

ITU-D Global Seminar on Quality of Service and Consumer Protection
31 August to 1 September 2006

Ladies and Gentlemen

Before I ask Mr Touré to say the closing words, I should try to draw out some lessons.

First, it is quite clear that we need further seminars on this subject. We have seen many different issues and many different ways to address them. We also have many new issues emerging from 3G and NGN. So the ITU can usefully convene a follow up meeting.

Some issues can be taken up immediately, in the meetings of Study Groups in the coming fortnight.

Roaming resolution.

Billing accuracy.

Complaints. Defn. We could ask ITU-T SG2 for a definition!

[Horizontal regulations and laws.]

Some areas ought not to fall to the telecommunications regulatory, since they need to be broadly enforced across the economy. False or misleading advertising is an obvious area. Data protection rules should apply to all areas of business and not only to network operators.

Marginal cases where it can start in telecoms and spread out. Competition law.

International and regional comparisons.