

PCC.I/DEC. 353 (XLIII-23)¹
QUESTIONNAIRE ON ISSUES OF INTEREST FOR PROTECTING TELECOMMUNICATION SERVICE USERS

The 44 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To invite member states to respond to the questionnaire attached as an annex to the present decision;
2. To request member states to provide the information requested in the questionnaire attached herewith to the Rapporteurship on Protecting the Rights of Telecommunication Service Users and on Telecommunication Service Quality, Vanessa Castillo Mendives (vcastillo@osiptel.gob.pe) and Ileana Gama Benitez (Ileana.gama@ift.org.mx), with a copy to the CITEL Secretariat (citel@oas.org);
3. Instruct the Rapporteurship on Protecting the Rights of Telecommunication Service Users and on Telecommunication Service Quality to draw up a report with the results of the questionnaire and, on the basis of the review of the issues of interest, to submit at the next meeting of PCC.I a proposal for holding a seminar to share the best practices for protecting telecommunication service users, to be held in 2025;
4. To instruct the CITEL Secretariat to distribute the attached questionnaire to member states, with the following deadline for submitting the responses: **June 28, 2024.**

ANNEX TO DECISION PCC.I/DEC. 353 (XLIV-24)

QUESTIONNAIRE ON ISSUES OF INTEREST FOR PROTECTING TELECOMMUNICATION SERVICES USERS

Country/organization:

Name of the person completing the survey:

Position/organization:

E-mail/contact phone number:

In view of the advisability of exchanging experiences about the policies and mechanisms that countries have implemented for the benefit of telecommunication service users, as well as the vision for users in the future, considering changes in technology and digitalization,

1. For your organization, what are the priority issues for protecting the rights of telecommunication service users?
2. List the provisions, regulations, and/or standards for protecting the rights of telecommunication service users that have been adopted in your country over the past two (2) years.

¹ CCP.I-TIC/doc. 5502/24 rev. 1