
WORKING GROUP OF THE PLENARY

Document DT/28-E
28 October 2014
Original: English

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PROPOSED DRAFT NEW RESOLUTION

“PROTECTING TELECOMMUNICATION SERVICE USERS/CONSUMERS”

ADD **WGPL/28/1**

DRAFT NEW RESOLUTION [WG-PL/XX] (BUSAN, 2014)

Protecting Telecommunication Service Users/Consumers

The Plenipotentiary Conference of the International Telecommunication Union (Busan, 2014),

recalling

a) Resolution 64 (Rev. Dubai 2014) of the World Telecommunication Development Conference (WTDC) on protecting and supporting the users/consumers of telecommunications/information and communication technology services;

b) Article 4 of the International Telecommunication Regulations,

recognizing

a) the United Nations Guidelines for Consumer Protection;

b) § 13 e) of the Geneva Plan of Action of the World Summit on the Information Society, which states that governments should continue to update their domestic consumer protection laws to respond to the new requirements of the information society,

considering

a) that consumer-related laws, policies and practices limit fraudulent, deceitful and unfair business conducts. These protections are indispensable to build the consumer's trust and to establish a more equitable relationship between telecommunication/ICT entrepreneurs and consumers;

b) 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;

c) that the consumer's 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 conducts;

d) that education and dissemination of information on the suitable consumption and use of these products and services must be encouraged, mainly regarding the inputs of the digital economy, since consumers expect to have access to both the legal content and applications of these services;

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

f) that ITU-D Study Group 1 activities setting out guidelines and best practices on consumer protection are currently underway,

instructs the Director of the Telecommunication Development Bureau

1 to bring to the attention of decision makers and national regulatory authorities 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 consumers and users rights;

2 to closely collaborate with the Member States in order to identify critical areas for the establishment of policies and regulatory frameworks for the protection of consumers and users;

3 to strengthen their relations with other international organizations and bodies that participate in the protection of consumers and users;

4. to support the organization of international and regional forums for the dissemination of telecommunications user rights and for sharing experiences on best practices among member countries,

invites the Member States

1 to encourage the creation and promotion of policies that ensure the delivery of free, transparent, updated and accurate information to the final users about telecommunication services, including international roaming rates and relevant applicable conditions, in a timely manner;

2 the provide inputs that allow the dissemination of the best practices and policies that have been implemented in order to increase the ability to develop public policies related to legal, regulatory, and technical measures to address the protection of consumers and users, including data protection;

3 to promote policies that favor the provision of telecommunication services in conditions that deliver suitable quality to the users;

4 to promote competition in the provision of telecommunication services, encouraging them to formulate policies that drive competitive prices,

invites the member States, Sector members and Associate Members

to make contributions that allow the dissemination of best practices and policies related to user/consumer protection, service quality, and service rates.
