

**NEWS RELEASE**

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**The KCC published the “2022 Communications Dispute Mediation Casebook”**

*The casebook demonstrates 100 cases of dispute mediation including the quality of calls and lack of notice of important information*

The Korea Communications Commission (KCC, chairman Han Sang-hyuk) published “2022 Communications Dispute Mediation Casebook” on 27 February.

The KCC publishes the mediation casebook every year to help prevent disputes in advance and settle disputes smoothly between telecommunications business operators and users.

This year the casebook includes 100 mediation cases in total applied and processed at the Communications Dispute Mediation Committee for the last year. The casebook is available on the committee’s website (www.tdrc.kr).

The casebook consists of the first chapter: an introduction to the Communications Dispute Committee and the process of mediation, the second chapter: the current mediation status of disputes consultation and mediation, and the third chapter: communications disputes mediation. Each case demonstrates the outline of the case, each party’s position, the result of a fact check, mediation evidence based on legal judgment, and settlement cases before reaching mediation.

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The Korea Communications Commission