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| The International Teleocmmunication Union - Connecting the World. | | **International telecommunication union**  **Telecommunication Standardization Bureau** | |  |
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|  | | | Geneva, 22 December 2021 | |
| **Ref:** | **TSB Circular 371**  SG3/ME | | **To:**  - Administrations of Member States of the Union  **Copy to:**  - ITU-T Sector Members;  - Associates of ITU-T Study Group 3;  - ITU Academia;  - The Chairman and Vice-Chairmen of ITU-T Study Group 3;  - The Director of the Telecommunication Development Bureau;  - The Director of the Radiocommunication Bureau | |
| **Tel:** | +41 22 730 5866 | |
| **Fax:**  **E-mail:** | +41 22 730 5853  [tsbsg3@itu.int](mailto:tsbsg3@itu.int) | |
| **Subject:** | **Status of Recommendation ITU-T D.1102 (D.ConsumerOTT) after the ITU-T Study Group 3 meeting (virtual, 13-17 December 2021)** | | | |

Dear Sir/Madam,

1 Further to [TSB Circular 321](https://www.itu.int/md/T17-TSB-CIR-0321/en) of 31 May 2021, and pursuant to clause 9.5 of Resolution 1 (Rev. Hammamet, 2016), I hereby inform you that Study Group 3 reached the following decision during its Plenary session held on 17 December 2021 concerning the following draft ITU-T text:

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| Number | Title | Decision |
| ITU-T D.1102 (D.ConsumerOTT) | Customer redress and consumer protection mechanisms for OTTs | Approved |

2 Available patent information can be accessed online via the [ITU-T website](http://www.itu.int/net4/ipr/search.aspx?sector=ITU&class=PS).

3 The text of the pre-published Recommendation will be available on the ITU-T website at <https://www.itu.int/itu-t/recommendations/>.

4 The text of the Approved Recommendation will be published by ITU as soon as possible.

Yours faithfully,



Chaesub Lee  
Director of the Telecommunication  
Standardization Bureau