

**PCC.I/DEC. 282 (XXXIII-18)<sup>1</sup>**

**QUESTIONNAIRE ON THE RIGHTS OF TELECOMMUNICATION SERVICE USERS**

The 33 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communications Technologies (PCC.I),

**DECIDES:**

1. To request that the Member States answer the questionnaire that was approved by Resolution PCC.I/RES. 291 (XXXII-18), attached hereto as an annex.
2. To instruct the Secretariat to distribute the attached questionnaire among the Member States and set the deadline for responding at November 30, 2018.

**ANNEX TO DECISION PCC.I/DEC. 282 (XXXIII-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)? ( ) ( )

1.3 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?

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<sup>1</sup> PCC.I-TIC/doc. 4704/18

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 they offer?

( ) ( )

7.5.3 Data security and/or privacy?

( ) ( )