

**SEMINAR TO DESCRIBE METHODOLOGIES FOR MEASURING THE
TELECOMMUNICATION SERVICE USER SATISFACTION INDICATOR**

The XXV Meeting of Permanent Consultative Committee I: Telecommunications / Information and Communication Technologies (PCC.I),

CONSIDERING:

- a) That it is important to learn about the opinion of users regarding the provision of telecommunication services in order to have a framework of reference about the performance of other operators in the sector;
- b) That surveys that are conducted to learn about the perception of users on telecommunication services will enable institutions to identify areas that require improvement and to establish the corresponding goals and guidelines in their actions;
- c) That certain countries that are conducting this kind of study calculate user satisfaction by means of indicators, which are the result of the application of various methodologies,

RECOGNIZING:

- a) That, in the Plan of Action of PCC.I for the period 2014-2018, the Member States of CITEL have identified the need to “produce and disseminate information and recommendations on best practices in regards to telecommunication/ICTs public policies and regulatory environment”;
- b) That it is important for Member States to benefit from a research and reference tool to calculate satisfaction indicators, on the basis of the application of a standard methodology;
- c) That there are countries with greater experience in the development of quantitative studies to calculate indicators for telecommunication service user satisfaction;
- d) That the dissemination of these matters shall make it possible for the Rapporteurship on Protecting the Rights of Telecommunication Service Users to benefit from a baseline on which to draw up a methodology to measure the “Telecommunication Service User Satisfaction Indicator,”

RESOLVES:

1. To hold a Seminar on Methodologies for Measuring the Telecommunication Service User Satisfaction Indicator during the session of the Working Group on Policy and Regulation in the framework of the XXVI Meeting of PCC.I.
2. To designate Mr. Humberto Sheput Stucchi (hsheput@osiptel.gob.pe) of the administration of Peru as Coordinator of the Seminar, in coordination with the Chair of the Working Group on Policy and Regulation.

¹ CCP.I-TIC/doc. 3300/14 cor.1

3. To request the Coordinator of the Seminar to pledge the participation of international experts so that, by describing their experiences, they can promote a dialogue among Member States.
4. To urge all Member States of CITEL to attend this Seminar.

ANNEX TO RESOLUTION PCC.I/RES.229 (XXV-14)

PRELIMINARY AGENDA

Seminar Methodologies for Measuring the Telecommunication Service User Satisfaction Indicator

Certain countries conduct surveys to learn about the satisfaction of users regarding telecommunication services, making it possible for authorities to benefit from guidelines for decision-making.

The present Seminar is aimed at learning about the experience of three countries in order to share progress they have achieved in their regulatory framework and learning about the proposals and initiatives that are being developed in these countries.

Likewise, by promoting a debate, it will be possible to exchange opinions in order to propose a standard methodology for Member States as a research and reference tool to calculate telecommunication service satisfaction indicators.

AGENDA OF THE PROGRAM

1. Introduction (by the Seminar's Coordinator)
2. Experiences of Country 1
3. Experiences of Country 2
4. Experiences of Country 3
5. Debate: Experiences in other countries and opinions about the methodologies applied in countries 1, 2 and 3
6. Conclusions