

PCC.I/DEC. 271 (XXXI-17)<sup>1</sup>

**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 CITEI 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.

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<sup>1</sup> CCP.I-TIC/doc. 4517/17 rev. 1