

**PLAN TO BENCHMARK PROCEDURES FOR HANDLING TELECOMMUNICATION
SERVICE USER COMPLAINTS**

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

DECIDES:

1. To instruct the administration of Peru to conduct the study “Benchmarking Procedures for Handling Telecommunication Service User Complaints,” to be presented at the XXVII Meeting of PCC.I.
2. To adopt the table of contents of the study “Benchmarking Procedures for Handling Telecommunication Service User Complaints,” in line with the following annex.

¹ CCP.I-TIC/doc. 3402/14

ANNEX TO DECISION PCC.I/DEC. 202 (XXV-14)

TABLE OF CONTENTS OF BENCHMARKING PROCEDURES FOR HANDLING TELECOMMUNICATION SERVICE USER COMPLAINTS

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² The variables being assessed would be: (i) total population and urban population percentage, (ii) per capita GDP and unemployment; and (iii) density of fixed telephony, mobile telephony, and Internet, (iv) income and inequality levels, literacy, among others. There will also be included statistics by type and amount of complaints from users on telecommunication services.

³ The purpose of clustering, or cluster/group analysis, is to find the similarity that one country might have with the other countries selected in the sample. There are various methodologies to conduct clustering, or group analysis. The methodology to be used in the present study is known as hierarchical cluster analysis (HCA).

⁴ For example, by means of conciliation.

⁵ When the operator accepts the user's claim, without thoroughly examining the merits of the case. It shall also be reviewed if the operators are required to keep a record of these cases.

⁶ It refers to who can file complaints: service users, subscribers who have signed a contract with the operator, legal entities or natural persons (with an authorized representative), among others.

⁷ That is, the issues that are reviewed by the instances.

⁸ It means that the user must pay a fee in order to file a complaint

⁹ It means whether the complaints are filed with the operators, the regulatory agency or another institution.

¹⁰ Which means what channels are used to file the complaints: in person, by phone, by e-mail, through a website, etc.

¹¹ When the first instance reviews its ruling as a result of the submittal of new evidence by the complainant.

- 4.5.11 Filing the complaint from the first to the second instance and/or requesting information from the first instance by the second instance
- 4.5.12 Time-limits for ruling by the second instance
- 4.5.13 Tacit approval
- 4.5.14 Handling cases of breach of the provisions of the procedures for filing complaints
- 4.5.15 Notifications of rulings from the instances
- 4.5.16 Penalization for breaching of rules and regulations (regulatory framework)

CONCLUSIONS AND RECOMMENDATIONS

REFERENCES

ANNEXES

- No. 1: Glossary of Terms
- No. 2: Statistics assessed in clusters
- No. 3: Tables on Benchmarking Procedures for Filing Complaints