

**UPDATE STUDY “REGULATORY LEGAL FRAMEWORK AND RESEARCH ON THE
BEHAVIOR OF CONSUMERS OF TELECOMMUNICATIONS SERVICES IN LATIN
AMERICA”**

The 31 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I)

DECIDES:

1. To instruct the Secretariat of CITEL to collaborate and carry out the necessary coordination with the International Telecommunication Union (ITU) to update the study **“REGULATORY LEGAL FRAMEWORK AND RESEARCH ON THE BEHAVIOR OF CONSUMERS OF TELECOMMUNICATIONS SERVICES IN LATIN AMERICA”** considering that the update should include new findings, an update of the contextual and sector data, a methodological review, and an update of literary facts related to consumer behavior.

¹ CCP.I-TIC/doc. 4517/17 rev. 1