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| **APTlogogreen3** | ASIA-PACIFIC TELECOMMUNITY | **Document No.:** |
| **The 3rd Meeting of the APT Preparatory Group for WTDC-21 (APT WTDC21-3)** | **APT WTDC21-3/ OUT-05 (Rev.1)** |
| 5-8 October 2021, Virtual/Online Meeting | 7 February 2022 |

Chair, WG1

**PRELIMINARY APT COMMON PROPOSAL**

**Proposed modification TO WTDC-17 RESOLUTION 64**

**Protecting and Supporting Users/ Consumers of Telecommunication/ Information and Communication Technology Services**

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| **Priority area: (**Please mark “X” in front of the appropriate item)  \_\_\_ Declaration  \_\_\_ Thematic Priorities, Action Plan, Regional Initiatives and SG Questions  \_\_\_ Working Methods  \_X\_ Resolutions and Recommendations  \_\_ Other proposals  **Summary:**  The COVID-19 pandemic has accelerated the use and applications of digital technologies both in speed and magnitude. Its shock to the world economies have profoundly re-engineered the working environments and challenged cybersecurity priorities, massively due to the work-from-home (WFH) arrangement.  Following intensive use of ICTs and digital technologies that enable video conferencing, collaboration tools and cloud-based applications, and at the same time putting pressure to the networks and remote access infrastructure, the world has seen two years of digital transformation in just two months. Approximately 1.2 billion workers reported duties from their homes by utilizing digital technologies and internet-enabled communication tools to substitute physical meetings, teaching, marketing, trading, accounting, etc. at a demand level higher than it ever was pre-pandemic.  This in turn has contributed to the snowballing of security risks, in particular, personal data breaches, disinformation, device theft and delivery of deceitful digital services. This challenges member states to prioritize focus and reassert the importance of cybersecurity awareness in a post COVID-19 world through legal measures, technical measures, organization measures, capacity building and cooperation.  This document contains proposed modifications to WTDC-17 Resolution 64 on “Protecting and Supporting Users/ Consumers of Telecommunication/ Information and Communication Technology Services”. The proposed modifications reflect the acknowledgement that while the COVID-19 pandemic has accelerated the adoption of ICTs, it has given rise to the increase of the cybersecurity incidences and risks among users. The proposed modifications are calling for the importance to increase awareness on the safe use of the internet among users/consumers, including the need to develop a cybersecurity toolkit based on the five pillars of the Global Cybersecurity Agenda.  **Expected results:**  APT Member administrations invite WTDC to examine the proposal and approve the modifications to Resolution 64  **References:**  ITU Global Cybersecurity Index 2020  ITU Global Cybersecurity Index (GCI) & Cyberwellness Profiles 2015 |
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**PROPOSALS**

APT Member administrations propose to modify WTDC Resolution 64, according to the annex below.

RESOLUTION 64 (Rev. Addis Ababa, 2021)

**Protecting and supporting users/ consumers of telecommunication/ information and communication technology services**

The World Telecommunication Development Conference (Addis Ababa, 2021),

*considering*

*a)* UNGA76 Keynote Address by the UN Secretary-General on 21 September 2021 which called for greater actions against the 6 Great Divides, in particular the digital technology dangers and perils of digital connectivity, given the growing reach of digital platforms, and the use and abuse of data;

*b)* Resolution 196 (Dubai, 2018) of the Plenipotentiary Conference, on protecting telecommunication service users/consumers;

*c)* Resolution 84 (Hammamet, 2016) of the World Telecommunication Standardization Assembly, on studies concerning the protection of users of telecommunication/information and communication technology (ICT) services;

*d)* Resolution 64 (Rev. Buenos Aires, 2017) of this conference on protecting and supporting users/consumers of telecommunication/information and communication technology services;

*e)* United Nations guidelines on consumer protection, reviewed and approved by the United Nations General Assembly in Resolution 70/186 of 22 December 2015, which establish the main characteristics that consumer protection laws must have, the institutions in charge of enforcing them, and compensation systems so they can be effective;

*f)* Resolution 188 (Dubai, 2018) of the Plenipotentiary Conference, on combating counterfeit telecommunication/ICT devices;

*g)* Resolution 189 (Dubai, 2018) of the Plenipotentiary Conference, on assisting Member States to combat and deter mobile device theft;

﻿*h)* § 13 e) of the Geneva Plan of Action of the World Summit on the Information Society, which states that governments should continue to update their domestic consumer-protection laws to respond to the new requirements of the information society;

*i)* §§ 4.4 and 4.5 of Article 4 of the International Telecommunication Regulations;

*j)* ITU initiatives on cybersecurity, including the Global Cybersecurity Index (GCI);

*k)* Goals 2 and 3 of the ITU Connect 2030 Agenda on bridging the digital divide and provide broadband for all, and managing challenges resulting from telecommunication/ICT; development, respectively,

*taking into account*

*a)* ITU's mandate to serve as coordinator and facilitator for Action Lines C5 and C6 of the Geneva Plan of Action;

*b)* that the basic principles of consumer and user relations include education and outreach on the appropriate consumption and use of products and services in order to guarantee freedom of choice and fairness in contracting, together with clear and appropriate information on different telecommunications/ICTs products and services, with the correct specification of quantities, characteristics, composition, quality and price, taking into account the 2030 Agenda for Sustainable Development;

*c)* that information is the main input of the digital economy and transformation, for which reason it is recognized that the cross-border flow of personal consumer and user data demands the observance of national laws and regulations;

*d)* that it is necessary to work in empowering the protection needs of users and consumers in an increasingly connected world in particular, post COVID-19;

*e)* that the establishment of effective protection for users and consumers must also take into account issues like their economic interests, information about security and protection of their personal data, the coordinated fight against device theft, and advances in financial services, and the delivery of trusted digital services among others;

﻿*f)* that the same policies should ensure access to telecommunications/ICTs for women and girls, youth, children, persons with disabilities, persons with specific needs, and the elderly, indigenous and people living in rural areas are equal to all other consumers and users;

*g)* the report presented by the Rapporteur for Question 6/1, on information to consumers, protection and rights: laws, regulations, economic bases, consumer networks;

*h)*  that telecommunication/ICT services provided to users and consumers should be based on quality standards;

*i)* that policies on information transparency make it possible to increase the level and quality of the information provided by operators to users and consumers;

*j)* that the COVID-19 pandemic has accelerated the adoption of ICTs; and at the same time has given rise to the increase of the cybersecurity incidences and risks among users;

*k)* the rise of cybersecurity incidences in particular disinformation, spam, malware and DDOS attacks, phishing, identity theft and online child abuse as more users get online and become dependent on ICTs requires an urgent call for a comprehensive cybersecurity awareness,

*resolves*

to continue leading studies to establish guidelines and best practices on the protection of users and consumers regarding issues such as cybersecurity, as well as awareness on information on the basic features of the telecommunication/ICT services being provided, their rates and prices, their quality and security, and the protection of personal data, among other aspects,

*to instruct the Director of the Telecommunication Development Bureau in*

*collaboration with the Directors of the Radiocommunication Bureau and the Telecommunication Standardization Bureau*

1 to continue to support work aimed at raising awareness among decision makers regarding telecommunications/ICTs as well as among regulatory agencies regarding the importance of keeping users and consumers informed and empowered about the basic characteristics, quality, security and rates of the different services offered by operators, and at creating other protection mechanisms to facilitate the exercise of consumers' and users' rights;

﻿2 to continue coordination with the ITU Telecommunication Standardization Sector on such topics as service quality, perceived quality and security;

3 to issue regular information about relations and joint efforts with other international organizations and entities involved in consumer and user protection;

4 to invite the respective regions to create their end-user and consumer telecommunications/ICTs associations;

5 to organize training programmes, such as workshops and seminars, in order to analyze best practices, to encourage training in ICTs consumer education, education for sustainable consumption and data protection, and to formulate possible recommendations about tools and measures that provide the support and protection of ICTs services users and consumers;

6 to acknowledge the need to increase awareness on cybersecurity and safe use of the internet among users/consumers and develop a cybersecurity toolkit as indicated from the five pillars of the Global Cybersecurity Agenda,

*encourages Member States*

1 to empower users/consumers through the formulation and promotion of policies that foster the provision of information and good practices in regard to consumer education, consumer rights, and the characteristics, quality, security and tariff of the telecommunication services offered by different providers, considering especially those that facilitate the provision of free-of-charge, transparent, up-to-date and accurate information;

2 to foster measures to ensure that, in international roaming, visiting users are provided with telecommunication services of satisfactory quality, and consumers and end users are informed in a timely manner about international telecommunication services, including international roaming rates, and relevant applicable conditions;

﻿3 to encourage telecommunication/ ICT service operators/providers to develop clear, simple offers, as well as better consumer-education practices;

4 to encourage offering users and consumers better telecommunication/ ICT service options, at affordable prices, with quality service, with information transparency, in accessible language and format, and that are easy to understand;

5 to build the trust of users and consumers in the utilization and leverage of telecommunications/ICTs;

6 to include women and girls, youth, children, users with disabilities, persons with specific needs, and the elderly, indigenous and people living in rural areas so they have access to telecommunication/ICT services under equal conditions,

*invites Members States and Sector Members of the ITU Telecommunication Development Sector*

to contribute inputs that will allow the dissemination of best practices and policies they have implemented in regard to consumer and user protection, taking into consideration ITU guidelines and recommendations.

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