

Closing Remarks

Seminar on Telecommunication Universal Service and Consumer Rights Protection Guishou, China, August 24~25 2005

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Honorable, Mr. Christian Nicolai, Undersecretary of Telecommunications,
Ministry of Transport and Telecommunications of Chile,

Mr. Chen Yin, Deputy Director-General of the MII,

Distinguished speakers and participants from all the provinces in China,

Ladies and Gentlemen,

Good afternoon. First of all, I would like to thank the MII and Guishou
Province for such a wonderful dinner last night.

I understand that two days have not been quite enough to discuss and
digest all the issues of universal service and consumer protection.
However, by now, I hope that the trends and practices of these issues
discussed and shared can help and assist you better in developing and
localizing the models and tools to your own circumstances.

These issues and challenges will not be easily solved overnight. In fact,
the more telecommunications industries and services are developed, the
more demands and complaints from consumers will arise for better
services with lower prices and more choices. Thus, today's definition of
universal service and rights of consumers may be no longer relevant in
years to come – i.e., these issues need regular monitoring and revision, as
appropriate.

As technologies – especially ICTs - are fast developing and converging,
so is the misuse or abuse of ICTs such as hacking, spam, deadly viruses,
network congestion etc. causing not only inconvenience but also huge
economic damage. Many of these things, like spam, have already become
part of our daily life! That is why countries like the Republic of Korea,
which ranks number one in terms of Internet broadband penetration in the

world, established a specific organization like KISA, whose representatives are attending this seminar, to protect consumers and industries from the various negative effects of telecommunications and ICTs.

Again, the approach of how to provide universal services and protect consumers' rights can vary countries to countries subject to their different phases of development. However, I am sure, this seminar allows all of you to share a common – if not, better - understanding the importance of these issues which require appropriate policies and regulations suitable for each country.

Before closing my remarks, on behalf of the ITU – ITU Development Sector in particular, I would like to thank

1. Excellencies, Mr. Jian Yaoping and Madam Li Xueying, Vice Ministers of the MII, for your kind support;
2. Honorable, Mr. Christian Nicolai, Undersecretary of Telecommunications, Ministry of Transport and Telecommunications of Chile, for your participation and chairmanship;
3. Mr. Chen Yin, Deputy Director-General of the MII, for preparing for all the administrations;
4. All the director-generals and deputy director-generals from various provinces and Guishou province *inter alia* in China, for your kind and active participations;
5. All the speakers and moderators,
6. Chinese local government and administration,
7. ITU staff
8. all the local staff worked for many days and nights behind the scene to prepare for all the logistics and transportation to ensure smooth organization of this seminar.
9. last but not least, our sincere thanks go to Madam Zhang again for her kind support and cooperation through out the preparation of this seminar.

Looking forward to meeting you again in another beautiful city and province in China, I would like to express my gratitude to all of you – the participants.

For your information, all the papers presented at this seminar will be posted at our websites under the BDT in ITU:

1. policy and regulatory site

<http://www.itu.int/ITU-D/treg/Events/Seminars/2005/China/index.html>

2. Asia-Pacific site

<http://www.itu.int/ITU-D/asp/Events/UniversalServiceConsumersProtection/draftagenda.html>

Thank you very much for your kind cooperation to close this seminar with another success.