.2** and in **Annex 1** of this report; A summary of key SG1 findings may be found in **Section 3**; Study Group participant’s suggestions for innovation in the group’s activities may be found in **Section 4**; Recommendations from the Chair of SG1 may be found in **Section 6**; and revisions to the questions on tariffs and (communications) consumer protection may be found in **Annexes 3 and 4**, respectively.

² Resolution 140 (Rev. Guadalajara, 2010): *ITU’s role in implementing the outcomes of the World Summit on the Information Society.*

1.2 Study Group 1 management

WTDC-10 designated the SG1 Leadership for the fifth cycle (2010-2014). Ms Roxanne McElvane, (**United States**) served as Chairman. She was ably assisted by six Vice-Chairmen:

- Ms Blanca Gonzalez (**Spain**)
- Ms Regina Fleur Assoumou Bessou (**Côte d'Ivoire**)
- Mr Muwaffaq Abu Aqola (**Jordan**) replaced by Mr. Wesam Al-Ramadeen (**Jordan**) in 2013
- Ms María Dolores Peña (**Venezuela**)
- Mr Nguyen Quy Quyen (**Viet Nam**)
- Mr Kirill Balov (**Uzbekistan**) served 2010-2012.³

1.3 Study Group 1 Questions

WTDC-10 entrusted Study Group 1 with the following Questions:

- Question 7-3/1: Implementation of universal access to broadband services
- Question 10-3/1: The impact of the licensing and authorization regime and other relevant regulatory measures on competition in a converged telecommunication/ICT environment
- Question 12-3/1: Tariff policies, tariff models and methods of determining the costs of services on national telecommunication networks, including next-generation networks
- Question 18-2/1: Enforcing national policies and regulations on consumer protection notably in a converging environment
- Question 19-2/1: Implementation of IP telecommunication services in developing countries
- Question 20-1/1: Access to telecommunication/ICT services by persons with disabilities and with special needs
- Question 22-1/1: Securing information and communication networks: best practices for developing a culture of cybersecurity
- Question 23/1: Strategies and policies concerning human exposure to electromagnetic fields
- Question 24/1: Strategies and policies for the proper disposal or reuse of telecommunications/ICT waste material

A list of the Rapporteurs, Vice-Rapporteurs and BDT Focal Points responsible for these issues can be found in **Annex 1**. The full text of the Questions adopted including a statement of the context and a description of the expected output is available on the Study Group 1 website [SG02/001](http://www.itu.int/md/SG02/001)⁴.

1.4 Participation and written contributions (2010-2013)

A total of 402 delegates participated in at least one Study Group 1 meeting (**Graph 1**).⁵ The highest number came from Africa, followed by Asia/Australasia, then Western Europe, the Americas, and

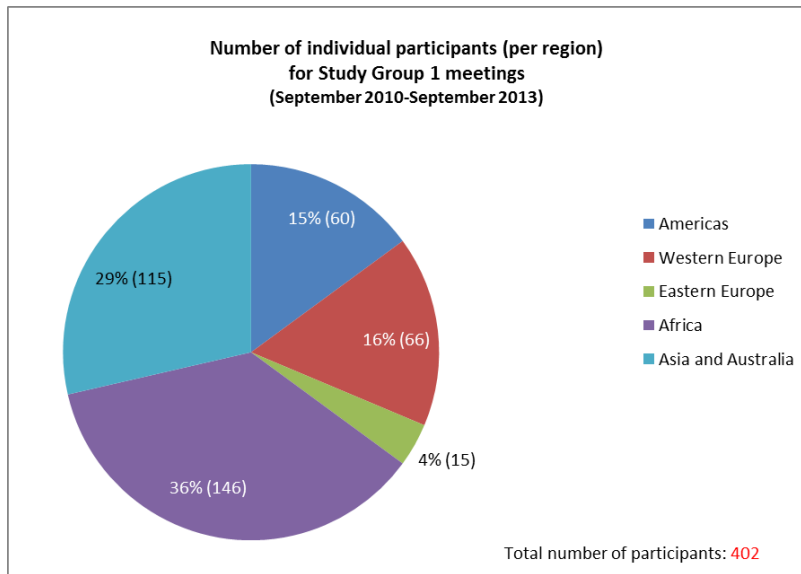
³ In 2013, Mr Alisher Fayzullaev (Uzbekistan) was nominated to replace Mr Kirill Balov. He was not confirmed however, due to his absence.

⁴ <http://www.itu.int/md/D10-SG01-C-0001>

finally Eastern Europe/Northern Asia. Annual SG1 meetings averaged a little more than 150 participants from more than 50 countries.

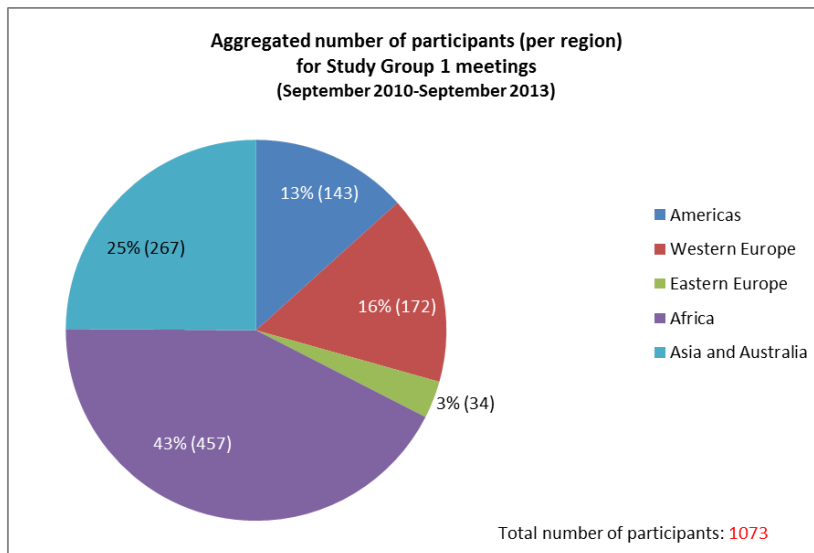
GRAPH 1

Number of individual participants (per region) in Study Group 1 meetings (September 2010 – September 2013)



GRAPH 2

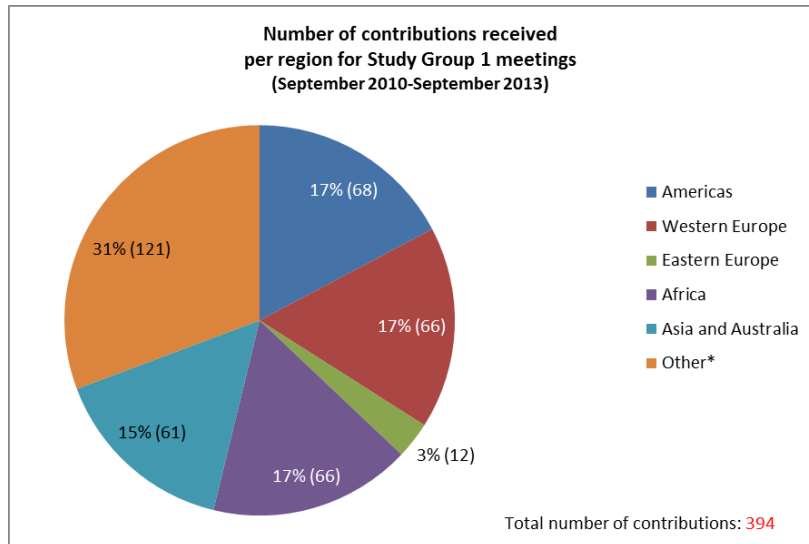
Aggregate number of participants (per region) in Study Group 1 meetings (September 2010 – September 2013)



⁵ Many of these delegates also regularly attended Study Group and associated Rapporteur Group activities, either in person or remotely, from year to year. In this context, which includes participants who have attended more than once, the BDT hosted and accommodated a total of 1073 delegates (Graph 2).

Study Group 1 received a total of 394 contributions (**Graph 3**).⁶ The majority of the contributions came from the Americas, followed by Africa, then Western Europe, Asia/Australasia, and Eastern Europe/Northern Asia.

GRAPH 3
Number of contributions received (per region)



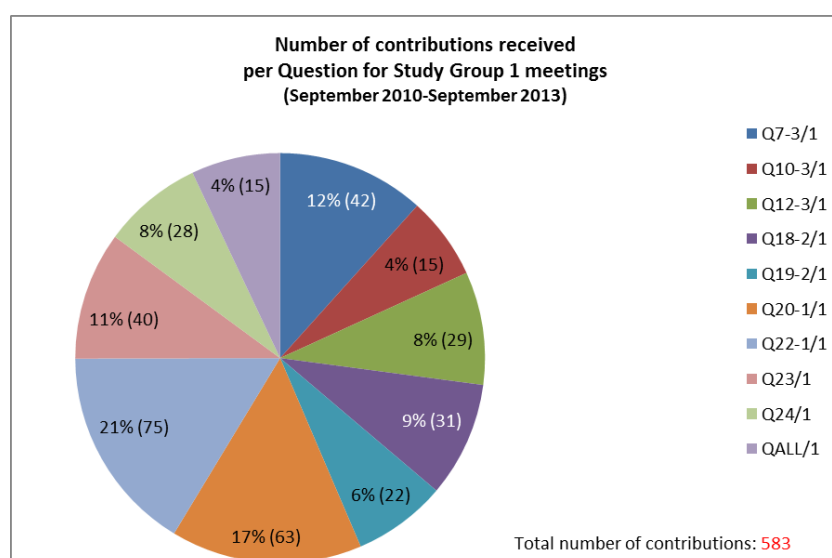
As illustrated in **Table 1** and **Graph 4**, each Question received a satisfactory number of written contributions. The three Questions receiving the highest number were: (i) Cybersecurity (Question 22-1/1), closely followed by (ii) ICT access for persons with disabilities (Question 20-1/1), and then (iii) implementing universal access to broadband (Question 7-3/1). Contributions that were addressed to all SG1 Questions and Liaison statements received by SG1 are included in the total reflected in **Table 1**, as this is highly representative of the relevance and interest in a particular Question.

⁶ This number does not include administrative documents, meeting reports, or liaison statements received for consideration by the Groups.

TABLE 1
Number of contributions received per Study Group 1 Question
(September 2010 – September 2013)⁷

STG 1 Question	Number of contributions received for each Study Group 1 Question from September 2010 to September 2013							Total from 2010 to 2013
	STG meeting in 2010	RGQ meetings in 2011	STG meeting in 2011	RGQ meetings in 2012	STG meeting in 2012	RGQ meetings in 2013	STG meeting in 2013	
Q7-3/1	6	11	15	11	7	7	11	68
Q10-3/1	4	9	6	7	4	7	1	38
Q12-3/1	7	14	6	10	4	6	5	52
Q18-2/1	5	16	6	7	9	6	4	53
Q19-2/1	6	10	8	9	4	3	3	43
Q20-1/1	8	11	11	13	6	26	13	88
Q22-1/1	9	17	11	10	17	15	16	95
Q23/1	6	11	9	8	10	7	8	59
Q24/1	3	9	10	7	7	6	4	46
QALL/1	6	0	5	0	12	0	18	41

GRAPH 4
Number of contributions received for Study Group 1 meetings
(September 2010 – September 2013)⁸



1.5 BDT Inputs

Several Rapporteur Groups employed questionnaires, including information provided by the BDT Focal Points from the BDT annual regulatory survey, and used the results of other ongoing ITU work to support their analysis. Using data obtained by the BDT through the annual survey, case studies, regional initiatives, projects, and other ongoing activities provided comprehensive and current information to the Study Groups and avoided duplication. Likewise, information shared by SG1 participants on the need for additional data for their work that was not already collected

⁷ The total number of contributions includes liaison statements received for consideration by the Groups.

⁸ The total number of contributions includes liaison statements received for consideration by the Groups.

through the annual regulatory survey was useful for the BDT to help refine future iterations of the survey.

As indicated previously, drawing from their expertise and work in the Development Sector, and in keeping with past practice, over the course of this fifth study period's past three years, each BDT Focal Point assigned to work with the nine SG1 questions made substantive, written contributions to the questions. Crucial statistical information, anecdotal examples from the regions, materials presented at regional seminars, and illustrative charts and graphs supplied by the focal points enhanced and appear in the SG1 final reports. Study Group participants received critical support from the BDT Secretariat, and at the conclusion of the meetings, the BDT Director presented letters of appreciation to each member of the SG1 management team.

2 Meetings

2.1 Management team meetings

In addition to an initial meeting held in Hyderabad during the WTDC, four management team meetings were held on the eve of each annual Study Group 1 meeting. These preparatory meetings permitted the Chairman, Vice-Chairmen, Rapporteurs, Vice-Rapporteurs, BDT Focal Points and Secretariat to review the progress of each Question under study, discuss planned and on-going activities, propose ways to manage the work product and personnel, and discuss ideas to enhance the Study Group output and procedures.

2.2 Study Group 1 meetings

During the course of the study period, Study Group 1 met four times in September 2010, 2011, 2012 and 2013.

2.2.1 The first meeting was held in Geneva from 20 to 23 September 2010. The report of this meeting is available online at: <http://www.itu.int/md/D10-SG01-r-0010>.

2.2.2 The second meeting was held in Geneva from 5 to 9 September 2011. The report of this meeting is available at: <http://www.itu.int/md/D10-SG01-r-0020>.

2.2.3 The third meeting was held in Geneva from 10 to 14 September 2012. The report of this meeting is available at: <http://www.itu.int/md/D10-SG01-r-0030>.

2.2.4 The fourth meeting and last meeting was held in Geneva from 9 to 13 September 2013. The report of this meeting is available) at: <http://www.itu.int/md/D10-SG01-R-0040>.

Annex 2 presents the dates of the Study Group and the Rapporteur Groups meeting, taking into account that each Rapporteur Group also met separately, as well as during the annual Study Group meeting. A substantial amount of the work is carried out electronically and by correspondence in between the physical meetings.

3 Summary of the key results achieved

ITU estimates show that by early 2013, mobile broadband penetration in the developing world reached 20 percent while penetration levels in the developed world were 75 percent, and the number of Internet users in developing countries more than tripled to reach more than 1.8 billion between 2007 and 2013. Notwithstanding these impressive gains, developing countries continue to struggle to find ways to provide affordable and widespread access to broadband networks and services, particularly in rural, remote, and landlocked areas.

A majority of all countries now have national broadband plans, many including progressive elements such as green ICT, e-government, and digital literacy targets. Nevertheless, some developing countries indicated that their governing legislation has been outpaced by technology and market changes, and a significant number of National Regulatory Authorities (NRAs) are not “converged” -- do not have jurisdiction over broadcasting and digital communications -- potentially making it difficult to oversee an environment moving towards broadband where voice, data, and video traffic are carried over the same network. Managing the converged market is an ongoing and key issue for all countries that will remain relevant for 2014-2018. In this regard, there appears to be a strong relationship between the level of competition, the regulatory environment, and the determination of appropriate tariffs to support a transition to broadband networks. Study Group participants indicate that a reduction in the cost of access, backhaul, and international connectivity remain key goals for developing countries.

SG1 participants recognize and stated the benefits to implementing IP networks, e.g., the ability to provide new, converged and bundled services and applications over the same network to customers, low transaction and service provision costs, greater accessibility of public services, increased productivity, and the possibility to attain national economic and social development goals. Study Group participants also identified a number of challenges to completing this transition, however. They include the need for: (i) substantial investment cost for the core and access network; (ii) interoperability between existing and new IP based networks; (iii) increased technical knowledge and skilled human resources; (iv) revisions to the regulatory regime; (v) quality of service; (vi) trust and security for IP based networks and services, and (vii) service development for national needs.

With regard to investment cost, the trend is to employ heavy public financing in addition to private sources, and while the number of universal service funds has more than doubled over the last decade, and increasingly support broadband networks in their remit, a few developing countries reported that they suffer inactive or otherwise non-disbursed funds due to lack of procedures or political will. In addition, study group participants identified a need for greater targeted support for the disabled and women, as well as a need to publish reports on the status and activities of the funds.

Convergence has ushered in unprecedented overlap in agency jurisdiction and is advancing the multi-stakeholder dimension of the ICT sector. Increasingly, countries are conferring with industry, non-communications ministries, and academics in developing policy and practices to advance domestic communications. Several ministries, municipalities, and other stakeholders are involved in policies governing human exposure to electromagnetic radiation and in the disposal of ICT waste, for example. And it is common for two to three entities to have jurisdiction over consumer protection matters. Effectively addressing multiple jurisdiction questions can be especially challenging for developing countries and suggest that strategies for multi-stakeholder collaboration could be useful.

With regard to consumers, among other things, Study Group participants identified a need for consumer protection in national and regional statutes applicable to the sector, and to have greater consumer representation on National Regulatory Authorities. Consumers most commonly reported complaints concerned pricing and billing, service quality, service outages, and poor coverage. Other important issues cited by the participants were the protection and privacy of personal data, and the right to file complaints.

Study Group participants found that a greater number of people in the disabled community are obtaining access to ICT services and devices. In addition, they indicated that the legal groundwork has been substantially developed to promote access, and that more action to implement existing policies in countries around the world would be useful. In this regard, the efficacy of joining together associations and other groups was noted as key, bearing in mind that the needs of the disabled in the developing world are not always the same as those in the developed world. Financial accessibility, however, is important in all countries.

Network security including child online protection and ways to combat SPAM are seminal for developing countries and impact network development and migration to broadband platforms, consumer and accessibility issues.

3.1 Question 7-3/1 – Implementation of universal access to broadband services

The approved report of the September 2013 Rapporteur Group meeting for Question 7-3/1 can be found in [1/REP/31](#). The final report and guidelines, available in [1/246 + Annex](#) were approved.

Regarding the future of Question 7-3/1, a proposal submitted by **Thales Communications (France)** ([1/257](#)) was highlighted. It proposed merging certain existing questions to achieve one on broadband services and another on consumer protection. Ideas for a future Question dedicated to broadband from the representatives from **India** and **Rwanda** were also presented for consideration. No agreed proposal for a revised Question was presented or approved by SG1.

3.2 Question 10-3/1 – The impact of the licensing and authorization regime and other relevant regulatory measures on competition in a converged telecommunications/ICT environment

The approved report of the September 2013 Rapporteur Group meeting for Question 10-3/1 can be found in [1/REP/32](#). The final report and guidelines available in [1/247 + Annex](#) were approved.

The Group suggested discontinuing further study of various aspects of licensing, as this topic had been studied during the last three cycles. The Rapporteur suggested a new Question that could focus on emerging issues that arise from the cross-sectoral nature of the ICT market, where new applications, services and players present a host of emerging regulatory matters such as copyright, Intellectual property rights, digital management and financial transactions. These ideas were noted with appreciation, and no formal proposal was presented or approved by SG1.

3.3 Question 12-3/1 – Tariff policies, tariff models and methods of determining the costs of services on national telecommunication networks, including next-generation networks

The approved report of the September 2013 Rapporteur Group meeting for Question 12-3/1 can be found in [1/REP/33](#). The final report and guidelines available in [1/248](#) were approved.

The Rapporteur Group presented a proposal for a revised Question titled “Economic policies and methods of determining the costs of services related to national telecommunication/ICT networks, including next generation (NGN) networks” using the agreed template ([1/284](#)). The revision was approved by the Rapporteur and Vice Rapporteurs for the Question, and is attached to this report (**Annex 3**).

3.4 Question 18-2/1 – Enforcing national policies and regulations on consumer protection notably in a converging environment

The approved report of the September 2013 Rapporteur Group meeting for Question 18-2/1 can be found in [1/REP/34](#). The final report and guidelines available in [1/249 + Annex](#) were approved.

Regarding the future of Question 18-2/1, a proposal submitted by **Thales Communications (France)** ([1/257](#)) for a revised question titled “Consumer information, protection and rights: laws, regulation, economic bases, and consumer networks” received support during the Rapporteur Group meeting, and was noted by SG1. A revision to the Question was approved by the Rapporteur and Vice Rapporteurs for 18-2/1 and is attached to this report (**Annex 4**).

3.5 Question 19-2/1 – Implementation of IP telecommunication services in developing countries

The approved report of the September 2013 Rapporteur Group meeting for Question 19-2/1 can be found in [1/REP/35](#). The final report and guidelines available in [1/250 +Annex](#) were approved.

Regarding the future of Question 19-2/1, a proposal submitted by **Thales Communications (France)** ([1/255](#)) proposed a revision to study the introduction of IPv6. No proposal for a revised Question was presented or approved by SG1.

3.6 Question 20-1/1 – Access to telecommunication services and information and communication technologies (ICTs) by persons with disabilities

The approved report of the September 2013 Rapporteur Group meeting for Question 20-1/1 can be found in [1/REP/36](#). The final report and guidelines available in [1/251 +Annex](#) were approved.

Regarding the future of the Question, some participants expressed the view that issues related to accessibility and persons with disabilities could be considered cross-cutting, and that the goal should be to mainstream these aspects into all Questions under study. Participants who supported the need to continue the Question during the next study period, requested that the title refer to persons with “specific needs” and include people with “age-related disabilities”. The representative from the **People’s Republic of China** asked that the Question cover economic, policy, and legal frameworks, and measures to ensure that vendors provide accessible equipment and services. No proposal for the revised Question was presented or approved by SG1.

3.7 Question 22-1/1 – Securing information and communication networks: best practices for developing a culture of cybersecurity

The approved report of the September 2013 Rapporteur Group meeting for Question 22-1/1 can be found in [1/REP/37](#). The final report and guidelines available in [1/252 +Annexes](#) were approved, and a compendium of SG 1 country case studies on cybersecurity was posted on the ITU website at <http://www.itu.int/en/ITU-D/Cybersecurity/Documents/CCSCompendium.pdf>.

Regarding the future of Question 22-1/1, the Group agreed on areas that require further study, specifically: (i) best practices for service providers and telecommunications companies; (ii) evolving threats relating to spam and evolving countermeasures; (iii) child online protection; (iv) continue the country case compendium; consider synthesizing all of the contributions; (v) keep the survey open and (vi) continue to work to understand the question’s results relating to persons with disabilities in collaboration with Question 20-1/1. The Group also agreed to consider the issue of “abuse of numbering” within the context of developing countries and appropriate best practices. No formal proposal for the revised Question was presented or approved by SG1.

3.8 Question 23/1 – Strategies and policies concerning human exposure to electromagnetic fields

The approved report of the September 2013 Rapporteur Group meeting for Question 23/1 can be found in [1/REP/38](#). The final report and guidelines available in [1/253 +Annex](#) were approved.

Regarding the future of Question 23/1, a contribution submitted by **Thales Communications (France)** ([1/256](#)) proposed to include children in the study and suggested the title “Strategies and policies on human exposure, including that of children, to electromagnetic and electrical fields.” A suggestion was also made to have a Focus Group undertake this work, with representatives from all Sectors. No agreed proposal for the revised Question was presented or approved by SG1.

3.9 Question 24/1 – Strategies and policies for the proper disposal or reuse of telecommunications/ICT waste material

The approved report of the September 2013 Rapporteur Group meeting for Question 24/1 can be found in [1/REP/39](#). The final report and guidelines available in [1/254](#) were approved.

With regard to future study, there was support to revise the Question based on the extensive work already achieved to focus on more discrete topics that would be helpful to developing countries. No specific revisions were presented or approved by SG1.

4 Innovation in ITU-D Study Groups

Throughout the fifth study cycle, the Director of the BDT was fully supportive of efforts to examine ways to enhance ITU-D study group outputs and procedures. Several meetings were held to brainstorm and discuss these matters,⁹ and a report was prepared on behalf of the BDT Director, offering the Bureau’s ideas on the points raised by the Membership ([Ideas for Innovation in ITU-D Study Groups](#)).

Noting that input from actual study group participants would be critical to WTDC proposals on these issues, discussions between study group participants that commenced in 2012 on ways the group’s activities could be enhanced continued at the 2013 meetings, buttressed by written contributions requested by the Chairman, and ideas proposed by the **Russian Federation** in a contribution to the 2013 SG1 meeting. Members reflected on “Innovation in the ITU-D Study Groups - Update on the Input Received” ([1/214](#)), a report by the SG1 Chairman on the suggestions received through January 2013. This report indicated that Study Group participants suggested:

Reduce the number of Questions. For 2014-2018, the WTDC should reduce or limit the number of questions adopted and focus on the priorities. More than one commenter pointed out the need to avoid duplication of issues in general and for the study of broadband in particular. Noting a suggestion by the Director of the BDT, a participant also suggested that questions be linked to the BDT Programmes.

Spend more time on output documents (reports/guidelines). In the course of a meeting, analyse the Rapporteur’s draft report first (using tracked changes for new iterations) and then examine other inputs and contributions. Ensure that Rapporteurs know and enforce the established rules on late contributions, and the 50-page limit on Rapporteur’s reports. Enlist appropriate substantive experts recommended by the rapporteurs, including from the T or R sectors as appropriate, to review the draft reports. Increase the participation of developed countries, as their experience can provide a qualified benchmark for developing countries. Prepare a revision to

⁹ These issues were discussed at a management team meeting held on Sunday, 9 September 2012, and an evening session held on Wednesday, 12 September 2012 for all interested Study Group members. In addition, an “Innovation Challenge” session was held in June 2012 with ITU and BDT leadership, colleagues from the other Sectors, the TDAG Chairman, the Chairmen of the ITU-D Study Groups, and representatives from the membership.

Resolution 2 for WTDC-14 to address delayed (or late) contributions, particularly when it is the draft report of the question.

Mobilize regional and area Offices to more fully utilize the product of the study groups. Besides presentation at WTDC and publication of the results on the ITU website, send the results to Administrations and ITU-D Sector Members; mobilize the competencies and expertise of all ITU Regional and Area offices to disseminate study group work product to the countries in their respective region, and to identify other potential uses for the information. This would not be a one-time intervention, but a continuous process, with strong mechanisms for follow up. Also disseminate information through regional organizations.

Organize, in coordination with the BDT Programmes and regional offices, meetings, regional fora, workshops and seminars around the study group questions, so that participants can make recommendations on the progression and results, and at the same time raise awareness of ITU members and others about the issues under debate, various views, and conclusions.

Publicize the new Issues to be considered 2014 – 2018. Within one month following WTDC-14, prepare a press release on WTDC-14 containing its agenda and outcomes, including the results of the Study Questions, and notice of the new issues to be studied 2014-2018. Provide this information through each Regional office, with assistance from delegations having knowledge of the various national parties implicated in the ICT ecosystem, to international and regional organizations that have headquarters in the country for which an ITU regional office is responsible; administrations (Ministries for Communications, Justice, Trade, Catastrophes, etc.) various national regulators, and consumer associations. Finally, post notice of high quality, "neutral" reports on twitter.

Merge related questions; revise others. Observing that certain questions produced several output reports, one commenter suggested that study questions could be grouped according to general themes within which subtopics (new items/problem areas) could be further examined. Such subtopics could allow a single theme to be studied from various angles (policy and strategy, regulatory, economic, and technical) or could examine, for example, the specific requirements of individual countries or regions. With "convergence" as a central theme for example, subtopics for study could be: (i) policy, regulation and strategy, (ii) economic aspects, and (iii) technologies and applications.

A proposal to revise Question 23/1, would add to its study of policies on human exposure to electromagnetic fields the effects on children. The new title could be "Strategies and policies concerning exposure of humans, including children, to electromagnetic and electric fields." A revised Question 19-2/1 could address IP-based services and take into account IPv6 implementation, including migration from IPv4. Certain existing questions on broadband, convergence, and universal access could be grouped together, and a revised question could be created that would be dedicated to consumer protection.

SG 1 participants also discussed the positions expressed in a contribution from the **Russian Federation** titled "Improving efficiency of ITU-D Study Group activities" ([1/293](#)). Among other things, the contribution suggested that Study Groups could become more results-oriented by defining as their ultimate output the development of new or revised ITU-D Recommendations with greater involvement of experts from other Sectors. It also proposed three Working Parties under the two Study Groups that would be linked to appropriate topics in the ITU-D strategic plan and BDT Programmes. The **Russian Federation** also noted the need for more time to study the issues

and prepare reports and recommendations. They informed the participants that these ideas would be used in their preparation for the WTDC.

Several study group participants expressed their appreciation for these proposals, and as a result of the feedback received, a proposal to hold SG1 and SG2 meetings in parallel was withdrawn. Study Group member's views varied on other proposals, and some members expressed hesitation on adopting a working party structure, while others opposed its use, noting that the Development Sector should not strive to be a carbon copy of the other sectors, given its unique mission and purpose.

5 Correspondence Group to propose a working definition of the term "ICT"

Created in September 2012, the Correspondence Group established to develop a working definition of the term "ICT" received twenty-eight proposed working definitions from 35 entities in 26 countries. The Group concluded its work on Sunday, 8 September 2013, led by the Chair of ITU-D SG 1, Ms Roxanne McElvane (**United States**), and the Co-convenor of the Correspondence Group and Chairman of TDAG, Dr Vladimir Minkin (**Russian Federation**). The Group agreed on the following working definition of the term "ICT:" ***Technologies and equipment that handle (e.g., access, create, collect, store, transmit, receive, disseminate) information and communication.***

This working definition was developed to comport with parameters and guidelines identified by the contributors to the Correspondence Group and approved at the 8 September 2013 meeting. Thus, the Correspondence Group intends for the working definition to be high-level and brief; technologically neutral; applicable to the ITU's roles and responsibilities, broad enough to take into account a converged environment; technologically neutral; consistent with United Nations' human rights declarations; and confined to use in the work, recommendations, and resolutions of the ITU's three sectors. The working definition is *not* intended to include content, services, software, or applications; interfere with the security or integrity of networks or personal data; appear in legally binding documents like the ITU Constitution or Convention, or expand the scope of ITU activities. This conclusion was reported to ITU-D Study Group 1 during its plenary meeting on 13 September 2013, and was presented to TDAG 2013.

6 Conclusion and recommendations

Questions adopted at WTDC-14 will set the stage for discussions and activity among ITU-D study group participants through the year 2018. New and revised questions that are forward looking will best serve the membership. Moreover, it is important for the expected outputs of each question adopted to be clear and well defined to induce appropriate contributions and useful outputs, including best practice guidelines. One area to consider when exploring revisions to existing questions and future studies could be the unsolved challenges identified in the final reports of the fifth study period, 2010-2014. These final reports and guidelines can also be valuable inputs to future study of related issues, as they provide good background and help avoid duplication. ***Links to relevant final reports should be provided to the management team in advance of the study group meetings and made available as an input to the first meetings in 2014.***

Optimally, strategic and substantive priorities precede and take into account decisions about structural reform. Many suggestions for changes to study group procedures emerged during the discussions on innovation and elsewhere. All contributions from study group participants and the BDT on ways to innovate were received with great appreciation, as efforts toward continual improvement are the mainstay of progress for any organization. ***WTDC participants are urged to***

give the suggestions raised in Section 4 of this report their full consideration. When considering changes to the Study Groups through revisions to Resolutions 1 and 2, however, it is important to keep in mind that **the goal of ITU-D procedures should be to maximize participation by developing countries, and encourage greater participation by developed countries.** The impact on developing country participation, including costs related to fellowships, translation of documents, interpretation, travel, etc. should be kept in mind when considering proposals for reform. With these guideposts, no doubt the outcome of efforts to enhance these procedures at WTDC-14 will yield a stronger ITU-D.

ITU-D Member States and Sector Members largely agree on the priorities of the Sector, and many share the same challenges. Even where standard guidelines already exist for some issues, or are in the process of being developed outside of the study group context, in many cases there is no substitution for concentrated discussion with peers around their applicability to the specific and often changing circumstances faced by individual developing countries. It is rare, even in the case of standard guidelines to have solutions that are perfectly tailored for each country. Ongoing communication between ITU Member States, Sector Members, and the BDT through the study groups can confirm the value of conventional practices while helping to test, refine, and adjust those ideas as the sector evolves. **Where applicable, dialogue along these lines should be encouraged 2014-2018 between study group participants and BDT staff, including those working in the regions.**

All participants in the 2010-2014 session of SG1 are to be commended for sharing their experiences, views, time, and talent. Going forward, all ITU-D Member States and Sector Members are encouraged to attend and share their experiences and opinions with the Study Group. For 2014 – 2018, **while maintaining the good participation received from Africa, Asia/Australasia, and Western Europe, actions to increase attendance from the Americas and Eastern Europe/Northern Asia, which had the least attendees in 2010-2014, would benefit the ITU-D sector as a whole.**

Study Group 1 successfully carried out its mandate because of the hard work, dedication, perseverance, flexibility, and expertise of all the parties concerned: the SG1 Management Team, Vice Chairs, Rapporteurs, Vice-Rapporteurs, Focal Points, Secretariat, active contributors, meeting participants, interpreters and translators. With strong support from the BDT Director and his staff, and with cooperation of the Chair of Study Group 2, Mr. Mokrane Akli, the Group fulfilled its mission.

Finally, I wish to thank the United States Administration, including the Federal Communications Commission and the Department of State, for their vital and consistent support to ITU-D, the ITU-D Study Groups, and to the Chair.

Annex 1
Study Group 1 Chairman, Vice-Chairmen, Rapporteurs,
Vice-Rapporteurs, BDT Focal Points, and BDT Secretariat

Fifth study period (2010-2014)

Study Group 1 Chairman and Vice-Chairmen

Role	Name/Country
Chairman	Ms Roxanne McElvane (United States of America)
Vice-Chairman	Ms Regina Fleur Assoumou Bessou (Côte d'Ivoire)
Vice-Chairman	Ms Blanca Gonzalez (Spain)
Vice-Chairman	Mr Muwaffaq Abu Aqola (Jordan) replaced by Wesam Al-Ramadeen (Jordan) in 2013
Vice-Chairman	Mr Kirill Balov (Uzbekistan) stepped down in 2012; Mr Alisher Fayzullaev (Uzbekistan) was nominated to replace him in 2013
Vice-Chairman	Ms María Dolores Peña (Venezuela)
Vice-Chairman	Mr Nguyen Quy Quyen (Viet Nam)

Study Group 1 Rapporteurs, Vice-Rapporteurs, and BDT Focal Points

Question	Title of the Question/Role	Name/Country/Organization	Focal Point
Q7-3/1	Implementation of universal access to broadband services		Ms A. Pileri
	Rapporteur	Mr H. Makki (Switzerland)	
	Vice-Rapporteur	Mr R. Alabatena (Cameroon)	
	Vice-Rapporteur	Ms F. Apetey (Côte d'Ivoire)	
	Vice-Rapporteur	Mr L. Gaofeng (China)	
	Vice-Rapporteur	Mr J. B. Yuma Utchudi (Dem. Rep. of the Congo)	
	Vice-Rapporteur	Mr A. Kébé (Guinea)	
	Vice-Rapporteur	Mr J. N. Njeru (Kenya)	
	Vice-Rapporteur	Mr F. Güven (Türk Telekom Group, Turkey)	
	Vice-Rapporteur	Mr T. Muluk (Intel Corporation, United States)	
Q10-3/1	The impact of the licensing and authorization regime and other relevant regulatory measures on competition in a converged telecommunication/ICT environment		Ms N. Sundberg
	Rapporteur	Ms F. Mdachi (Tanzania)	

Question	Title of the Question/Role	Name/Country/Organization	Focal Point
	Vice-Rapporteur	Ms D. M'Poue (Côte d'Ivoire)	
	Vice-Rapporteur	Mr A. Traoré (Mali)	
	Vice-Rapporteur	Mr S. B. Wagle (Nepal)	
	Vice-Rapporteur	Mr A. Malam Garba (Niger)	
	Vice-Rapporteur	Mr B. S. Diop (Senegal)	
	Vice-Rapporteur	Ms E. E. Djomeda (Togo)	
	Vice-Rapporteur	Mr M. H. Koç (Türk Telekom Group, Turkey)	
Q12-3/1	Tariff policies, tariff models and methods of determining the costs of services on national telecommunication networks, including next-generation networks		Ms C. Prado Wagner
	Rapporteur	Mr V. Capo (Togo)	
	Vice-Rapporteur	Mr T. Carne Bertini (Brazil)	
	Vice-Rapporteur	Mr A. Ipou (Côte d'Ivoire)	
	Vice-Rapporteur	Mr A. Kébé (Guinea)	
	Vice-Rapporteur	Mr J. N. Njeru (Kenya)	
	Vice-Rapporteur	Mr A. Dembelé (Mali)	
	Vice-Rapporteur	Ms R. M. Gomez de Evers (COPACO S.A., Paraguay)	
	Vice-Rapporteur	Mr H. Sy (Senegal)	
	Vice-Rapporteur	Mr U. Yüksel (Türk Telekom Group, Turkey)	
	Vice-Rapporteur	Ms N. T. M. Huyen (Vietnam)	
Q18-2/1	Enforcing national policies and regulations on consumer protection notably in a converging environment		Mr M. Fall
	Rapporteur	Ms F. R. Assoumou-Bessou (Côte d'Ivoire)	
	Vice-Rapporteur	Mr A. R. Houehou (African Ict Consumers Network, Benin)	
	Vice-Rapporteur	Mr C. Jinqiao (China)	
	Vice-Rapporteur	Mr Ph. Mège (THALES Communications, France)	
	Vice-Rapporteur	Mr M. Dioulde Sow (Guinea)	
	Vice-Rapporteur	Mr I. A. Koné (Mali)	

Question	Title of the Question/Role	Name/Country/Organization	Focal Point
	Vice-Rapporteur	Mr F. Ardiç (Türk Telekom Group, Turkey)	
Q19-2/1	Implementation of IP telecommunication services in developing countries		Mr D. Karyabwite
	Rapporteur	Mr F. Djoumessi Dontsa (Cameroon)	
	Previous Rapporteur	Ms A. Kandemir (Turkey)	
	Vice-Rapporteur	Mr Y. Bouzar (Algeria)	
	Vice-Rapporteur	Mr R. Outemzabet (Algeria)	
	Vice-Rapporteur	Mr P. Zeboua (Côte d'Ivoire)	
	Vice-Rapporteur	Mr S. M. Faty (Senegal)	
Q20-1/1	Access to telecommunication services and information and communication technologies (ICT) by persons with disabilities		Ms S. Schorr
	Acting Rapporteur	Ms M. Duhem (Mexico)	
	Vice-Rapporteur	Mr R. Alabatena (Cameroon)	
	Vice-Rapporteur	Mr Y. Tomioka (Tokai University, Japan) Nominated replacement (2013): Mr M. Matsumoto (Waseda University, Japan)	
	Vice-Rapporteur	Mr A. Dembelé (Mali)	
	Vice-Rapporteur	Mr F. Güven (Türk Telekom Group, Turkey)	
Q22-1/1	Securing information and communication networks: Best practices for developing a culture of cybersecurity		Mr M. Obiso
	Co-Rapporteur	Mr J. Ennis (United States of America)	
	Co-Rapporteur	Mr E. Lear (Cisco, United States of America)	
	Vice-Rapporteur	Ms V. Copetti Cravo (Brazil)	
	Vice-Rapporteur	Ms. F. Apetey (Côte d'Ivoire)	
	Vice-Rapporteur	Mr D. Z. Gbongué (Côte d'Ivoire)	

Question	Title of the Question/Role	Name/Country/Organization	Focal Point
	Vice-Rapporteur	Mr R. Jha (India)	
	Vice-Rapporteur	Mr R. El Moutaraji (Morocco)	
	Vice-Rapporteur	Ms R.Al-Balushi (Oman)	
	Vice-Rapporteur	Ms E. Nzagi (Tanzania)	
Q23/1	Strategies and policies concerning human exposure to electromagnetic fields		Mr I. Bozsoki
	Rapporteur	Ms L. Tshoko (Botswana)	
	Vice-Rapporteur	Ms G. Aka (Côte d'Ivoire)	
	Vice-Rapporteur	Mr M. Dioulde Sow (Guinea)	
Q24/1	Strategies and policies for the proper disposal or reuse of ICT waste material		Ms M. Delgado
	Rapporteur	Ms M.P. Castellanos (Colombia)	
	Vice-Rapporteur	Mr R. Houehou (African ICT Consumers Network, Benin)	

ITU-D Study Group Secretariat, Technical and Administrative Support

Role	Staff
Study Group Secretariat	
	Ms Christine Sund
	Ms Maite Comas Barnes
	Ms Catherine Stoudmann
Registration	
	Ms Mercy Nortey
	Ms Saida Najeh
	Ms Laura Puyana
	Ms Na Demoulin
Technical Support	
	Mr Paulo Cabral
	Mr Christian Gerlier
	Mr Gael Jaboulay
	Mr Efrem Yousef
	Mr Mohammad Althaher
	Ms Marta Garcia Aliaga
	Mr Thomas Tsang

Annex 2
ITU-D Study Group 1 Meetings
(2010-2013)

Study Group/ Rapporteur Group meeting	Date and location
Study Group 1 meetings	
Fourth meeting of ITU-D Study Group 1	9-13 September 2013, Switzerland [Geneva]
Third meeting of ITU-D Study Group 1	10-14 September 2012, Switzerland [Geneva]
Second meeting of ITU-D Study Group 1	5-9 September 2011, Switzerland [Geneva]
First meeting of ITU-D Study Group 1	20-23 September 2010, Switzerland [Geneva]
Rapporteur Group meetings	
Rapporteur Group meetings for Study Group 1 Questions 7-3/1, 10-3/1, 12-3/1, 18-2/1, 19-2/1, 20-1/1, 22-1/1, 23/1, 24/1	16-26 April 2013, Switzerland [Geneva]
Rapporteur Group meetings for Questions 7-3/1, 10-3/1, 12-3/1, 18-2/1, 20-1/1, 22-1/1, 23/1, 24/1	18 April-27 April 2012, Switzerland [Geneva]
Rapporteur Group meeting for Question 19-2/1	9-10 April 2012, Oman [Muscat]
Second block of Rapporteur Group meetings	2-13 May 2011, Switzerland [Geneva]

Annex 3
Proposed revision of Question 12-3/1

Title: “Economic policies and methods of determining the costs of services related to national telecommunication/ICT networks, including next generation (NGN) networks”

1 Introduction

In recognition of the progress made during the last period on this Question, the revised Question will take into account the fact that under NGN, operators and service providers will have access to telecommunications/ICT networks, including broadband infrastructure networks and services in a converged manner in order to provide multi-media services and electronic applications (e-government, e-education, e-health, e-banking, e-commerce).

This document presents a draft work program to guide the activities related to proposed/revised Question 12 “Economic Policies and Methods of determining the costs of services related to national telecommunication/ICT networks, including next generation (NGN) networks” and covers:

- Identification of active collaborators;
- Expected outputs of the Question;
- Working methods; and
- Work programme.

2 Identification of active collaborators

An important contribution for the work to be made on this Question is expected to come from a group of international experts (Rapporteur’s Group). Thus, all interested parties are invited to join the Rapporteur's Group so that the work on this Question can satisfactorily progress and comprehensively cover the scope of Question 12.

3 Expected outputs of the Question

In specific, the Question will consider the following main topics:

1. New charging methods (or models if applicable) for services provided over NGN networks
 - 1.1 Methods (or models if applicable) for determining the costs of access to telecommunications in an NGN environment (wholesale level)
 - 1.2 Methods (or models if applicable) for determining the costs of telecommunications services in an NGN environment (retail level)
2. Infrastructure sharing models-financial and tariff impacts
 - 2.1 Infrastructures sharing and access to networks/infrastructure for new entrants including national roaming aspects
 - 2.2 Incentives for network development
 - 2.3 The impact of infrastructure sharing on Investment cost, provision of telecommunication/ICT services and prices to consumers: Case studies with quantitative analysis.
3. Financial and economic impact of electronic applications strategies
 - 3.1 Countries experiences on the promotion/adoption of electronic applications strategies

- 3.2 Economic impacts on implementation of electronic applications strategies and advantage to users
- 4. Consumers prices evolution and impact on ICT service usage, innovation, investment and operators' revenues
 - 4.1 New and innovative pricing methodologies and business models for services deployed in NGN environment
 - 4.2 Trends in prices of telecommunications/ICT services
 - 4.3 Impact of prices reduction on ICT services adoption and use; reduction on consummation, innovation, investment and operators and service providers revenues
- 5. Methods of determining the cost of licenses for the operation of networks and/or the provision of telecommunications services delivered to operators or service providers, including the costs of resources made available (e.g. frequencies and numbering) to them in the country in a convergent environment
 - 5.1 Methods of determining licenses fees: Case studies and country experiences
 - 5.2 Evolution of licenses fees according to the market, including other resources fees (frequencies, numbering and IP addressing)
 - 5.3 Best practices of determining licenses fees

Note: The frequencies licenses fees study will be done in cooperation with Resolution 9 (Joint ITU-R/ITU-D Study Group), to avoid study duplication.

Expected guidelines:

1. Guidelines for promoting infrastructure sharing - highlighting the best practices
2. Guidelines for encouraging price/tariff reduction to consumers

4 Working methods

The Rapporteur's Group will make use of all past efforts done in the ITU, such as, questionnaires sent to Administrations and Sector Members, case studies, seminars material and conclusions and all other relevant document presented to the group. The ITU-D Tariff Policies Survey developed by the Regulatory and Market Environment Division (RME), will continue to be the main source of data collected, as this survey is sent each year to National Regulatory Authorities (NRAs) of ITU Member States.

4.1 Working procedures

Concerning procedures to be followed, the group work is conducted by using electronic means available to the extent practicable, respecting the target deadlines presented in the proposed working programme at the best. Status reports will be presented each semester to the ITU-D Study Groups 1 and 2 Management Team as well as to the Plenary Meetings. The Final Report of the Question will be concluded and presented during the 4th Study Group 1 Plenary Meeting.

4.2 Contributions

Contributions from countries/administrations and countries case studies in response to the work of Question 12 are invited. Contributions will be processed and dispatched in accordance with Resolution 1 (Hyderabad, 2010).

4.3 Liaison required with other groups

Question 12 will liaise closely with ITU-T Study Group 3 and its Regional Groups for Africa (SG3RG-AFR), Asia and Oceania (SG3RG-AO), Arab States (SG3RG-ARB) and Latin America and the Caribbean (SG3RG-LAC), ITU D Study Groups 1 and 2 and other international and regional organizations concerned with issues relating to costs and tariffs for telecommunication services, and ITU-D Programme 3 Regulatory and Market Environment Division (RME).

4.4 Proposed meetings of the Rapporteur's Group

Considering the issues related to this question and in order to determine next steps towards the conclusion of Question 12 expected outputs, it is proposed to convene Rapporteur's Group meetings (virtual or face to face) with an objective of minimum one meeting per year, so that the work done can be deeply discussed amongst the active collaborators and directions be changed if it was the case.

5 Work programme

Proposed results and target dates for the 2014-2018 period:

DATE	ACTIVITY/EXPECTED OUTPUT	RESPONSIBLE	STATUS
dd.09.2014	Draft outline general framework for the future Output report (main chapters)	Rapporteur's Group	
	Elaboration of questionnaires, administration and analysis of data and contributions received	Rapporteur's Group/ BDT Programme 3/	
	An interim report	Rapporteur's Group	
dd.09.2016	Questionnaires administration and analysis	BDT Programme 3/ Rapporteur's Group	
	ITU-D Regional Seminars on Costs and Tariffs in coordination with the ITU-T SG3 Regional Groups for Africa, Americas, Arab States and Asia and the Pacific	BDT Programme 3	
	Development of Guidelines	Rapporteur's Group	
	Elaboration of the final draft report	Rapporteur's Group	
	Tariff Policies Questionnaires administration and analysis	BDT Programme 3/ Rapporteur's Group	
dd.09.2017	Revision of the final draft report	BDT Programme 3/ Rapporteur's Group	
	A final report and guidelines	Rapporteur's Group	

Annex 4
Proposed revision to Question 18-2/1

Title: Consumer information, protection and rights: laws, regulation, economic bases, consumer networks

1 Statement of the situation

considering

- a) that during WTDC-14, account was taken of the wish of Member States and Sector Members to study the protection of telecommunication/ICT consumers, and that study was included under convergence. Faced with the rapid evolution of technologies and the appearance on the market of ever-more sophisticated equipment, consumers who are not telecommunication/ICT experts can find themselves at a loss. In consequence, consumer information and consumer rights have become a priority and the topic should be made the subject of a separate study;
- b) that the majority of meetings organized by the leading telecommunication and ICT players, the issue of consumer protection has become a constant concern, yet neither regulators, operators, service providers, nor equipment manufacturers have defined or provided a specific legal basis for the legal consumer protection instruments that need to be implemented in order to guarantee universal access to quality telecommunication/ICT services at low cost;
- c) that, given the pace of change and the time it takes to introduce and implement new legislation and regulations, bodies responsible for consumer protection (regulators, public and private agencies) should regularly amend their regulatory frameworks on the basis of the right balance between the interests of operators/service providers and those of users in areas such as subscription agreements, protection of intellectual property rights and management of digital rights, without detriment to innovative models of e-commerce (for example, e-commerce and commerce using mobile phones which open up wide prospects for transborder commerce by enabling hitherto underserved communities to have access to certain goods and services);
- d) one of the key challenges for regulators, which is to establish a culture of security that promotes trust in telecommunication/ICT applications and services, one in which there is effective enforcement of privacy and consumer protection;
- e) that all consumers must have all the information which they need in order to make informed choices and benefit from adequate protection and compensation mechanisms when problems arise;
- f) that for most developing countries, the functioning of consumer protection associations in general – and in the telecommunication/ICT sector specifically, especially in terms of experience and professionalism – presents difficulties when it comes to the management of consumer protection with state agencies, regulators or service providers/operators;
- g) that education and awareness raising for consumers, including persons with disabilities, women and children, should be a matter for all the parties involved in consumer protection (regulators, consumer protection bodies, and policy-makers);
- h) that the development of intersectoral competition with the emergence of services resulting from convergence (bundled services, services via mobile, etc.) makes it even more essential to enhance transborder cooperation, and for regulators and policy-makers to improve

their competences and the tools intended to protect consumers. Furthermore, the question of after-sales service, which is one criterion for consumer choice, will need to be studied;

considering further

- a) that the study carried out over the last study cycle built on and encompassed the findings previously made on basic issues of consumer protection, in particular in the convergent environment, and enforcement, including appropriate national legislation, practices, procedures and sanctions;
- b) that the study in question addressed challenges of enforcement of law, policies and regulations in the area of consumer protection, specifically describing enforcement practices in selected countries, covering also protection in the context of convergence;
- c) that the study proposes a number of guidelines that are applicable in diverse circumstances and will assist Member States and Sector Members in their efforts to enforce their national laws in the area of protection for consumers of telecommunication/ICT services;
- d) that these studies on consumer protection in the context of convergence should nevertheless be completed and focus on the new challenges;
- e) that Member States and Sector Members would benefit from a report setting out the various resources, strategies, and tools available to improve enforcement of their national and regional laws, rules and regulations governing consumer information, protection and rights, from the perspective of laws, regulations, economic bases and consumer protection networks/organizations.

2 Question for study

- To describe the organizational methods and strategies developed by public consumer protection agencies with regard to legislation/regulations and regulatory activities;
- To describe mechanisms/means put in place by regulators, operators/service providers and consumer protection agencies to inform consumers, in particular the different subject areas covered;
- The role of international, regional and national organizations for the protection of telecommunication/ICT consumers' rights;
- To study any economic and financial measures adopted by national authorities in the interests of consumers of telecommunication/ICT services, in particular specific categories of users (persons with disabilities, women and children);
- To study the challenges in relation to the provision of new convergent services (transparency of service offers, fluidity of markets, quality and availability of services, value-added services, after-sales services, procedures for dealing with consumers' complaints or concerns, and so on) relating to consumer protection, as well as the policies, regulations and rules established by NRAs to protect consumers against possible abuses by operators/providers of these convergent services.

3 Expected outputs

- A report to Member States and Sector Members, consumer protection organizations, operators and service providers, setting out guidelines and best practices that will need to be produced to help these actors to find the tools needed for a better culture of consumer

protection as regards information, awareness raising, inclusion of consumers' fundamental rights in laws and national, regional or international regulatory texts, and consumer protection in the provision of all telecommunication/ICT services.

- Organization of regional seminars on consumer protection: consumer information, protection and rights: laws, economic and financial bases, consumer networks.

4 Timing

An interim report will be presented to Study Group X in 2015. It is proposed that this study should be completed in 2017, when a final report will be submitted.

5 Proposers/sponsors

ITU-D Study Group 1, proposes the continuation of this Question as here modified.

6 Sources of input

- a) Contributions from Member States, Sector Members and interested regional and international organizations, such as the UN and its specialized agencies, the OECD, and recognized consumers' associations.
- b) Surveys/interviews.
- c) Regulatory information available through BDT.
- d) Websites of national regulatory authorities for telecommunication/ICT worldwide, regional and national governmental bodies responsible for consumer protection, and recognized consumers' associations.
- e) Relevant work currently being undertaken in ITU-T and ITU-R.
- f) Other relevant sources.

7 Target audience

Target audience	Developed countries	Developing countries ¹
Telecom policy-makers	X	X
Telecom regulators	X	X
Operators/providers of telecommunication/ICT services	X	X
Telecommunication/ICT consumer protection organizations	X	X

¹ This includes also least developed countries (LDCs), small island developing states (SIDS), landlocked developing countries (LLDCs) and countries with economies in transition.

a) Target audience

All the target audiences under point 7 above, with particular attention to the needs of developing countries.

b) Proposed methods for the implementation of the results

- Electronic distribution of the report and guidelines to all Member States, Sector Members and their respective NRAs, and ITU regional offices
- Distribution of the report and guidelines at the Global Regulators' Symposium and relevant BDT, BR and TSB seminars.

8 Proposed methods of handling the Question**a) How?**

- | | |
|---|--------------------------|
| 1) Within a study group: | X |
| – Question (over a multi-year study period) | <input type="checkbox"/> |
| 2) Within regular BDT activity: | |
| – Programmes (1) | X |
| – Projects: Regional Initiatives | <input type="checkbox"/> |
| – Expert consultants | <input type="checkbox"/> |
| 3) In other ways – describe (e.g. regional, within other organizations, jointly with other organizations, etc.) | <input type="checkbox"/> |

Together with recognized international, regional and national bodies for the protection of telecommunication/ICT consumers.

b) Why within Study Group [X]?

A study group provides the best vehicle for the widest participation by developing countries both in the work of the Question and in shaping the outcome documents (i.e. best practice guidelines).

9 Coordination

This Question should be coordinated with ITU-D Programme 1 and with Questions relating to persons with disabilities including persons with special needs, and telecommunication/ICT services proposed for study during the 2014-2018 study period in Study Group [X].

10 BDT Programme Link

ITU-D Programme 1.

11 Other relevant information

As may become apparent within the lifetime of this Question.

Annex 6
Incoming liaison statements received by SG1

QALL

Web	Received	Source	Title	Question
[1/294]	2013-09-02	ITU-T Focus Group on Innovation	Liaison Statement from the ITU-T Focus Group on Innovation to ITU-D SG1 and SG 2 on Collaboration on document successful cases of ICT Innovations in emerging economies	QALL
[1/289]	2013-08-30	Chairman, ITU-T JCA-AHF	Liaison Statement from JCA-AHF to ITU-D SG1 - Draft Joint Coordination Activity on Accessibility and Human Factors meeting report (24 April 2013)	QALL
[1/263]	2013-06-29	Telecommunication Standardization Advisory Group	Liaison statement from TSAG for BDT on WTSA-12 Action Plan	QALL
[1/245]	2013-06-13	ITU-T Study Group 3	Liaison statement from ITU-T SG3 to ITU-D SG1 - Invitation to participate in and provide input to the work of the Correspondence Group on the Elaboration of a Working Definition of the Term "ICT" [to ITU-T SG2, TSAG and ITU-D SG1's Correspondence Group on the Elaboration of a Working Definition of the Term "ICT"]	QALL
[1/231]	2013-05-23	ITU-T JCA-AHF	Liaison Statement from ITU-T JCA-AHF to ITU-D Study Groups 1 and 2 on Nomination of JCA-AHF representatives [to ITU-D Study Groups]	QALL
[1/224]	2013-05-03	ITU-T Study Group 17	Liaison Statement from ITU-T SG17 to ITU-D SG1 - Invitation to participate in and provide input to the work of the Correspondence Group on the Elaboration of a Working Definition of the Term 'ICT' (reply to ITU-D SG 1 - LS 3 -E) to ITU-D SG1 Chairman	QALL
[1/219]	2013-04-23	ITU-T Study Group 12	Liaison Statement from ITU-T SG12 to ITU-D SG1 - Invitation to participate in and provide input to the work of the Correspondence Group on the Elaboration of a Working Definition of the Term "ICT" to ITU-D SG1 (ITU-D SG 1 LS 3)	QALL
[1/218]	2013-03-15	ITU-T Study Group 11	Liaison Statement from ITU-T SG11 to ITU-D SG1 - Correspondent group on the elaboration of working definition of ICT	QALL
[1/217]	2013-02-19	ITU-T Study Group 2	Liaison Statement from ITU-T SG2 to ITU-D SG1 - ITU-T SG2 input to the work of the Correspondence Group on the Elaboration of a Working Definition of the Term "ICT"	QALL

Web	Received	Source	Title	Question
[1/216] (Rev.1)	2013-02-15	ITU-T Study Group 5	Liaison Statement from ITU-T SG5 to ITU-D SG1 - Liaison on definition of Information and Communication Technology, ICT	QALL
[1/215]	2013-02-05	ITU-T Study Group 16	Liaison Statement from ITU-T SG16 to ITU-D SG1 - Invitation to participate in and provide input to the work of the Correspondence Group on the Elaboration of a working definition of the term "ICT"	QALL
[1/139]	2012-06-05	ITU-R Study Groups - Working Party 5A	Liaison Statement from ITU-R WP 5A: Technical characteristics of wireless aids for hearing impaired people operating in the VHF and UHF frequency range	QALL
[1/134]	2012-02-14	ITU-T Focus Group on AVA	Liaison Statement from ITU-T FG AVA to ITU-D Study Groups 1 and 2: Technical characteristics of wireless aids for hearing impaired people operating in the VHF and UHF frequency range	QALL
[1/76]	2011-07-19	Telecommunication Standardization Bureau	Liaison Statement on the first meeting of ITU-T Focus Group on Audiovisual Media Accessibility (FG AVA)	QALL

Q12-3/1

Web	Received	Source	Title	Question
[RGQ12-3/1/18]	2012-03-22	ITU-T Study Group 3	Liaison Statement from ITU-T Study Group 3 to ITU-D Question 12-3/1 - Summary of work on the study on the economic and tariff consequences of convergence and next-generation networks (NGN) for SG3RG-LAC	Q12-3/1
[RGQ12-3/1/6]	2011-04-04	ITU-T Study Group 3	Liaison Statement to ITU-D Question 12-3/1: Progress report on activities being carried out under the work programme on the topic: economic and tariff consequences of convergence and next-generation networks (NGN), including practical cases	Q12-3/1

Q20-1/1

Web	Received	Source	Title	Question
[1/295]	2013-08-30	Chairman, ITU-T JCA-AHF	Liaison Statement from JCA-AHF to ITU-D SG1 Q20-1/1 - Draft revisions for ITU-D Handbook on Emergency Telecommunications	Q20-1/1

Web	Received	Source	Title	Question
[1/243]	2013-06-05	ITU-R Study Groups - Working Party 5A	Liaison Statement from ITU-SG WP5A to ITU-D Study Groups 1 and 2 on Draft revision of Recommendation ITU-R M.1076	Q20-1/1, Q14-3/2
[1/232]	2013-05-24	ITU-R Study Groups - Working Party 5B	Liaison Statement from ITU-SG WP5B to ITU-D SG 1 and 2 on a draft revision of Recommendation ITU-R M.1076	Q20-1/1, Q14-3/2
[1/230]	2013-05-23	ITU-T JCA-AHF	Liaison Statement from ITU-T JCA-AHF to ITU-D Study Group 1 Question 20-1/1 on Draft EN 301 549 "Accessibility requirements for public procurement of ICT products and services in Europe" under Public Enquiry (ETSI TC HF - HF(13)60_019) [to ETSI TC HF]	Q20-1/1
[1/229]	2013-05-23	ITU-T JCA-AHF	Liaison Statement from ITU-T JCA-AHF to ITU-D Study Groups 1 and 2 on Technical characteristics of wireless aids for hearing impaired people operating in the VHF and UHF frequency range (COM 16-LS 14) [to ITU-R WP5A and ITU-T SG 16]	Q20-1/1, Q14-3/2
[1/226]	2013-05-06	ITU-T JCA-AHF	Liaison Statement from ITU-T JCA-AHF to ITU-D Q20-1/1, Q14-3/2 and Q22-1/2 on contact person for JCA-AHF	Q22-1/2, Q20-1/1, Q14-3/2
[1/225]	2013-05-06	ITU-T JCA-AHF	Liaison Statement from ITU-T JCA-AHF to ITU-D Q20-1/1, Q14-3/2 and Q22-1/2 about new work items on e-health (COM 16 - LS 19 -E)	Q22-1/2, Q20-1/1, Q14-3/2
[1/220]	2013-04-15	ITU-T Focus Group on AVA	Liaison Statement from ITU-T FG-AVA to ITU-D Q22-1/2 on LSOR from FG AVA to ITU-D on draft third edition of "Handbook on Emergency Telecommunications"	Q22-1/2, Q20-1/1
[1/197]	2012-09-04	Convener, ITU-T JCA-AHF	Liaison Statement from Convener, ITU-T JCA-AHF, to ITU-D Question 20-1/1, containing the JCA-AHF report of 9 May 2012 meeting	Q20-1/1
[RGQ20-1/1/48] +Ann.1	2013-02-22	ITU-T Focus Group on AVA	Liaison Statement to ITU-D Study Groups from FG-AVA regarding LS to ARIB, ATSC, DVB and SBTVD on signing service guideline	Q20-1/1, Q11-3/2
[RGQ20-1/1/47]	2013-02-22	ITU-T Focus Group on AVA	Liaison Statement to ITU-D Study Groups from FG-AVA regarding LS from FG AVA to ARIB, ATSC, DVB, SARFT and SBTVD on subtitle/captioning system	Q20-1/1, Q11-3/2
[RGQ20-1/1/46]	2013-02-20	ITU-T Focus Group on DR & NRR	Liaison Statement to ITU-D SG1 Question 20-1/1 and SG2 Question 22-1/2 from FG DR&NRR on Study on "Emergency Communication System for Persons with Hearing and Speaking Disabilities"	Q22-1/2, Q20-1/1

Web	Received	Source	Title	Question
[RGQ20-1/1/45]	2013-02-12	ITU-T JCA-AHF	Liaison Statement to ITU-D Study Groups 1 and 2 from JCA-AHF about a reply liaison statement to the Facilitator of Correspondence Group on "Handbook on Emergency Telecommunications" third draft edition (8 January 2013) - request for comments	Q22-1/2, Q20-1/1
[RGQ20-1/1/44]	2013-02-12	ITU-T JCA-AHF	Liaison Statement to ITU-D Study Groups 1 and 2 from JCA-AHF about a reply liaison statement to ITU-T Focus Group on Disaster Relief Systems, Network Resilience and Recovery (FG-DR&NRR)	Q22-1/2, Q20-1/1
[RGQ20-1/1/43]	2013-02-22	ITU-T Focus Group on AVA	Liaison Statement to ITU-D Study Group 2 Q22-1/2 from FG-AVA regarding LS from FGAVA to ITU-D on draft third edition of "Handbook on Emergency Telecommunications"	Q22-1/2, Q20-1/1
[RGQ20-1/1/41]	2013-02-12	ITU-T JCA-AHF	Liaison Statement to ITU-D SG1 Question 20-1/1 regarding LS from ITU-T JCA-AHF on a Reply LS on Draft Revision of Recommendation ITU-R M.1076	Q20-1/1
[RGQ20-1/1/40] +Ann.1	2013-02-22	ITU-T Focus Group on AVA	Liaison Statement to ITU-D SG1 Q20-1/1 from FG-AVA regarding LS from FGAVA to IEC TC 100 on use cases for the forthcoming report on ambient assisted living (AAL)	Q20-1/1
[RGQ20-1/1/39]	2013-02-22	ITU-T Focus Group on AVA	Liaison Statement to ITU-D SG1 Q20-1/1 from FG-AVA regarding LS from FG AVA to ICAO on accessibility issues on pre-flight safety demonstration videos	Q20-1/1
[RGQ20-1/1/38]	2013-02-05	ITU-T Study Group 16	Liaison Statement to ITU-D SG1 Question 20-1/1 from the ITU-T SG16 on Internet access for persons with disabilities	Q20-1/1
[RGQ20-1/1/37]	2013-02-05	ITU-T Study Group 16	Liaison Statement to ITU-D SG1 Question 20-1/1 from the ITU-T SG16 on Technical characteristics of wireless aids for hearing impaired people operating in the VHF and UHF frequency range	Q20-1/1
[RGQ20-1/1/32]	2012-12-18	ITU-T Focus Group on DR & NRR	Liaison Statement to ITU-D SG1 Question 20-1/1 from the ITU-T Focus Group on DR & NRR on Access to telecommunication services and information and communication technologies (ICTs) by persons with disabilities	Q20-1/1
[RGQ20-1/1/31]	2012-11-22	ITU-R Study Groups - Working Party 5B	Liaison Statement to ITU-D SG1 Question 20-1/1 from ITU-R WP5B on "Draft revision of Recommendation ITU-R M.1076 - Wireless communications of systems for persons with impaired hearing"	Q20-1/1

Web	Received	Source	Title	Question
[RGQ20-1/1/28]	2012-11-02	ITU-T Focus Group on AVA	Liaison Statement to ITU-D SG1 Question 20-1/1 from the ITU-T Focus Group on AVA on audio visual accessibility	Q20-1/1
[RGQ20-1/1/27]	2012-10-05	ITU-T Focus Group on AVA	Liaison Statement to ITU-D SG1 Question 20-1/1 from the ITU-T Focus Group on AVA on technical characteristics of wireless aids for hearing impaired people operating in the VHF and UHF frequency range (AVA-I-0171)	Q20-1/1
[RGQ20-1/1/26]	2012-09-10	Convener, ITU-T JCA-AHF	Liaison Statement to ITU-D SG1 Question 20-1/1 from the Convener of ITU-T JCA-AHF, containing information on WCIT-12	Q20-1/1
[RGQ20-1/1/25]	2012-09-10	Convener, ITU-T JCA-AHF	Liaison Statement to ITU-D SG1 Question 20-1/1 from the Convener of ITU-T JCA-AHF, on funding persons with disabilities attending Focus Groups	Q20-1/1

Q22-1/1

Web	Received	Source	Title	Question
[1/244]	2013-06-10	ITU-T JCA-COP	Liaison Statement from ITU-T JCA-COP to ITU-D SG 1 Q22-1/1 on presentations made at the 18 April 2013 meeting of JCA-COP	Q22-1/1
[1/227]	2013-05-08	ITU-T Study Group 17	Liaison Statement from ITU-T SG17 to ITU-D SG1 Q22-1/1 on cybersecurity	Q22-1/1
[1/223]	2013-05-03	ITU-T Study Group 17	Liaison Statement from ITU-T SG17 to ITU-D SG1 on providing security in the use of ICT within Critical Infrastructures	Q22-1/1
[1/222]	2013-05-03	ITU-T Study Group 17	Liaison Statement from ITU-T SG17 to ITU-D SG1 about a request to provide security contacts	Q22-1/1
[1/221]	2013-05-03	ITU-T Study Group 17	Liaison Statement from ITU-T SG17 to ITU-D SG1 Question 22-1/1 on draft practices to reduce spam (reply to ITU-D Q22/1 - LS 3)	Q22-1/1
[1/20]	2010-09-13	Telecommunication Standardization Bureau	Liaison Statement from ITU-T Study Group 17 (Geneva, 7-16 April 2010) to ITU-D Study Group 1 Question 22-1/1: Cybersecurity information exchange framework	Q22-1/1
[RGQ22-1/1/15]	2011-09-07	ITU-T Study Group 17	Liaison Statement from ITU-T Study Group 17 to ITU-D Study Group 1 Question 22-1/1: Child Online Protection	Q22-1/1

Q23/1

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[1/136]	2012-04-27	ITU-T Study Group 5	Liaison Statement from ITU-T Study Group 5 to ITU-D SG 1 Question 23/1: Consent on new Recommendation ITU-T K.91 (K.guide)	Q23/1
[RGQ23/1/21]	2013-02-15	ITU-T Study Group 5	Liaison Statement from ITU-T SG5 to ITU-D Question 23/1 on Work under study in ITU-T Q7/5	Q23/1
[RGQ23/1/13]	2012-03-27	ITU-T Study Group 5	Liaison Statement from ITU-T Study Group 5 to ITU-D Question 23/1	Q23/1
[RGQ23/1/3]	2011-02-28	Radiocommunication Bureau	Liaison Statement from ITU-R Study Group 1 to ITU-D Question 23/1: Strategies and policies concerning human exposure to electromagnetic fields	Q23/1

Q24/1

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[1/156]	2012-05-10	ITU-T Study Group 5	Liaison Statement from ITU-T Study Group 5 to ITU-D SG1 Question 24/1: Liaison on ICT and Climate Change Mitigation	Q24/1