

The role of telecommunication service quality in the digital economy

Abstract:

This presentation will focus on how the concept of service quality, as well as service quality regulation and enforcement, have evolved with the emergence of new technologies, business models, and new forms of competition in the telecommunications sector.

After a few introductory remarks on the evolution of the communications market environment, I will discuss the role of service quality and main protections expected by consumers of digital services. I will then provide an overview of how quality of service regulatory frameworks have evolved in recent years, from more conventional, technical approaches to new forms of regulation, fostering service quality through increased transparency and consumer empowerment.

I will also present concrete cases and examples, to show how regulators in different parts of the world have modernized their approaches to service quality, in order to better protect digital service consumers while fostering investment and innovation.