

AGENDA

**EMERG WORKSHOP
ON QUALITY OF SERVICE AND CONSUMER PROTECTION
AMMAN (Jordan), 26- 27.09.2017
Kindly hosted by Telecommunication Regulatory Commision- TRC**





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OUTLINE

In continuity with the discussion held at the EMERG workshop in Paris on 14-15 April 2011, the EMERG Plenary decided to include a workshop on the Consumer protection and the quality of service in the EMERG Work Plan 2017. The intention is to deal with some of the topics already taken into consideration in 2011, but considering them from additional perspectives, different angles. Besides, the workshop will open the discussion on the most relevant objectives listed in the Digital Single Market Strategy of the European Union about consumer protection and quality of service. For instance, the removal of the Geo-blocking and other geographically-based restrictions to boost the e-commerce in a wider market, though online cross-border sales. In addition, the workshop will address with a comprehensive approach the general subject of the “Quality of Service”, adding also the concept of the “Quality of Experience”, which is now deemed as relevant from the Consumers’ perspective. Namely, how the electronic communications services are perceived by the users, considering the different factors which effect their perception. Basically, in the recent years, it has been registered a shift from a “technological approach” network-based typical of the measurement of the quality of service to a more subjective one centered on the users experience.

Furthermore, during the workshop the participants will discuss about some other topics of common interest, which are included in the questionnaire:

- the latest updates on the transparency regulation policies in the different Countries;
- consumers’ empowerment through educational campaign;
- handicapped users’ special provisions.
- Consumers' complaints handling and dispute resolution.





DRAFT AGENDA

Tuesday, 26 September 2017	
1. Opening of the meeting an adoption of the agenda	
Title	Draft Agenda
Document	EMERG (17) 15
Action required:	To agree on the agenda and identify any points to be raised under AOB.
2. Presentations on consumer protection policies: new horizons and evolution in Europe and in the MENA Countries	
Title	Overview of the most recent European initiatives, especially related to the Digital Single market strategy
Document	EMERG (17) 16
Action required:	To take note.
Title	Latest news from the upcoming European Communication code in the consumer protection field
Document	EMERG (17) 17
Action required:	To take note.
Title	Consumer protection policies in the EMERG Countries Country cases: (CRA Bosnia and Herzegovina/TRC Jordan)
Document	EMERG (17) 18 EMERG (17) 19
Action required:	To take note.
3. Quality of service and quality of experience measurements tools	
Title	EMERG best practices for an effective and beneficial measurement of the Quality of Service- EGYPT
Document	EMERG (17) 20
Action required:	To take note
Title	A data driven regulation to promote operators' investment and consumer protection
Document	EMERG (17) 21
Title	Country presentations of the status of the national consumer protection policies.
Action required:	To take note.



Plenary Discussion	
Action required:	To take note and agree on a best practice target picture

Wednesday 27 September 2017	
4. Special provisions in favour of the handicapped users and of elderly people.	
Title	Best practices and initiatives in favour of the handicapped users and elderly people in the EMERG Countries
Document	EMERG (17) 22
Action required:	To take note
5. Consumers' empowerment and educational campaign	
Title	Best practices and initiatives in favour of the young people in the EMERG Countries: spreading the use of the electronic communications services and increasing the awareness on their educational potentialities.
Document	EMERG (17) 23
Action required:	To take note
6. Consumers' complaints handling and dispute resolution.	
Title	Best practices and initiatives for an effective handling of consumers' complaints and dispute resolution. A Country Case. ITALY
Document	EMERG (17) 24
Action required:	To take note
7. Plenary Discussion	
Title	Plenary Discussion about the main outcomes of the questionnaires on the consumer protection policies (above mentioned topics) in the EC and Southern Neighboring Countries
8. Recommendations	
Title	Draft recommendations
Action required:	To agree on a common recommendation for next Plenary
9. Closing remark and AOB	