

TAIEX Expert Mission on ICT User Rights

organised in co-operation with
OFCOM, ANACOM, COM REG, AGCOM and IFT

Venue :
Mexico City,
Date: June 2016

Beneficiary :
Instituto Federal de Telecomunicaciones
Mexico

Aim of the meeting :

The aim of the TAIEX Expert Mission is celebrate meetings to exchange knowledge around international best practices aimed at ensure user rights, containing the following:

- Conduct surveys, measurements of satisfaction levels, reports on trends, applications, user experiences in telecommunications services;
- Tools and simulators rate information for users, development of information material reports late fees, means of diffusion and impact on industry and user behavior;
- Know the ways of dissemination of the areas targeted users, the ways of measuring impact; and
- Lessons learned and next steps.

Day 1 : June 2016

Chair : -

09:00	Opening
09:30-11:00	OFCOM. Topic: Exchange of international experiences on the development of methodologies, objectives, scope of actions and publications of the Department named "Consumer" and the results of the reports published for "The Consumer Experience." Their interaction with other areas of OFCOM.
11:00-12:00	IFT Topic: Presentation of publications on comparative surveys and reports rates.
12:00-13:00	Questions and answers.
13:00-14:00	Mealtime
14:00-15:30	OFCOM Topic: Exchange of international experiences on development methodologies, objectives, surveys, tariffs, tariff progress and results of the reports published called "The Communications Market Report".
15:30-16:30	IFT Topic: Presentation of publications on material annuals surveys, comparison of tariffs and tariff evolution forthcoming publications.
16:30-17:00	Questions and answers.

Day 2 : June 2016

Chair : -

09:00-11:00	OFCOM Topic: Exchange of international experiences on development methodologies, objectives of the results of the National Satisfaction Index (NCSI) Customer UK and the new indicator of commitment.
11:00-12:00	IFT Topic: presentation on surveys and indicators. Similarities and differences to the method of OFCOM.
12:00-13:00	Questions and answers.
13:00-14:00	Mealtime
14:00-15:30	ANACOM Portugal Topic: National Client Index Satisfação do (ECSI), in which a measurement of the quality of goods and services from different sectors of economic activity was conducted: banking, fuel supply and telecommunications.
15:30	IFT Topic: presentation on surveys and indicators. Similarities and differences to the method of ANACOM.
16:00-17:00	Questions and answers.

Day 3 : June 2016

Chair : -

09:00-10:30	ANACOM Portugal Topic: Exchange of international experiences on the development and impact of the Calculator and Simulator consumption of telecommunications services.
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10:30-12:00	COM REG Irlanda Topic: Exchange of international experiences on the implementation of the Calculator and Simulator.
12:00-12:30	IFT Topic : presentation reports on comparative rates and simulator tool consumption
12:30-13:00	Questions and answers.
13:00-14:00	Mealtime
14:00-15:30	AGCOM Italia Topic : Exchange of international experiences on the publicity given to the user to choose the most suitable offer and the complaint process called pattern D.
15:30-16:30	AGCOM Italia Topic: Exchange of international experiences on the development and impact of Consumer Guides.
16:30-17:00	Questions and answers.

This meeting is being organised by the
**Technical Assistance Information Exchange Instrument
of the European Commission**

http://ec.europa.eu/neighbourhood-enlargement/tenders/taix/index_en.htm



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