

PCC.I/DEC. 218 (XXVI-15) ¹

**TABLE OF CONTENTS OF THE TECHNICAL NOTEBOOK ON "RIGHTS OF
TELECOMMUNICATION SERVICE USERS"**

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

DECIDES:

1. To approve the new structure for the contents of the Technical Notebook on "Rights of Telecommunication Service Users."
2. To invite Member States and Associate Members of PCC.I to submit their inputs for this Technical Notebook.
3. To derogate Decision PCC.I/DEC. 131 (XIX-11) "Table of contents of the Technical Notebook rights of users of telecommunication services" adopted at the XIX Meeting of Permanent Consultative Committee (PCC.I): Telecommunications/Information and Communication Technologies.

ANNEX TO DECISION PCC.I/DEC. 218 (XXVI-15)

**TABLE OF CONTENTS OF THE TECHNICAL NOTEBOOK ON "RIGHTS OF
USERS OF TELECOMMUNICATION SERVICES"**

- (i) Information on legislation, policies and regulation on protecting the rights of telecommunication service users.
- (ii) Information on procedures for resolving disputes between telecommunication service users and companies.
- (iii) Information on the functions of national and international bodies and institutions related to protecting telecommunication service users.
- (iv) Information on procurement mechanisms for telecommunication services.
- (v) Information on conditions for terminal equipment marketing and use.
- (vi) Information on policies for approaching telecommunication service users.

¹ CCP.I-TIC/doc. 3510/15 rev.1