

PCC.I/DEC. 238 (XXVII-15)¹

**"BENCHMARKING ON PROCEDURES TO HANDLE USER CLAIMS WITH RESPECT TO
TELECOMMUNICATIONS SERVICES" STUDY**

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

DECIDES:

1. To modify the deadline of the "Benchmarking on Procedures to Handle User Claims with Respect to Telecommunications Services" study, which must be presented during the XXVIII meeting of PCC.I.
2. To ask the member countries to submit the information to prepare the study "Benchmarking on Procedures to Handle User Claims with Respect to Telecommunications Services" according to the Annex to Decision PCC.I/DEC. 202 (XXV-14).

¹ CCP.I-TIC/doc. 3661/15 rev. 1

ANNEX TO DECISION PCC.I/DEC. 238 (XXVII-15)
INFORMATION REQUESTED FOR THE BENCHMARKING ON PROCEDURES
TO HANDLE USER CLAIMS WITH RESPECT TO TELECOMMUNICATIONS SERVICES

	INFORMATION REQUESTED	REPLY
1	Indicate total population in the country	
2	Specify the percentage of urban population in the country.	
3	Indicate per capita GDP.	
4	Indicate the unemployment rate.	
5	Fixed telephone density in the country.	
6	Mobile telephone density in the country.	
7	Density of Internet access service in the country.	
8	Indicate the income level in US dollars (to July 15).	
9	Income inequality in the country (Gini coefficient).	
10	Indicate the literacy rate in the country.	
11	Attach statistics by type and number of claims by telecommunication service users according to corresponding instance (last 2 years).	
12	Specify whether there is a prior stage to the procedure for the settlement of disputes (example: reconciliation).	
13	Indicate and explain if there are "trade agreement" modalities between the operator and the user during the claim process. (b)	
14	Indicate and describe the instances and bodies that handle claims.	
15	Specify and define who the suitable subjects to file claims are. (c)	
16	Provide the following information about the user claim procedure:	
16.a	The issues that are considered disputable. Please define and provide details on each one. (d)	
16.b	Indicate if there is a fee for admission to the claim procedure. If so, specify the amount. (e)	
16.c	Inform and describe if there are rules and/or forms to register and process the claim record.	
16.d	In which entity the claim is filed, according to the instance. (f)	
16.e	How the claim is submitted (face to face, in writing, via e-mail, web page, etc.), according to the instance.	
16.f	Time the user has to file the claim before the first instance.	

16.g	Claim resolution time in the first instance.	
16.h	Indicate whether the claim procedure takes into account filing an Appeal for Reconsideration (describe). (g)	
16.i	If there is disagreement with the ruling: specify the place (entity) where the case was submitted for evaluation by the second instance.	
16.j	Time the user has to request the intervention of the second instance.	
16.k	Specify the procedure from the first to the second instance and/or request for information from the second to the first instance.	
16.l	Resolution time in the second instance.	
16.m	Indicate whether there is application of administrative silence and its application thereof.	
16.n	Procedure in case of infringement of the provisions of the claims procedure.	
16.o	Mechanisms and requirements for notifications (replies) about resolutions according to the instance.	
16.p	Detail infractions due to non-compliance with the rules.	

- (a) *Density is per 100 inhabitants.*
- (b) *A "trade agreement" is required when the operator accepts the claim of the user without analyzing the essence of the problem. In addition, specify if the operator is required to maintain records in such cases.*
- (c) *It indicates who can file claims: service users, subscribers who have signed a contract with the company, individual or legal entity (with authorized representative), among others.*
- (d) *Disputable issues refer to those issues that are evaluated by the authorities involved in the claim procedure.*
- (e) *It indicates whether the user has to pay an administrative fee to file a claim.*
- (f) *It indicates whether the claims are submitted to business operators, regulatory bodies, or other institutions.*
- (g) *When the first instance reconsiders its decision, before the submission of new evidence by the claimant.*