

**SEMINAR: BEST PRACTICES IN THE PROVISION OF INFORMATION TO USERS**

The 30<sup>th</sup> Meeting of Permanent Consultative Committee I: Telecommunications and Information and Communication Technologies (PCC.I),

**CONSIDERING:**

- a) That one of the mandates of Permanent Consultative Committee I: Telecommunications/ Information and Communication Technologies is to “encourage coordination, planning and consensus-building among Member States with respect to the advocacy and dissemination of the rights of users and consumers of telecommunication services in the region.”
- b) That there are diverse service providers in the telecommunications market that compete for a larger share of and presence in that market by offering users services with varying particular characteristics as to price, quality, and network coverage, together with contractual benefits.
- c) That in this competitive environment, users must be given access to information that is clearly-stated, objective, comparable and up-to-date in order to make accurate decisions on acceding to those services and so avoid the materialization of possible information biases.
- d) That an informed user is considered to be an empowered user who makes accurate decisions when acceding to telecommunication services.
- e) That it is up to the public authority to design mechanisms for protecting the rights of users and for informing them about those rights and how they may be ensured and for promoting access to and the use of telecommunication services.

**RESOLVES:**

- 1. To approve the holding of the Seminar: “Best Practices in the Provision of Information to Users,” which will take place during sessions of the Rapporteurship on Protection of User Rights of telecommunication services, within the framework of the 31<sup>st</sup> Meeting of PCC.I.
- 2. To hold this Seminar free of all costs for CITEL.
- 3. To appoint the Administration of Mexico as Seminar coordinator working with the Chair of the Working Group on Policy and Regulation.
- 4. To request the Mexican Administration to commit Member States to participate, so that they can present their experiences.
- 5. To instruct the Executive Secretary of CITEL to seek the collaboration of the Telecommunication Development Sector of the International Telecommunication Union (ITU) in looking for international experiences and best practices for this forum.

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<sup>1</sup> CCP.I-TIC/doc. 4235/17 rev.2

6. To approve the draft Agenda included in the Annex to this document as a starting point for the discussion of the issues to be addressed at the Seminar.

## **ANNEX TO RESOLUTION PCC.I/RES. 282 (XXX-17)**

### **PRELIMINARY AGENDA**

#### **SEMINAR: BEST PRACTICES IN THE PROVISION OF INFORMATION FOR USERS**

1. *Importance of the information for users of telecommunication services:* The information and the mechanisms to which users of telecommunication services should have access in order to be able to exercise their rights and help them make a decision that best meet their needs will be addressed, as well as the basic issues that should be made known to them and appropriate means for their dissemination.
2. *Consumption stages of telecommunication services:* The information required by the user at each consumption stage of telecommunication services (before purchase, during contracting, during service consumption, and sustainable waste), will be discussed.
3. *Tools for users:* The tools that governments have used to empower users and to provide them with appropriate information before, during and after their acquisition and use of a telecommunication service will be dealt with under this heading.
4. *Regulation of information provision:* Presentations will be made concerning existing regulations for the provision of information and the role that government should play in ensuring their enforcement.
5. *Importance of business ethics:* The importance of business ethics applied to user information rights, including the effects of selective provision of information for user safety and consumption habits, will be analyzed.