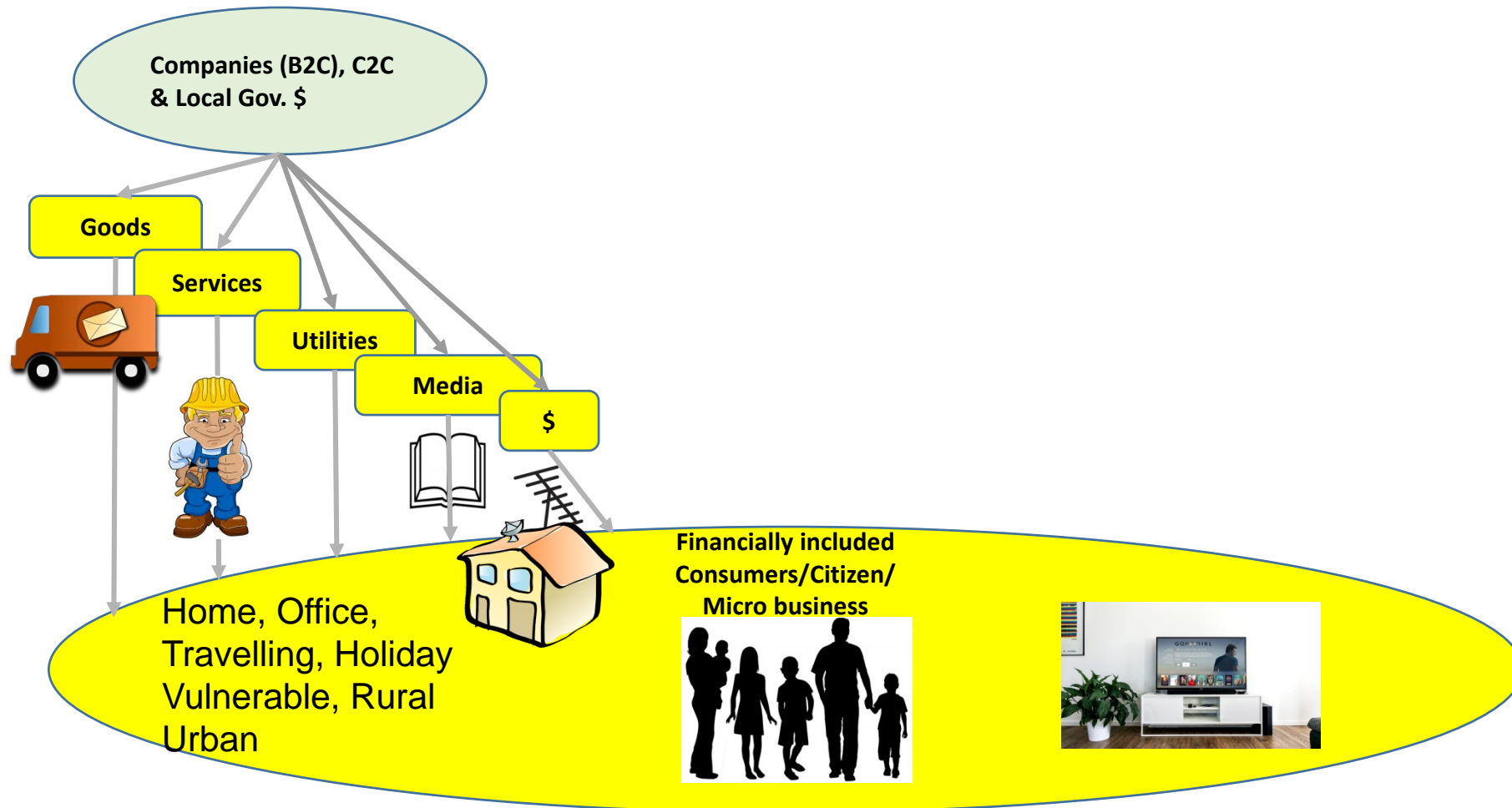


Building confidence in a data driven economy by assuring consumer redress

Alan Horne
ITU Consultant

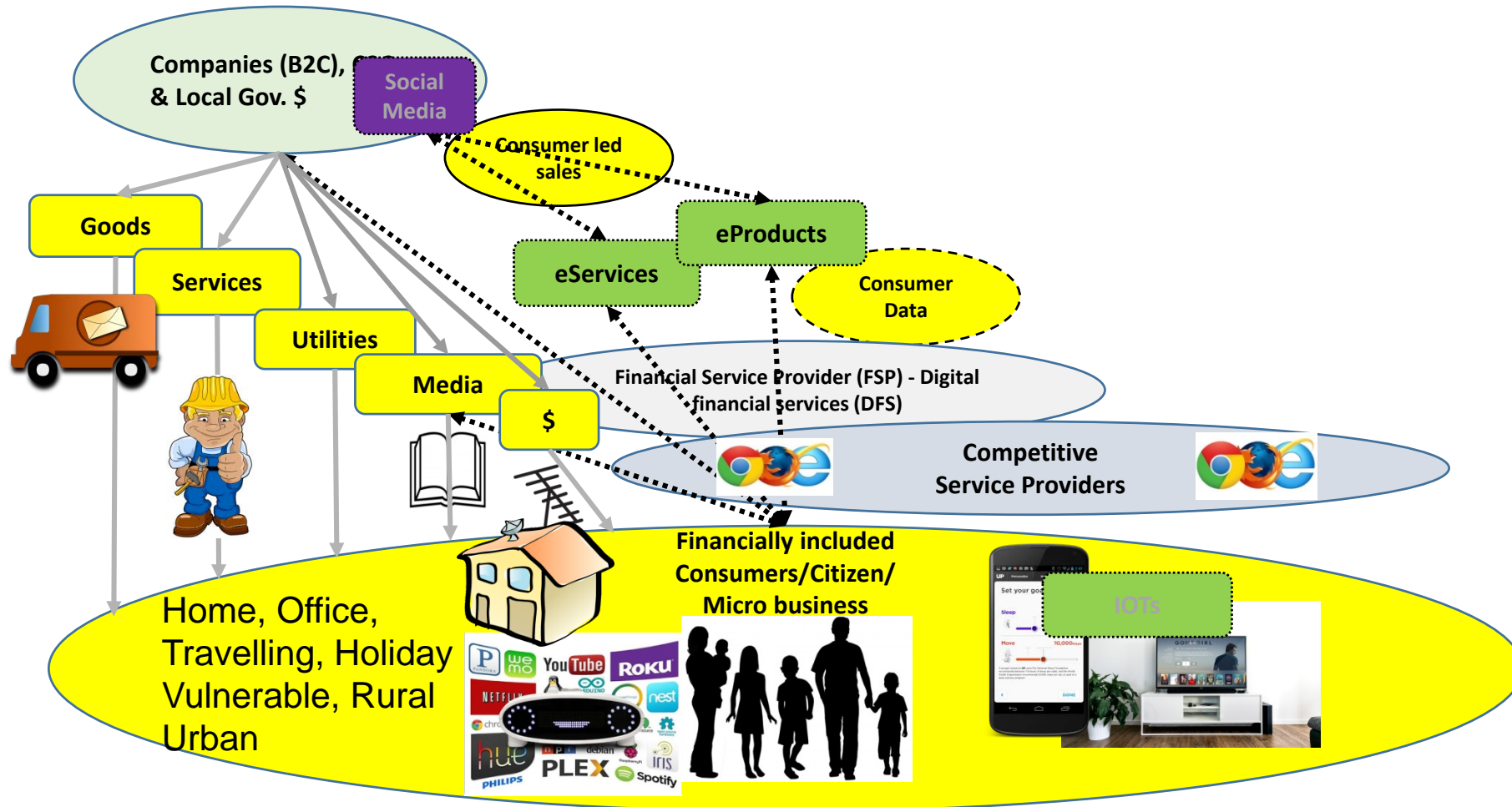
19th Global Symposium for Regulators
"Managing the consumer communications
process"
Port Villa, Vanuatu, July 2019

Consumers in the non-digital economy

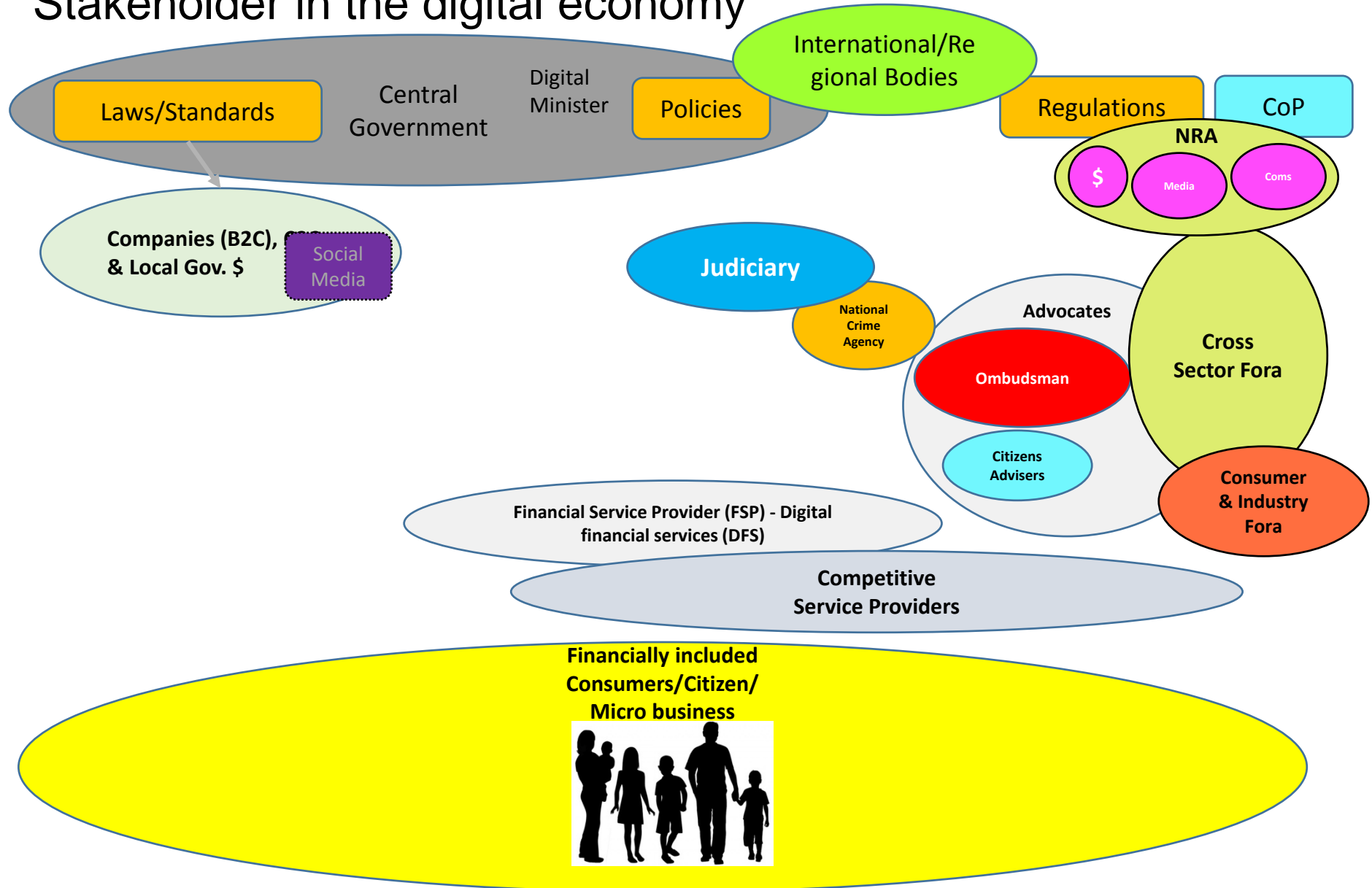


Consumers in the digital economy

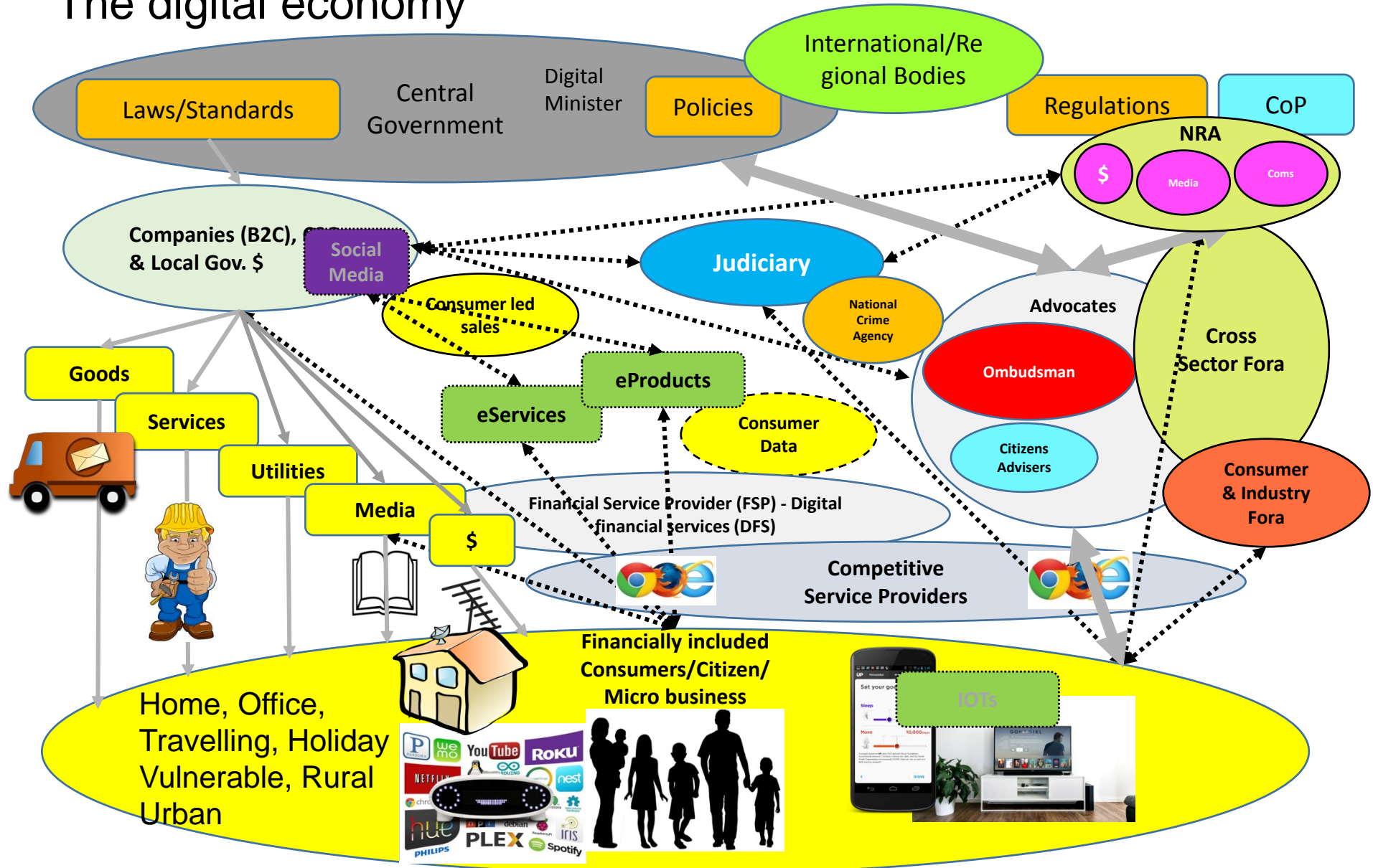
eCommerce
\$4 Trillion



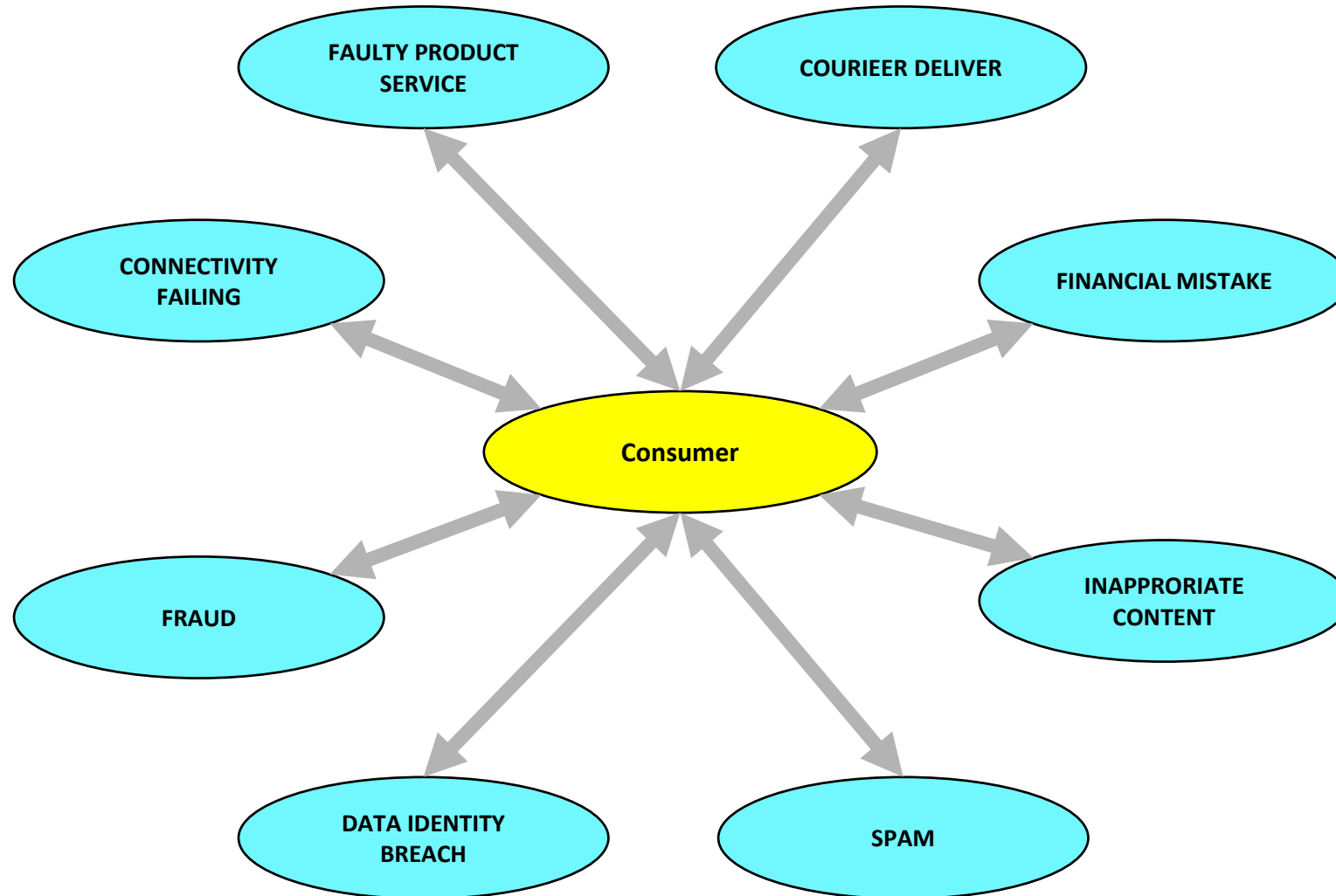
Stakeholder in the digital economy



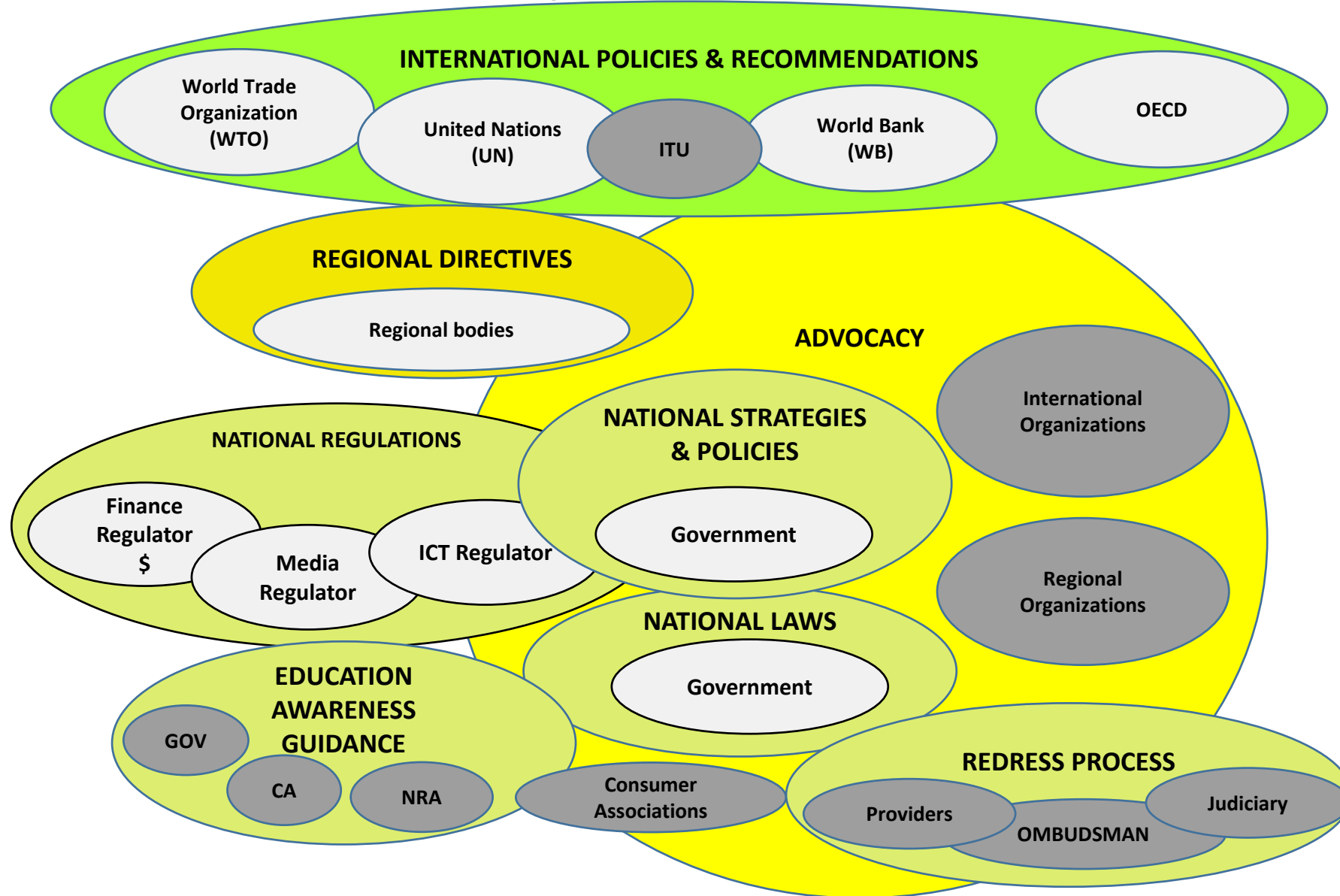
The digital economy



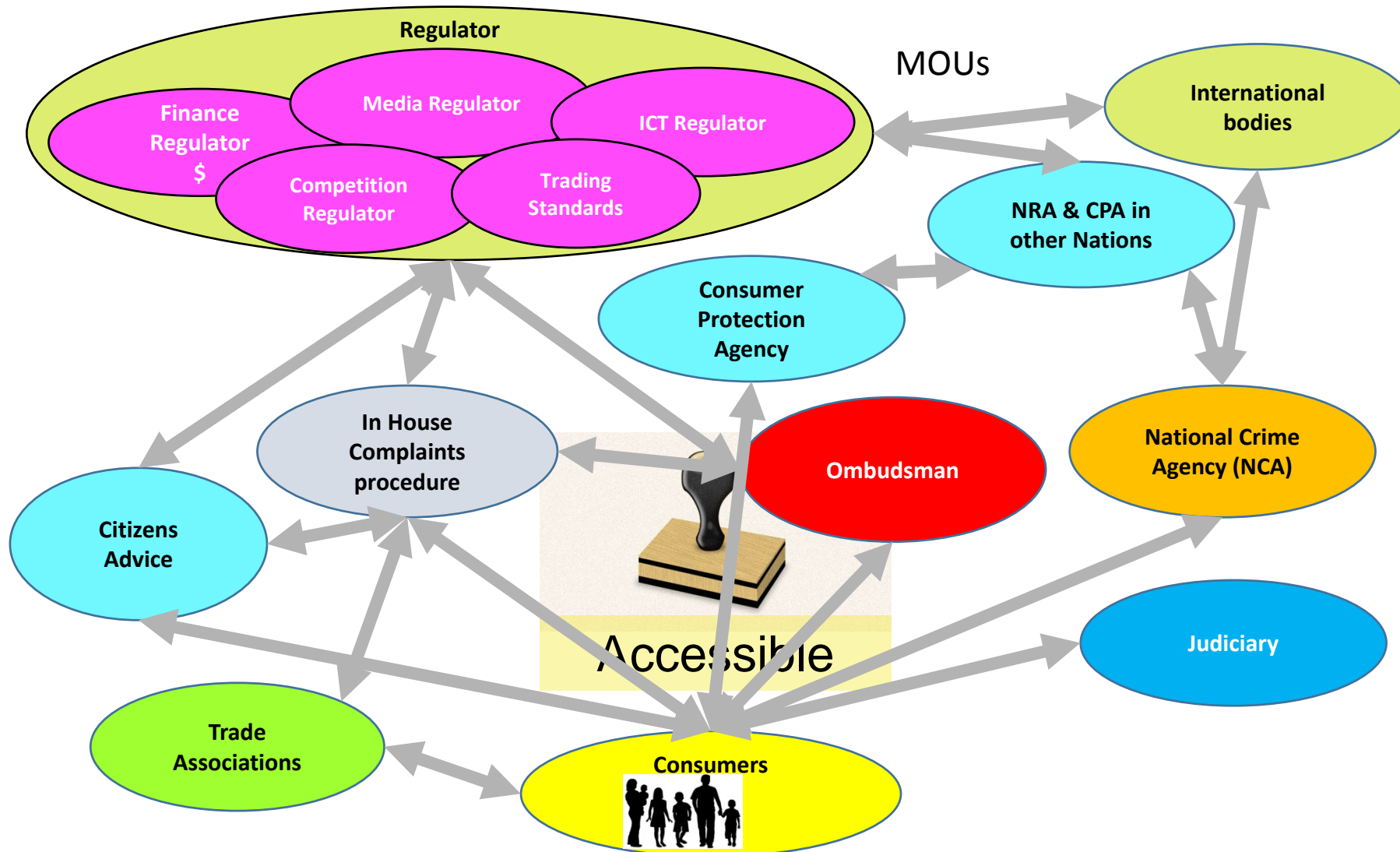
Key Harms in the digital economy



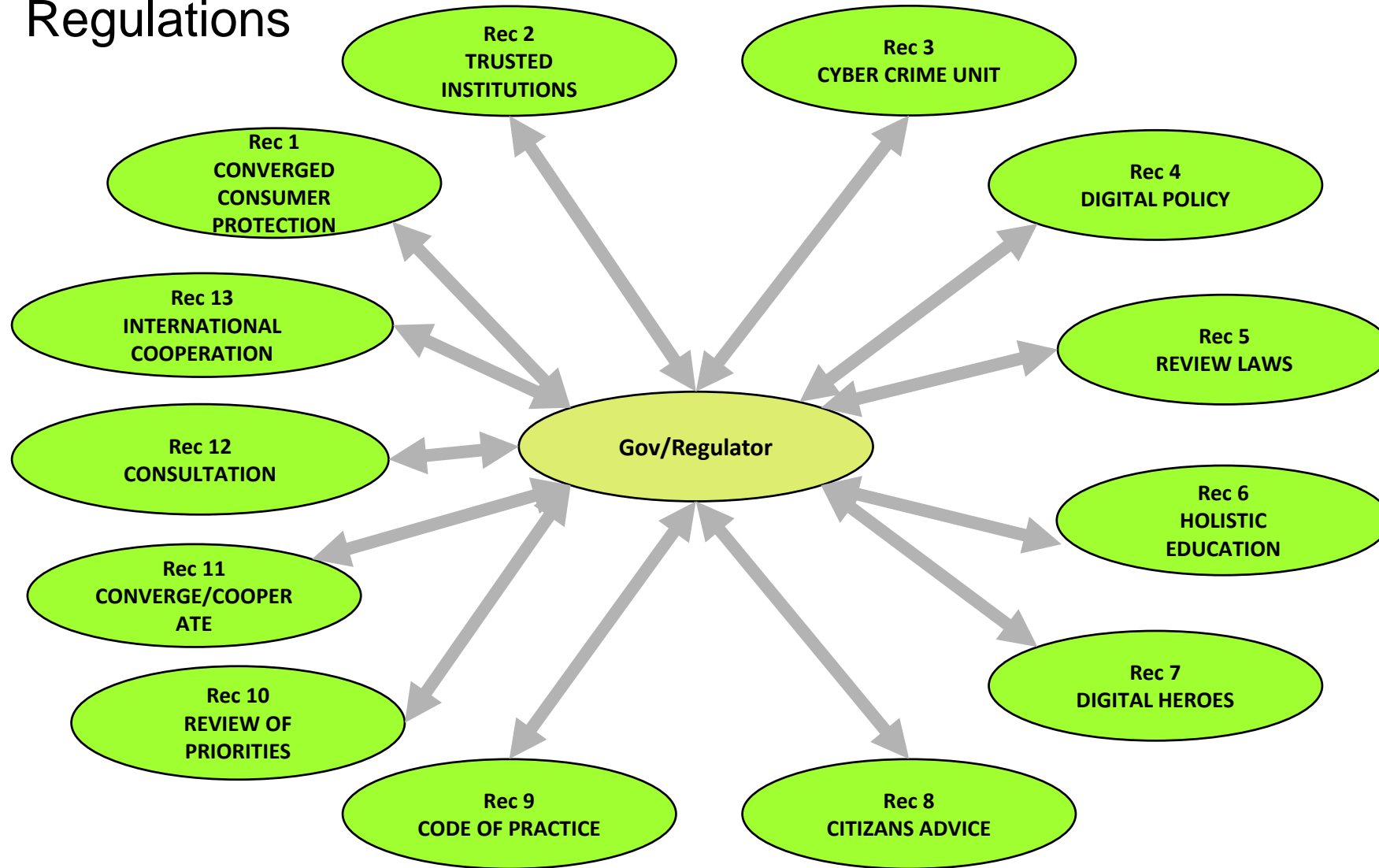
Policies & Laws in the digital economy



Redress in the digital economy



Recommendations – Collaborative Regulations



Conclusions

- Digital economy international - complex
- Significant benefits, significant harms
- Consumer protection/redress - complex
- International harmonised standards, policies, laws, processes - essential
- National collaborative regulation
- Consumer trusted advisor
- NRA at the centre of complex web