

PCC.I/RES. 291 (XXXII-18) ¹

QUESTIONNAIRE ON THE RIGHTS OF TELECOMMUNICATION SERVICE USERS

The 32 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communications Technologies (PCC.I),

CONSIDERING:

That the mandate of the Rapporteurship on the Rights of Users of Public Telecommunications Services includes the power to “Disseminate, among the Member States, best practices, regulations and procedures related to the rights of telecommunication service users.”

TAKING INTO ACCOUNT:

- a) That the Rapporteurship on the Rights of Users of Public Telecommunications Services proposes preparing a questionnaire on existing regulations related to user rights in the administrations of the region, attached hereto;
- b) That in 2015, studies on the legal and regulatory framework and on the behavior of consumers of telecommunication services in Latin America were conducted jointly with the ITU.
- c) That the 31st Meeting of Permanent Consultative Committee I: Telecommunications/ Information and Communication Technologies (PCC.I) approved updating the study conducted in 2015.

RESOLVES:

To request that the Secretariat of CITEL forward the annexed questionnaire to the administrations, asking them to send their replies to the Group Rapporteur with a copy to the CITEL Secretariat before August 1, 2018.

ANNEX TO RESOLUTION PCC.I/RES. 291(XXXII-18)

QUESTIONNAIRE ON THE “RIGHTS OF TELECOMMUNICATION SERVICE USERS”

1. On disputes between telecommunication service providers and users	Yes	No
1.1 Are there any specific procedures for the resolution of disputes between telecommunication service providers and users?	()	()
1.2 In general, are disputes between telecommunication service providers and users easily resolved (with successful outcomes for users)?	()	()

¹ CCP.I-TIC/doc. 4623/18 cor. 1

1.3 What is the average time needed to resolve simple disputes between telecommunication service providers and users?

Answer:

2. On institutions and tools to support consumer protection

Yes No

2.1 Does the main regulatory body have a call center to answer questions and receive complaints from users?

() ()

2.1.1 If **Yes**, how many positions does the call center have? How does it work?

Answer:

2.2 Are there any general consumer protection institutions?

() ()

2.3 What is the total number of complaints per month?

Answer:

2.4 What is the total number of complaints regarding telecommunication services per month?

Answer:

2.5 What are the main complaint resolution activities of consumer protection organizations?

Answer:

3. On surveys to assess user satisfaction with telecommunication services

Yes No

3.1 Do telecommunication service providers conduct studies to measure user satisfaction with telecommunication services?

() ()

3.1.1 Cite the names of the studies and the institutions that conduct them.

Answer:

3.2 Does the Telecommunications Regulator conduct studies to measure user satisfaction with telecommunication services?

() ()

3.2.1 Cite the names of the studies.

Answer:

3.2.2 How often does the Telecommunications Regulator conduct the main survey to measure user satisfaction?

Answer:

3.2.3 What are the key findings of the main survey by the Telecommunications Regulator to measure user satisfaction?

Answer:

4. On surveys to measure user knowledge of telecommunication services

Yes No

4.1 Do the telecommunication service providers conduct studies to assess user knowledge of telecommunication services?

() ()

4.1.1 Cite the names of the studies and the institutions that conduct them.

Answer:

4.2 Does the Telecommunications Regulator conduct research to assess user knowledge of telecommunication services?

() ()

4.2.1 Cite the names of the studies.

Answer:

4.2.2 How often does the Telecommunications Regulator conduct the main survey to assess user knowledge?

Answer:

4.2.3 What are the key findings of the main survey by the Telecommunications Regulator to assess user knowledge?

Answer:

5. About the legal framework

Yes No

5.1 Does your country have service quality requirements?

() ()

5.1.1 If **Yes**, please provide the related data and state whether the government or the service providers make them known.

Answer:

5.2 Cite the main norms and resolutions in force that apply to the rights of telecommunication service users.

Answer:

6. On user behavior

Yes No

6.1 Do telecommunication service users habitually seek information on their consumer rights and duties?

() ()

6.2 Do telecommunication service users habitually demand that their rights be respected?

() ()

6.3 What are the main concerns and complaints of consumers?

Answer:

7. Knowledge of users rights**Yes No**

7.1 Does the Telecommunications Regulator hold awareness-building campaigns on the rights of telecommunication service users?

() ()

7.2 Are telecommunication service users aware of their rights?

() ()

7.3 Do telecommunication service users generally know the means or procedures for demanding their rights?

() ()

7.4 What procedures do users follow to submit complaints regarding telecommunication services to entities prior to consumer protection?

Answer:

7.5 Do telecommunication service providers inform their consumers about:

7.5.1 Their rates?

() ()

7.5.2 The services offered?

() ()

7.5.3 Data security and/or privacy?

() ()