

PCC.I/DEC. 219 (XXVI-15) ¹

**PROGRAM FOR THE DEVELOPMENT OF TECHNICAL VISITS
ON TOPICS RELATED TO PROTECTING THE RIGHTS OF USERS**

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

DECIDES:

1. To approve the Program on Technical Visits in Topics related to Protecting the Rights of Users.
2. To invite Member States and Associate Members of PCC.I to participate in the Program.

ANNEX TO DECISION PCC.I/DEC. 219 (XXVI-15)

**PROGRAM FOR THE DEVELOPMENT OF TECHNICAL VISITS
ON TOPICS RELATED TO PROTECTING THE RIGHTS OF USERS**

I. OBJECTIVE

The Program on Technical Visits of the Rapporteurship on “Protecting the Rights of Telecommunication Service Users” is aimed at establishing a space for learning and exchange of knowledge between Member States on topics related to protecting the rights of users and other topics of mutual interest.

II. SPECIFIC OBJECTIVES

The specific objectives of the Program include:

- To provide collaborators of Member States with information on treatment for the protection of rights of telecommunication service users in the different countries.
- To enrich, through the knowledge and experience of visitors, the work related to the protection of users of the Member State that hosts them.
- To provide information on other regulatory topics regarding telecommunications matters which may be of interest.

III. CONDITIONS

- 3.1 Member States may offer or request to conduct technical visits.
- 3.2 During technical visits, visitors may learn about the working system of the agency they visit and/or participate in a structured training plan according to the selected topic or topics and/or visit other entities associated with the sector, in accordance with the availability and confirmation of the receiving agency or entity.
- 3.3 Visitors do not receive any remuneration from the agency they are visiting throughout the Program.

¹ CCP.I-TIC/doc. 3511/15 rev.1

- 3.4 Per diem and transportation expenses will be borne by the Member State that introduces the visitor.
- 3.5 The duration period of technical visits will be agreed between the offering Member State and the visiting Member State.

IV. PARTICIPATION

- 4.1 Member States may request the participation of their professionals to the agency offering the Program.
- 4.2 The topics to be discussed during the technical visit will be related to protecting the rights of users and other topics of interest.
- 4.3 Member States wishing to offer technical visits will set the requirements and procedures in order to participate in the Program.