

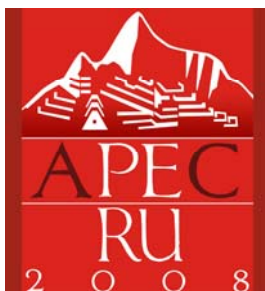


**Asia-Pacific
Economic Cooperation**

2008/TEL38/LSG/SEC/006

EDUCATING STAKEHOLDERS AND RESOLVING COMPLAINTS

Purpose: Consideration
Submitted by: Mexico



Stakeholder Engagement and Consultations

Lima, Peru

14 October 2008

SCT

Comisión
Federal de
Telecomunicaciones

“EDUCATING STAKEHOLDERS AND RESOLVING COMPLAINTS”

Rodrigo de la Parra Carrillo

COFETEL

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Why Should We Go Through the Trouble

Policy Making

Fundamental issues of long-term societal objectives and direction, rather than day-to-day implementation and problemsolving.

Policy Objectives and Models of Regulation

William Melody

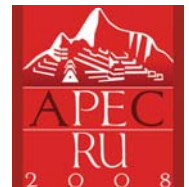
Sectorial Regulation

Independent from the PTO and from day-to-day government influence. To implement government policy, resolve disputes between competitors and between consumers and operators, monitor changing industry conditions, and advise government on developments bearing on policy.

Service Provision

Neither politicians nor government bureaucrats can interfere in day-to-day operational decisions. The management must be accountable to a Board that is insulated from day-to-day government interference.

General Competition Authorities

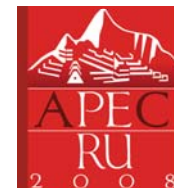


Regulatory Independence

Independence has been thought as a best practice for regulation.

However, independence must be accompanied by “accountability”.

Accountability involves not only “informing” what has been done, but also “engaging stakeholders” in decision making.



Consulting and Educating, Beyond an Obligation

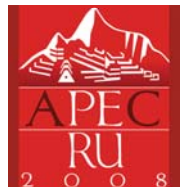
Engaging Stakeholders should not be viewed as a mean to comply with an obligation.

Engaging Stakeholders is also very useful to issue Robust and Solid Regulatory Instruments.

Usually, there is an Education process when consultations are performed.

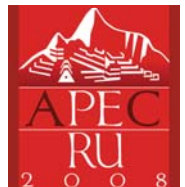
How it works in Mexico

- Regulatory Improvement Process
- Transparency
- Beyond legal requirements



Number Portability: A Case Study

- Public Consultations
- A Committee
- Drafting the Regulatory Instrument Together
- Regulatory Improvement Process
- Resolving Complaints: the establishment of a user call center



Thank you

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