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| **Plenipotentiary Conference (PP-22) Bucharest, 26 September – 14 October 2022** |  |
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| PLENARY MEETING | **Addendum 21 to Document 44-E** |
|  | **9 August 2022** |
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| Member States of the European Conference of Postal and Telecommunications Administrations (CEPT) | |
| ECP 24 - REVISION TO RESOLUTION 196: | |
| PROTECTING TELECOMMUNICATION SERVICE USERS/CONSUMERS | |
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MOD EUR/44A21/1

RESOLUTION 196 (REV. bucharest, 2022)

Protecting telecommunication service users/consumers

The Plenipotentiary Conference of the International Telecommunication Union (Bucharest, 2022),

recalling

*a)* Resolution 64 (Rev. Kigali, 2022) of the World Telecommunication Development Conference, on protecting and supporting users/consumers of telecommunication/information and communication technology (ICT) services;

*b)* Article 4 of the International Telecommunication Regulations;

*c)* Resolution 84 (Rev. Geneva, 2022) of the World Telecommunication Standardization Assembly, on studies concerning the protection of users of telecommunication/ICT services;

*d)* Resolution 188 (Rev. Dubai, 2018) of this conference, on combating counterfeit telecommunication/ICT devices;

*e)* Resolution 189 (Rev. Dubai, 2018) of this conference, on assisting Member States to combat and deter mobile device theft,

recognizing

*a)* the United Nations Guidelines for Consumer Protection, revised and approved by the United Nations General Assembly in its Resolution 70/186 of 2015, which establishes the main characteristics that consumer‑protection laws should have, the institutions in charge of applying them and the compensation systems in order to be effective;

*b)* § 13e) 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 protection laws, policies and good and best practices limit fraudulent, deceitful and unfair business conduct, and such protective measures are paramount in building consumer trust and establishing a more equitable relationship between telecommunication/ICT service providers and users/consumers;

*b)* that the advancement of telecommunications/ICTs necessitates updating and redefining the protection needs of users and consumers;

*c)* that the development and advancement of telecommunications/ICTs must go hand in hand with strengthening the rights of users/consumers and, to this end, regulatory policy measures are required as well as mechanisms to provide more and better information about products and services;

*d)* that building consumer trust in telecommunications/ICTs should be accompanied by the continuous development of policies that seek to guarantee and stimulate the provision of quality services, as well as policies and mechanisms that provide transparent, up-to-date and accurate information that is accessible and easy to read and understand for making informed decisions about services;

*e)* that education and dissemination of information and use of telecommunication/ICT products and services must be encouraged, since users/consumers expect to have legal access to the content and applications of these services;

*f)* that access to telecommunications/ICTs must be open, affordable and inclusive, paying special attention to persons with disabilities and persons with specific needs and other vulnerable groups;

*g)* that work is currently under way in Study Group 1 of the ITU Telecommunication Development Sector (ITU‑D) on setting guidelines and good and best practices on user/consumer protection,

resolves

1 to continue work aimed at protecting users/consumers of telecommunication/ICT services, and at supporting Member States in developing policies and/or regulations in this area;

2 to establish and maintain updated good and best practices on the protection of users/consumers of telecommunication/ICT services;

3 that ITU‑D continue to lead the work on the subject, through the ITU-D study groups, in close collaboration with the ITU Telecommunication Standardization Sector (ITU‑T) and its study groups, as appropriate,

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/consumers informed about the basic characteristics, quality, security and prices of the different services offered by telecommunication/ICT service providers, and of other protection mechanisms promoting user/consumer rights;

2 to collaborate closely with the Member States in order to identify outstanding needs for the establishment of recommendations, guidelines, policies and/or regulatory frameworks for the protection of users/consumers of telecommunication/ICT services;

3 to strengthen relations with other international organizations, including standards-development organizations, and bodies that participate in the protection of users/consumers of telecommunication/ICT services;

4 to support the organization of international and regional forums for the dissemination of information on telecommunication/ICT user/consumer rights and for sharing experiences on good and best practices among member countries, and the implementation of technical decisions based on ITU-T recommendations, as appropriate,

invites Member States

1 to encourage the creation and promotion of policies and/or regulations that ensure the timely delivery of free-of-charge, transparent, up-to-date and accurate information to end users/consumers about telecommunication/ICT services, tariffs, and prices, including international roaming, as well as relevant applicable conditions, including on the basis of relevant ITU outputs;

2 to provide inputs to the ITU-D and ITU-T study groups having the relevant mandates on issues pertaining to the protection of users/consumers of telecommunication/ICT services which allow the dissemination of good and 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 users/consumers of telecommunication/ICT services, including user/consumer data;

3 to share good and best practices and public policies which have yielded beneficial outcomes for users/consumers of telecommunication/ICT services, in order to replicate those measures and adapt them to the characteristics of each country;

4 to promote policies that foster the provision of telecommunication/ICT services in a manner that delivers adequate quality to the users/consumers of telecommunication/ICT services, based, *inter alia,* on ITU-T recommendations;

5 to promote competition in the provision of telecommunication/ICT services, encouraging the formulation of policies, strategies or regulations that drive competitive prices;

6 to take into account good and best practices, mechanisms and recommendations for the provision of complete and accurate information to users/consumers by telecommunication/ICT service providers,

invites Member States, Sector Members and Associates

1 to participate actively in the work of the relevant ITU-D and ITU-T study groups to allow the dissemination of good and best practices and policies related to the protection of users/consumers of telecommunication/ICT services;

2 to promote and cultivate an environment conducive to the protection of users/consumers of telecommunication/ICT services;

3 to foster activities that promote user/consumer confidence in the use and operation of telecommunication/ICT services.

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