

**QUESTIONNAIRE INFORMATION MECHANISMS AND TRAINING OF
TELECOMMUNICATION SERVICE USERS**

The 37 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To invite the Member States to answer the questionnaire attached as an annex to this Decision.
2. To request that Member States send the information listed in the annex to the Rapporteurs on protecting the rights of telecommunication service users: Mariella Seminario (mseminario@osiptel.gob.pe) and Ileana Gama (Ileana.gama@ift.org.mx), to submit the outcomes of the consultation at the 38 Meeting of the PCC.I.
3. To instruct the CITEL Secretariat to distribute the questionnaire to the Member States, setting the deadline for responding at December 15, 2020.

ANNEX TO DECISION PCC.I/DEC. 311 (XXXVII-20)

**INFORMATION MECHANISMS AND TRAINING OF TELECOMMUNICATION SERVICE
USERS**

QUESTIONNAIRE

1. Prior to the COVID 19 pandemic, which mechanisms or tools did you use to disseminate useful information among the users of telecommunications services? Please list and describe.
2. Which mechanisms or tools have been used during the COVID 19 Pandemic to disseminate key information among the users of telecommunications services? Please list and describe.
3. Have impact studies been conducted on the users of the mechanisms or tools described in the above questions? What kinds of improvements were implemented subsequent to those studies? Please list and describe.
4. Which mechanisms are used for training users? Please list and describe.
5. Do you have systems in place for measuring the outcomes of these mechanisms for training? Please list and describe.
6. Do you have mechanisms or tools for informing and training specific groups such as persons with visual, hearing, or other disabilities? Please list and describe.

¹ CCP.I-TIC/doc. 4991/20

7. Do you have a specific strategy for disseminating the rights of telecommunication service users among rural populations, native communities or others? Please answer in detail.
8. Has the work been coordinated with regulated entities to implement mechanisms or tools to disseminate the rights of telecommunication service users? Please answer in detail.
9. Are measurements taken of the level of knowledge among telecommunication service users regarding their rights and obligations? Please answer in detail (frequency, measurement approach, how the findings are applied, and others).

Have the mechanisms or tools used for dissemination been published? If so, please provide the electronic link of the publication.