ORGANIZACION DE LOS ESTADOS AMERICANOS
ORGANIZAÇÃO DOS ESTADOS AMERICANOS
ORGANISATION DES ETATS AMERICAINS
ORGANIZATION OF AMERICAN STATES

FINAL REPORT

III REGULAR MEETING OF THE ASSEMBLY
OF CITEL

The Chairman of the Third Regular Meeting of the Inter-American Telecommunication Commission, CITEL, has special pleasure to attach the "Declaration of Washington" adopted by unanimity by the delegations present during that meeting that took place in Washington, DC, United States, August 12-16, 2002.

In addition, the Final Report of the meeting is attached.

Marcelo Kohan
Chairman of the Assembly

INTER-AMERICAN TELECOMMUNICATION COMMISSION
(CITEL)

WASHINGTON DECLARATION

August 16, 2002

The representatives of the telecommunication administrations of CITEL Member States at the Third Regular Assembly of the Inter-American Telecommunication Commission (CITEL) held in Washington, D.C., August 12-16, 2002,

TAKING INTO ACCOUNT:

That the Heads of State and Government of the Americas confirmed, during the Third Summit of the Americas, their commitment to hemispheric integration and national and collective responsibility for improving the economic wellbeing and security of the people of the Americas.

That the Heads of State and Governments, in complying with the Action Plan of the Summit of Quebec, charged CITEL to work with regional and sub-regional organizations to formulate and implement before the next Americas Summit a cooperative and collaborative program in support of an agenda of connectivity for the hemisphere.

That the Summit stated that " free and open economies, market access, sustained flows of investment, capital formation, financial stability, appropriate public policies, access to technology and the development of human resources and training are key to reducing poverty and inequalities, raising standards of living and promoting sustainable development.

That the Summit recognized "the disparities between costs and access to technology among and within the countries of the Region" and "an individual and collective intention towards the expansion to access to world knowledge and the full integration of the knowledge society" has been agreed to, "particularly in developing countries and those which have smaller economies, and among rural and vulnerable Groups".

That Heads of State also expressed their conviction that the promotion of a Connectivity Agenda for the Americas would facilitate the reduction of the digital gap and would contribute to the beneficial integration of the hemisphere in a society increasingly based on knowledge.

TAKING INTO ACCOUNT AS WELL:

That the promotion and expansion of connectivity shall be based on a common effort and commitment among Governments, private sector and civil society.

That CITEL plays a central role in the implementation of the decisions of the Summits of the Americas with respect to telecommunications and its applications, making it necessary to strengthen its operating mechanisms and the efficient use of its resources to obtain timely response to the commitments adopted by the Heads of State of the Region.

That CITEL has elaborated an agenda project for the connectivity of the Americas and a Quito Action Plan as a contribution to the member states.

That CITEL continues to channel the regional expression through inter-American proposals before the International Telecommunication Union (ITU) and other international forums consolidating Member States' objectives.

WE DECLARE:

That the development of the Information and Communications Technologies infrastructure and the access to the same, continues to be of the highest priority for the efficient management of information, given the strategic character of the telecommunications sector for the achievement of the objectives of economic and social growth of the States and the attainment of information societies.

That CITEL, as the senior technical telecommunication body of the Americas, is an ideal forum to gather the efforts of States, the private sector and other telecommunication entities and financing, for the development of each of the elements that contribute to Connectivity in the Americas: infrastructure, regulation, access to information technologies and communications of all segments of society.and technology convergence, among others.

AND THEREFORE AGREE TO:

Continue consolidating and expanding CITEL's capabilities so it can fully respond to the commitments adopted by the Heads of State at the Summit of the Americas, in view of the fact that telecommunications and information technologies and connectivity are priority elements in the sustainable development of the Region.

Continue consolidating, strengthening and supporting the work of COM/CITEL and the Permanent Consulting Committees (PCC's) of CITEL.

Strengthen mechanisms that will allow the dissemination and implementation of human resources and training programs, including information activities to telecommunication services users, in coordination with national entities, the Center for Excellence of the Americas of the ITU, and with the private sector, regional, sub-regional organizations and other entities of civil society.

Coordinate and lead, within the scope of our competency, the process of promotion and implementation of a Connectivity Agenda for the Americas, supporting the joint work of Governments, regional and sub-regional organizations, the private sector and entities of civil society, in coordination with the OAS Secretariat for the Summits' process.

Facilitate an adequate environment for its Member States to exchange their experiences and best practices allowing them to maintain updated legal and regulatory frameworks promoting competition, which are predictable, consistent, nondiscriminatory and transparent, which will contribute to the development of telecommunications and universal access.

Enhance CITEL's role as a forum where Member States and Associate Members come together to address, in particular the technical elements of CITEL's mandate and which fully recognizes the important role and expertise of the private sector, in the development of the telecommunications infrastructure in the Americas.

Strengthen coordination in association with other telecommunications and financing organizations to develop and implement efficient and sustainable development programs, taking into account the need to attract investment for the development of infrastructure, promotion of universal access, the use of new information and communication technologies, and the integration of the smaller economies into the hemispheric trade agenda.

Foster the development and the use of information and communication technologies in small and medium size businesses, in different spheres of society according to specific social, political, cultural and economic needs, and training for the development of appropriate contents.

Actively contribute in the preparations for the World Summit of the Information Society, putting forward the principles for a Connectivity Agenda of the Americas, encouraging cooperation and participation of the interested sectors of the Region, making proposals and through any other mechanism that allows active presence of Member States and Associate Members.

In witness whereof, the Delegates of the Member States taking part in the Third Regular Meeting of the Inter-American Telecommunication Commission adopt this Declaration in the City of Washington, DC, August 16, 2002.

CHAIR OF THE ASSEMBLY

Antigua and Barbuda	**Guatemala**
Argentina	**Guyana**
The Bahamas	**Haiti**
Barbados	**Honduras**
Belize	**Jamaica**
Bolivia	**Mexico**
Brazil	**Nicaragua**
Canada	**Panama**
Chile	**Paraguay**
Colombia	**Peru**
Costa Rica	**Saint Kitts and Nevis**
Dominican Republic	**Santa Lucia**
Ecuador	**Saint Vincent and the Grenadines**
El Salvador	**Suriname**
United States	**Trinidad and Tobago**
Grenada	**Uruguay**
	Venezuela

THIRD REGULAR MEETING   OEA/Ser.L/XVII.2.2
OF THE ASSEMBLY OF THE CITEL   **CITEL/doc./294/02 rev.2**
August 12 to 16, 2002   **23 November 2002**
Washington, DC, United States   **Original: Spanish**

FINAL REPORT

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OF THE ASSEMBLY OF CITEL

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[1] Document CITEL/doc.217/02 rev.1.

II.   OFFICERS OF THE MEETING

Chair: Mr. Marcelo Kohan (Argentina)
First Vice Chair: Mr. David Gross (United States)
Second Vice Chair: Mr. Rodrigo Robles (Guatemala)

Credentials Committee

Chair: Alberto Fonseca (Brazil)
Members: Freddy Villao (Ecuador)
                                                Horacio A. Robles (Panamá)

Drafting Committee

Chair: Carmelo Rivera (United States)
Members: Jonathan Siverling (United States)

Style Committee

Chair: Andrea Lewis (United States)
Members: (Brasil)
                                                (Haiti)
                                                Eugenio Gamboa Hijales (México)

Committee 3:   Amendment of the Statute and Regulations

Chair: Félix Castro (Colombia)

Committee 4:   Planning and Program-Budget

Chair: Bruce Gracie (Canada)

Assembly Working Group to Prepare the Declaration of Washington

Chair: Paula Córdoba (Argentina)
Members:

                                                Joao Albernaz (Brasil)
                                                (Chile)
                                                Felix Castro Rojas (Colombia)
                                                Claudio Bermudez y Néstor Calderón (Costa Rica)
                                                Freddy Villao (Ecuador)
                                                (El Salvador)
                                                (Estados Unidos)
                                                Marlon Ramsés Tábora y José Miguel Paz (Honduras)
                                                Rodrigo Robles (Guatemala)
                                                (Nicaragua)
                                                Horacio A. Robles D. (Panamá)
                                                Francisco Delgado (Paraguay)
                                                Carlos Romero Sanjines (Perú)
                                                Leonel López Celaya (México)
                                                Cástor Rivas I. (Venezuela)

III.   RESOLUTIONS

CITEL/RES. 31 (III-02)[2]
A NEW APPROACH TO RESOLVING THE INCOMPATIBILITIES RESULTING FROM THE 1981 REGIONAL ITU CONFERENCE ON THE AM BROADCASTING BAND

The III Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

REALIZING:

a)   That it has been more than 20 years since the 1981 Regional ITU Conference on the AM Broadcasting and that the problem of unresolved incompatibilities still exist, and

b)   That because the incompatibilities still exist, many member countries do not enjoy the quality of service that should be theirs from the AM Broadcasting Band due to radio interference,

CONSIDERING:

a)   That the computers of today are more powerful than those of 20 years ago and that computer speeds and the graphics software that are available make the calculation and analysis of incompatibilities a feasible task;

b)   That PCC.II has taken an initiative to examine the problem of resolving the incompatibilities and that much work will be required prior to making an attempt at resolving the incompatibility problem, and

c)   That it is desirable to conclude the work started by the 1981 ITU Regional Radio Conference,

RESOLVES:

1.   To endorse the initiative taken by PCC.II and to encourage the Member Countries to make a serious examination of this problem within their national boundaries and to participate in this activity to finally conclude the work of the 1981 Conference;

2.   That this initiative be completed at a CITEL meeting in 2004 or 2005.

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[2] Document CITEL/doc.260/02.

CITEL/RES. 32 (III-02)[3]
PROCEDURE FOR RECOGNITION OF THE CITEL INTER-AMERICAN CONVENTION ON THE INTERNATIONAL AMATEUR RADIO PERMIT (IARP) WITH THE CEPT

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

CONSIDERING:

a)   That the implementation of the 1987 Lima Convention on temporary radio amateur licenses in member countries, as modified in 1988, together with the 1995 Inter-American Convention on an International Amateur Radio Permit ("IARP Convention") has been beneficial to telecommunications in the hemisphere;

b)   That within the scope of the European Conference of Postal and Telecommunications Administrations ("CEPT") in Recommendation T/R 61-01, under the title "CEPT Radio Amateur License", approved in Nice in 1985, revised in 1992, conditions were established for mutual recognition of radio amateur licenses among the countries of the CEPT, and

c)   That simplification of the administrative procedure for awarding radio amateur licenses enables administrations to reduce their logistic and economic costs,

NOTING :

 a)   That several CITEL Member States have independently entered into bilateral reciprocity agreements concerning mutual recognition of radio amateur licenses, and that these agreements exist not only among countries of the Americas but also among countries located in Europe and other continents, and

 b)   That the administration of licenses based on bilateral reciprocity agreements involves a considerable increase in work for Administrations which can be reduced through extending the reach of multilateral arrangements like the IAPR Convention and Recommendation T/R 61-01,

BEARING IN MIND:

That the primary purpose of CITEL is to facilitate and promote by all possible means the continuous development of telecommunications in the American States,

OBSERVING:

That the terms and conditions of the IARP Convention and Recommendation T/R 61-01 are fully compatible,

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[3] Document CITEL/doc.275/02.

RESOLVES:

1.   To encourage the CITEL Member States to adhere to the IARP Convention.

2.   To approve the attached draft Protocol to the IARP Convention in annex A intended to extend to CEPT Radio Amateur License holders from CEPT Member States that have implemented Recommendation T/R61-01 the same rights and privileges accorded holders of the IARP from CITEL Member States that become state parties to that the Protocol, subject to the extension by CEPT to holders of the IARP the same privileges and immunities enjoyed by CEPT Radio Amateur License holders from CEPT member states that have implemented Recommendation T/R61-01.

3.   To transmit the attached draft Protocol and draft resolution to the OAS General Assembly for approval so that the Protocol may be opened for signature.

4.   To ask the Executive Secretary, on behalf of CITEL, to enter an Agreement with CEPT which will permit IARP holders from state parties of the Protocol to enjoy the same rights and privileges accorded CEPT Amateur Radio license holders from CEPT member states that have implemented Recommendation T/R61-01.

5.   To promote the development of a global Amateur Radio Permit working with other regional organizations and within the framework of the International Telecommunication Union.

INSTRUCTS THE EXECUTIVE SECRETARY:

To send the IARP Convention and the draft Protocol to other regional organizations to inform them of our activities and encourage them to participate in the development of a global Radio Amateur Permit that will simplify procedures for temporary installation and use of radio amateur stations,

ANNEX A

AMENDMENT TO THE INTER-AMERICAN CONVENTION
ON AN INTERNATIONAL AMATEUR RADIO PERMIT

GENERAL ASSEMBLY,

HAVING SEEN:

CITEL Resolution RES. 32 (III-02) approved at the Third Assembly of CITEL held in Washington, DC, United States, 12 to 16 August 2002,

CONSIDERING:

a)   That the Assembly of CITEL serves as an Inter-American Forum in which the highest telecommunications authorities of the CITEL Member States share opinions and experiences and make appropriate decisions to direct their activities towards achieving CITEL's assigned objectives and mandates, and

b)   That COM/CITEL as CITEL's executive organ, is authorized, in conjunction with CITEL's Secretariat, to prepare drafts of inter-American conventions and treaties relating to telecommunications in the Americas,

RECOGNIZING:

That CITEL's objective is to facilitate and promote, by all means available to it, the continuing development of telecommunications in the American States, and

CONVINCED:

That the Protocol to the IARP Convention will promote and facilitate through multilateral licensing mechanisms, the valuable interchange of ideas and technology among amateur radio operations in Europe and the Americas,

RESOLVES:

To adopt the following Protocol to the Inter-American Convention on an International Amateur Radio Permit.

ANNEX

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**PROTOCOL OF AMENDMENT TO THE
INTER-AMERICAN CONVENTION ON AN INTERNATIONAL
AMATEUR RADIO PERMIT**

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The Member States of the Organization of American States,

CONSIDERING:

That the European Conference of Postal and Telecommunications Administrations ("CEPT") permits holders of the CEPT Radio Amateur License from any CEPT Member States that has implemented CEPT's Recommendation T/R 61 to operate temporarily in all other CEPT Member States that have implemented that Recommendation without having to obtain a license from those other states;

TAKING INTO ACCOUNT:

That the CEPT Radio Amateur License is similar in scope and purpose to the International Amateur Radio Permit ("IARP") issued and recognized by the State Parties to the Inter-American Convention on an International Amateur Radio Permit ("IARP Convention");

BEARING IN MIND:

That substantial benefits in reduced administrative and logistical costs can be realized by allowing amateur radio operators with either the CEPT Radio Amateur License or the IARP to operate temporarily in both CEPT member states and IARP State Parties without having to obtain additional licenses and without having to pay additional duties, taxes and fees; and

CONSIDERING:

That CEPT is authorized to obligate its member states to provide amateur radio operations from non-CEPT states the same exemption from licensing and other related requirements enjoyed by holders of the CEPT Radio Amateur License and has expressed its interest in doing so for IARP licensees from State Parties to the IARP Convention who sign an agreement with CEPT for that purpose.

HAVE AGREED UPON THE FOLLOWING:

ARTICLE I

Articles 5-12 of the IARP Convention shall be renumbered Articles 6-13, respectively.

ARTICLE II

The new Article 5 of the IARP Convention shall state as follows:

Reciprocity with Member States of the European Conference of Postal and Telecommunications Administration

Radio amateurs holding an amateur radio license from a Member State of the European Conference of Postal and Telecommunications Administration ("CEPT Radio Amateur License") which has implemented Recommendation TR/ 61-01 of the Conference of Postal and Telecommunications Administration ("CEPT") shall be entitled to the same rights and privileges enjoyed by holders of the IARP, provided, however, that CEPT accords all holders of the IARP the same rights and privileges enjoyed by holders of the CEPT Radio Amateur License in CEPT Member States that have implemented Recommendation TR/61-10. Such rights and privileges granted under this Article shall be subject to the corresponding conditions established in the IARP Convention and TR/61/01 respectively.

ARTICLE III

For purposes of applying the new Article 5 of the IARP Convention set out in Article II of this Protocol above, the term "holders of the IARP" means only those holders of the IARP from State Parties to this Protocol.

ARTICLE IV

State Parties to the IARP Convention may become State Parties to this Protocol by:

a. Signature not subject to ratification, acceptance, or approval;
b. Signature subject to ratification, acceptance or approval followed by ratification, acceptance or approval; or
c. Accession.

Ratification, acceptance, approval, or accession shall be effected by deposit of the appropriate instrument with the General Secretariat of the Organization of American States in its capacity as a depository.

ARTICLE V

Each State may make reservations to this Protocol at the time of signature, ratification, acceptance, approval, or accession, provided that each reservation concerns at least one specific provision and is not incompatible with the objectives and purposes of the Convention.

ARTICLE VI

This Protocol shall enter into force on the thirtieth day following the date on which two States have become Parties to it. For the remaining States, this Protocol shall enter into force on the thirtieth day after their compliance with the procedures established in Article IV.

ARTICLE VII

This Protocol shall remain in force indefinitely, but may be terminated by agreement of the State Parties. Any of the State Parties to this Protocol may denounce it. The instrument of denunciation shall be deposited with the General secretariat of the Organization of American states. After one year from the date of deposit of the instrument of denunciation, the Protocol shall no longer be in effect for the denouncing State Party, but shall remain in effect for the other State Parties.

ARTICLE VIII

The original instrument of this Protocol, the English, French, Portuguese and Spanish texts are equally authentic, shall be deposited with the General Secretariat of the Organization of American States, which shall forward a certified copy of its text to the Secretariat of the United Nations for registration and publication in accordance with Article 102 of its Charter, and to the General Secretariat of the International Telecommunication Union.

The General Secretariat of the Organization of American States shall notify the State Parties when it receives: the signatures, deposits of instruments of ratification, acceptance, approval, accession and denunciation, and any reservations.

DONE IN _____, the _____ day of _____, two thousand and three.

_____

_____

CITEL/RES. 33 (III-02)

IMPLEMENTATION OF THE AGENDA FOR CONNECTIVITY IN THE AMERICAS

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

CONSIDERING:

a)   That the Heads of State and Government of the Americas, in fulfillment of the Plan of Action of the Quebec City Summit, instructed the telecommunications authorities and the relevant regulatory bodies, working within the regional and sub-regional agencies and organizations to develop and implement before the next Summit of the Americas a cooperative and collaborative program to support a connectivity agenda for the Hemisphere; and

b)   That CITEL has developed a draft *Agenda for Connectivity in the Americas and Plan of Action of Quito* as its contribution to the countries of the Americas, to act as a guide for the development of individual Connectivity Agendas and Plans of Action for countries which may find it appropriate; and

c)   That the draft CITEL *Agenda for Connectivity in the Americas and Plan of Action of Quito* represents a significant and positive contribution to efforts underway in a number of forums to bridge the digital divide as a precursor to realizing the benefits of the information society; and

d)   That the draft CITEL *Agenda for Connectivity in the Americas and Plan of Action of Quito* was presented to the ITU World Telecommunication Development Conference (WTDC) by the Chair of COM/CITEL and also a Common Inter-American Proposal, subscribed to by 19 OAS Member States seeking support for its implementation; and

e)   That the WTDC agreed to include among the high priorities of ITU support for initiatives under the *Agenda for Connectivity in the Americas and Plan of Action of Quito*, recommending the use of mechanisms to help to achieve the necessary results for each country and region, and promote the exchange of information on the development of connectivity activities globally,

RECOGNIZING:

a)   That further development of the draft *Agenda for Connectivity and the Plan of Action of Quito* is necessary and contains elements that are beyond the scope and mandate of CITEL activities, and require the collaboration of the governments of the hemisphere, of regional, sub-regional and multinational agencies, of civil society and of the private sector, to achieve connectivity in the region;

b)   That continued participation by the telecommunication sector is of critical importance to implementation of an Agenda for Connectivity;

c)   That Telecommunications Authorities of the Hemisphere must also contribute actively in the implementation   process   to   ensure   the   success   of   connectivity   in   the   Americas;   and

d)   The importance of the work done by CITEL in developing an Agenda for Connectivity in the Americas,

RESOLVES:

1.   To circulate the Agenda for Connectivity in the Americas and Plan of Action of Quito that is attached to this resolution, taking into account the provisions of Resolution 133 of the XI Meeting of COM/CITEL, within the OAS Member States for further consideration, without having its content create any obligations for any Member State;

2.   To undertake further consultations within CITEL via the CITEL Electronic Forum to permit COM/CITEL to update the Agenda at its XII Meeting.

3.   To charge COM/CITEL to develop the Plan of Action identifying areas within the competence of CITEL based on the results of the XII Meeting of COM/CITEL.

INSTRUCTS:

1.   The Executive Secretary of CITEL to convey the text of this resolution and the *Agenda for Connectivity and the Action Plan of Quito* to the OAS Executive Secretariat for the Summit Process, with a request that it be distributed to the OAS Member States.

2.   COM/CITEL to continue the work by identifying areas of action to be undertaken by CITEL and monitoring progress.

3.   The Executive Secretary of CITEL to establish a Discussion Group on Connectivity to serve the purposes described above, using the resources available on the CITEL Electronic Forum.

ANNEX

**PRESENTATION OF THE
"AGENDA FOR CONNECTIVITY IN THE AMERICAS AND PLAN OF
ACTION OF QUITO"**

It has been a great pleasure and honor for me to represent the Government of Ecuador as Chairman of the Permanent Executive Committee (COM/CITEL) and, especially, to preside over what the CITEL Member States have set as a primary goal: the implementation and widespread use of information and communication technologies in support of basic development programs with participation from all sectors of society.

One of CITEL's chief accomplishments has been its proposal to heads of state and government at the Third Summit of the Americas (Quebec City, April 2001) on the need for an action plan for cooperation in this regard among all Member States, and the drafting of this important document in accordance with its mandate. The drafting was done in Quito, and for that reason the Tenth Meeting of COM/CITEL held in Salinas, Ecuador, in December 2001 accepted the Working Group's recommendation to call the document the "Agenda for Connectivity in the Americas and Plan of Action of Quito."

Shortly thereafter, on the initiative of the Working Group to prepare for the ITU World Telecommunication Development Conference in Istanbul, and with strong support from the many participating Member States at the ITU Conference held in Istanbul, I had the honor of presenting the Agenda on CITEL's behalf at that important event. With the adoption of Resolution 39, the Conference decided to include support for this initiative among the high priorities for the ITU. This and other CITEL

initiatives relating to the Telecommunication Development Plan for Indigenous Peoples and the development of national tele-health programs, the Inter-American Tele-Health Network and regional tele-education programs were major accomplishments. After review by this Third Regular Meeting of the Assembly, countries across the Americas must direct their efforts towards adoption and implementation of the "Agenda for Connectivity in the Americas and Plan of Action of Quito," as the best avenue for the collective development of their peoples, in time for the Fourth Summit of the Americas of Heads of State and government.

I want to recognize the fine work done by the group coordinated by Bill Graham of Canada and by all those working with him, especially Santiago Reyes Borda of Canada, Martha Rodríguez of Colombia, Enrique Díaz Cerón of Mexico, José Vivanco Arias and other CONATEL Ecuador staff. Substantial support was also provided by the COM/CITEL ad-hoc group chaired ably by Félix Castro of Colombia. All contributed significantly to the telecommunications initiatives that led to such great responsibility being placed upon our organization by the heads of state and government at the Summit of the Americas.

I also want to thank the Permanent Council of the OAS for enthusiastically supporting this initiative when we presented it in 2000 and 2001.

On behalf of all the Member States, the CITEL Secretariat and the Associate Members which contributed to its preparation, I submit this Agenda for the Assembly's consideration at its Third Regular Meeting, and have the honor of asking you to support this initiative.

Quito, July 29, 2002

JOSÉ PILEGGI VÉLIZ
Chairman, COM/CITEL

AGENDA FOR CONNECTIVITY IN THE AMERICAS

PLAN OF ACTION OF QUITO

EXECUTIVE SUMMARY

The Heads of State and Government present at the Summit of the Americas held in Quebec City in April 2001 recognized that the technological revolution taking place has profound social, economic and political consequences, and that a new economy and society are being defined by an increasing capacity to access and disseminate information, and by the need and challenge of transforming such information into knowledge for the benefit of all citizens of the Americas.

In this context the Heads of State recognized the urgency of closing the Digital Divide, both between and within nations of the Americas.

As expressed by the Statement on Connectivity, the promotion of an Agenda for Connectivity in the form of national, regional and sub-regional strategies will facilitate the process of addressing and closing the digital divide and accelerate the integration of the hemisphere into a knowledge-based society, particularly in developing countries, smaller economies, and among rural and disadvantaged Groups. In fulfillment of the Plan of Action of the Quebec Summit, the Inter-American Telecommunication Commission (CITEL) was instructed to work with regional organizations and agencies to develop a cooperative and collaborative program to support an Agenda for Connectivity in the Americas.

There are three fundamental components of an Agenda for Connectivity addressed in this document: infrastructure, utilization and content. There are also three basic premises for success outlined: first and foremost, that the agenda must be designed and implemented with an active participation of civil society including the private sector; second, that it must be based on principles of equity, universality and affordability, and third, that it must be geared to stimulate the production and availability of relevant content in critical areas addressing the fundamental needs of the citizens of the Americas.

This document provides a conceptual framework, outlines a set of general guidelines as a Plan of Action to design and implement a connectivity strategy, and includes an annex section offering detailed suggestions to Administrations in several critical areas.

The document calls for all countries of the Americas to formulate a vision statement of their own Agendas. However, in defining such a national vision, each country is encouraged to establish realistic objectives, goals and deadlines.

The Plan of Action provides a general framework and outlines a three step process for countries willing to design and implement a connectivity strategy appropriate to their circumstances. The three basic steps are: assessment and planning, implementation (including infrastructure, utilization, content, legal and regulatory framework and financing), and evaluation.

To facilitate the development and guarantee the continuity of national agendas, it is proposed that they be directed by a Working Group at the highest possible level, under the guidance and direction of the respective government, and with an active participation by civil society including the private sector. To maintain the autonomy necessary for the successful design and implementation of the respective agendas, the Working Group should be established as a Secretariat or National Coordination Office. Given connectivity's "horizontal" nature and multi-sectoral application, it is recommended that such Secretariats or National Coordination Offices not be assigned or subordinated to any particular ministry, department, or agency. These secretariats or national coordination offices should report directly to the Head of State.

AGENDA FOR CONNECTIVITY IN THE AMERICAS

AND

PLAN OF ACTION OF QUITO

1.   **Rationale**

        The Heads of State and Government of the Americas, gathered at the Summit of the Americas held in Quebec City, in April 2001, recognized that an extraordinary technological revolution of profound social, cultural, political, and economic consequence is under way, and that the region is entering a new economy and society defined by its vastly enhanced capacity to access and disseminate information and to transform that information into knowledge.

        The Summit expressed its firm conviction that promotion of an Agenda for Connectivity in the Americas, in the form of national agendas or strategies, would facilitate the integration of the Hemisphere into an increasingly knowledge-based society, particularly in developing countries, smaller economies, and among rural and disadvantaged Groups. The aim is to provide the citizens of the Americas with opportunities to develop and use knowledge so as to profit fully from opportunities to strengthen democracy, generate prosperity, and fulfill their human potential.

        The Quebec City Summit instructed telecommunications authorities and the pertinent regulatory agencies to work with regional and subregional organizations and agencies to develop and execute, prior to the Fourth Summit of the Americas, a cooperative and collaborative program to support an Agenda for Connectivity in the Americas.

        To carry out this task, the Inter-American Telecommunication Commission (CITEL) has coordinated the preparation of the document attached hereto. CITEL has undertaken this task in full recognition that the scope of an Agenda for Connectivity in the Americas necessarily extends far beyond its mandate and its authority to implement it, and indeed far beyond the ability of telecommunications authorities to implement on their own.   CITEL also recognizes its limitations in developing an Agenda for Connectivity that is to cover all aspects society. For this reason, CITEL invites other regional and subregional organizations, including the other Partner Institutions to the Summit (Pan-American Health Organization, the Economic Commission for Latin America and the Caribbean, the Inter-American Development Bank and the World Bank) to join forces in establishing an Agenda for Connectivity in the Americas. In this context, it is envisaged that the Institute for Connectivity in the Americas (ICA) created at the Quebec City Summit could be instrumental in promoting and advancing the guidelines, principles and action items set out in this document.

2.   **Objectives of this document**

        The objectives of this document are:

- To provide a conceptual frame of reference and general guidelines to facilitate the assessment of a country's current state of connectivity, and the design, implementation, evaluation, and integration of national connectivity agendas.
- To highlight the importance for connectivity agendas to be understood, conceived, and executed as broadly conceived national state policy.

- To suggest some mechanisms to ensure the continuity of a country's connectivity agenda, and to underscore the need for active ongoing participation by representatives of civil society, the private and public sectors, regional, subregional and related public bodies, and international organizations in the life cycles of such agendas, that is, the assessment, design, implementation, evaluation, and integration phases.
- To underscore the urgency of establishing autonomous working teams at the highest possible level, under the guidance and direction of the respective governments, and with active participation by civil society including the private sector. To maintain the autonomy necessary for the successful design and execution of the respective agendas, such teams should be established as secretariats or national coordination offices.
- Given the "horizontal" nature and multisectoral application of connectivity agendas, the Connectivity secretariats or national coordinating offices should not be assigned or subordinate to any particular ministry, department, or agency. It is unnecessary to create new bureaucratic entities; these secretariats or national coordination offices ideally might report directly to the head of state.

3. Fundamental Elements an Agenda for Connectivity

3.1. Definition of connectivity

Connectivity is a society's internal capacity for communication with its global environment through the use of telecommunications, information technologies, and through the products of its content industries. The purpose of connectivity is to enable each country of the hemisphere to evolve towards the information and knowledge-based society.

3.2. Definition of Agenda for Connectivity.

An Agenda for Connectivity should be a national consensus document which sets out a series of interrelated strategies to enable full advantage to be taken of communications, information technologies, and content in the economic, social, cultural, and political development of a country, with the ultimate aim of preparing it to evolve towards the information and knowledge-based society.

3.3. Players

Each Agenda for Connectivity must be conceived and executed with ongoing active participation by society's fundamental elements: civil society including the private sector, and their respective governments. Participation by these players must be reflected in the entire life cycle of the connectivity process, that is, assessment, design, implementation, evaluation, and integration of the respective agendas.

3.4. Vision

All the countries of the Americas should formulate a statement of their vision of their own Agendas for Connectivity, and for them to implement their Agenda prior to the Fourth Summit of the Americas.

In formulating that national vision, each country should establish a target date and realistic goals to be attained within that timeframe.

A successful connectivity agenda should adhere to three premises.

The first premise is that it must be conceived and executed with the active and ongoing participation of society's fundamental players -- civil society including the private sector, and the respective governments -- and must be developed around three fundamental components: infrastructure and access to it, utilization of that infrastructure, and the quantity and quality of the content available on the information superhighway.

The second premise is that the design and implementation of a connectivity agenda must be guided by principles of equity and universality, that is, access for everyone everywhere, at a cost truly within the reach of most of the public, while preserving incentives for private sector investment.

The third premise is promotion of the use of infrastructure, and development of national and regional content to promote countries' respective cultural identities. The use of all languages within each country, including indigenous languages, without excluding or restricting access to international content is encouraged.

3.5. Components

Similarly, three components are essential to developing connectivity. These are:

- **Infrastructure**: a combination of hardware, software, human resources, and telecommunications networks including the audio visual services sector that facilitate a society's access to digital information and services.

- **Utilization**: the added value of the use and application of digital information and services for the purpose of generating knowledge to enhance the population's quality of life.

- **Content**: the availability of pertinent high-quality digital information and services for the region's people and communities.

Any country developing its Connectivity Agenda should take a comprehensive approach to these components together, and must take into account the needs and aspirations of each of the fundamental players described above and its socio-economic approach for the Information Society and approaches to hemispheric and global ICT initiatives.

3.6. Principles

The design and implementation of an Agenda for Connectivity must be guided by principles of equity and universality, while preserving incentives for private sector investment. Connectivity must enable trade expansion including the trading systems under regional trade agreements. Simply, all citizens must have access at a cost truly within their reach. But access is not enough. It is equally important to ensure that citizens have the skills necessary to make use of infrastructure, and an understanding of how it can improve their lives. Thus attractive national and regional content should be developed to promote cultural identities, enable the use of all languages within each country, including indigenous languages, without excluding or restricting access to international content.

A modern national regulatory framework plays a key role to support and sustain the development of the Agenda for Connectivity. It should be based upon the following principles:

- Equitable, universal and affordable access to information
- Transparency

- Technological neutrality
- A competitive ICT industry
- Effective civil society participation in the development of the regulatory framework
- Information protection mechanisms
- Training in the use of ICT services
- Protection the new information society's intellectual property
- Coordination of legislation governing the information and communications sectors

3.7.   Strategies

For each country in the Hemisphere, linking the interests of the players, components, and guiding principles should lead to the design and implementation of specific national strategies. Those strategies should ultimately aim to promote major increases in citizen access to the global information infrastructure and to produce on-line communities (e-communities), on-line companies (e-business), and on-line government (e-government). To reach their goal, national strategies for connectivity should addresses a wide range of topics and priorities related to, *inter alia*, education, health, generation of employment, economic opportunities, investment strategies, democratic participation and protection of human rights, gender equality, economic development, particularly small and medium-size industry, commerce and services, tourism, the agricultural and export sectors, culture and recreation. Strategies should also be designed to accommodate periodic review and revision to ensure that they continue to be meaningful and to provide useful guidance to the players working to achieve connectivity.

4.   PLAN OF ACTION OF QUITO

The Plan of Action of Quito outlines a three-step procedure for countries wishing to design and implement connectivity appropriate to their circumstances. The procedure is structured around the perspectives of the three fundamental players (government, the private sector and civil society). The three steps are:
- assessment and planning;
- execution (including infrastructure, utilization, content, regulatory framework, and financing); and
- evaluation.

4.1.   Assessment and Planning

4.1.1.   Assessment

In developing an Agenda for Connectivity, it would be beneficial for each country to carry out a national assessment to help define appropriate strategies, policies, and procedures. An assessment phase is important particularly because many actors in each country need to be engaged in developing connectivity. Participation in the assessment will help to show interrelationships and to avoid duplication of effort.

Annex I provides detailed examples of elements that should be considered for inclusion in a national assessment. The Annex follows the same topics as the recommended actions in the execution section. The scope and scale of the assessment suggested in the Annex should not discourage countries from undertaking work on the Agenda for Connectivity. While in an ideal world, governments would have all necessary information, but that is not usually the case. The recommendations in the Annex describe an ideal assessment of a country's readiness to develop an Action Plan: such a comprehensive study is not necessary at the outset.

4.1.2. Planning

Successful implementation of the Agenda for Connectivity within a country requires the support and participation of civil society including the private sector, and the public sector, working in collaboration with the relevant international organizations. It is essential to establish a forum where the players participate in formulating policies, defining priorities, strategies, and plans of action, and in the nomination of a high-level government entity to coordinate the activities and ensure that these activities are carried out in the short, medium, and long-term.

Within each government, the planning, executing, and financing processes should also be defined, under the leadership of a high-level champion having overall responsibility. The process should involve the entities responsible for defining economic policy and budgetary allocation at the applicable central, regional and sub-regional levels. A long-term commitment –extending a minimum of ten years – is essential. Annex 2 provides additional suggestions of the elements most likely to result a successful planning process.

4.2. Execution of the Agenda for Connectivity

While the assessment and planning stages are vital, the essence of the Agenda is that the fundamental players in each society are involved in executing the plan. Action should be undertaken simultaneously on five fronts: infrastructure, utilization, content, regulatory framework, and financing.

4.2.1. Infrastructure

The Plan of Action for infrastructure is central for the success of an Agenda for Connectivity and is, perhaps, the step in the national connectivity process that is most critical, requiring participation by the regulatory bodies and the private sector for implementation. Annex 3 offers more detailed suggestions for potential action items to encourage infrastructure development in support of connectivity. The key items are outlined below.

Chances of success in achieving a coordinated approach to developing infrastructure will be greatly improved by establishing a high-level Working Group, comprising representatives of the private sector, government and civil society. The group should draw on the results of the nation's connectivity assessment to develop infrastructure-related plans in three areas: telecommunications, information technologies, and human resources.

A vital element of an infrastructure plan is likely to be the establishment by the telecommunications regulatory agencies, with private sector support, of policies or programs to promote wide connectivity in the country. These policies and programs should include a plan for universal access to infrastructure, including the Internet, and to essential social applications. The infrastructure plan should find innovative means of extending access, including identifying locations suitable for public access. Those might include schools, government offices, post offices, barracks, or dedicated telecenters, etc. Appropriate resources will have to be found to ensure ongoing development of community access points, telecenters, etc., and for providing more, and more sophisticated, services to citizens.

Plans for infrastructure should consider the attributes of all technologies, and strive to be technologically neutral. For example, land-line's traditional dominance for personal communications and as an Internet access technology is increasingly being supplemented by wireless solutions. Community radio and community based broadcast can provide an appropriate and high quality channel for accessing information.

Those engaged in infrastructure planning should also consider the benefits to be obtained through regional and sub-regional cooperation, for example, by encouraging the development of "hubs" or network access points (NAPs) to aggregate demand and thus strengthen the business case and incentives for investment. In this regard MRA's in prescribing Certification Process, should establish opportunities for awareness-building in and technology transfer to the smaller economies of the Americas.

Governments must remember to plan any necessary legislative and regulatory changes to provide an ongoing guarantee of legal certainty to companies developing infrastructure for connectivity. Legal certainty will encourage firms to increase investment and expand their businesses to the benefit the connectivity agenda of each country.

4.2.2. Utilization

The Plan of Action for utilization should focus on addressing key sectors identified in the assessment phase by the stakeholders. Within civil society, and as detailed in Annex 4, the Plan of Action should focus on addressing the needs in education, health, employment, culture and recreation. A program of public education/sensitization to the importance and benefits of connectivity may also be useful to build support and demand for the full range of activities. At the level of the private sector, the Plan of Action should provide an effective framework that builds trust in the digital marketplace, clarifies rules, and encourages the adoption of electronic commerce, specially by SME's. It should be stressed that the adoption and/or expansion of e-commerce is a critical factor of social importance for economic development. At the level of the Public Sector, the Plan of Action should be oriented to create a culture of Government as a model user and develop a strategy that focuses on providing Government services on-line that address the needs of civil society including the private sector and stimulates the development of new applications.

4.2.3. Content

The Plan of Action should focus on the development of relevant content based on the needs and issues identified by stakeholders. For that purpose, the establishment of a high-level Working Group is suggested, composed of representatives of civil society, the private sector, and government, with the mandate to study the results of the corresponding assessment and determine the details of programs and projects in the framework of the national Agenda for Connectivity. This Working Group should be coordinated by the national entity responsible for the Agenda. It should be stressed that relevant content has to be developed for and by all Groups, including linguistic, aboriginal, gender, and those with other special interests. It should also be stressed that private sector organizations often serve as leaders in content development that reflects local interests. Specific measures should be included to provide training at community levels enabling the production of content both to meet the community's needs and to develop a presence in the global information society. Further specific possibilities are suggested in Annex 5.

4.2.4. Regulatory framework

All governments of the region are faced with the challenge of creating a modern regulatory framework that supports and sustains the development of the Agenda for Connectivity. Most governments recognize that they cannot achieve the goals of the Agenda for Connectivity on their own. To encourage domestic and international partners to engage, governments must provide assurance of a competitive environment and a climate of confidence for investment that provides security to private investors.

These elements are essential in implementing the Agenda for Connectivity, but a full treatment of this complex subject is beyond the scope of this document. Fortunately, in recent years, governments worldwide have reached high-level agreements on the elements of such a framework. For example, in the telecommunications area, most countries of the region have recognized the need for a set of principles that have been defined in the Basic Telecommunications Agreement of the World Trade Organization (WTO), specifically in the reference paper incorporated in the various countries' commitments in the General Agreement on Trade in Services (GATS). As well, regional organizations, such as the Free Trade Area of the Americas, and sub-regional organizations, such as CARICOM, which are engaged in developing strategies to advance liberalization. The national Action Plan should include a section incorporating the elements outlined in Annex 6 of this document.

4.2.5. Financing schemes

In the countries of the region connectivity is a national priority and the respective Agendas are state policy. These fact must therefore be reflected in the development plans of the region's governments. It is essential that the importance assigned to connectivity be reflected in the design of the countries' respective macroeconomic policies and, in particular, in allocating public expenditures. It is also essential for governments to remember the importance of creating a secure regulatory environment for investment, because it is recognized that financing follows reform, and not the other way around.

But governments are by no means solely responsible for financing connectivity. The responsibility, and the benefits, of investment in connectivity should be shared by all three sectors of society. To direct private equity investment toward achieving the Agenda for Connectivity, it is important for national governments to consider developing mechanisms to increase investment in connectivity including, for example, encouraging the development of an Americas Connectivity Venture Fund to promote and invest in innovative connectivity initiatives, projects and companies.

Creative project financing alternatives that benefit principally the Hemisphere's smallest economies must be developed in consultation and with the active participation of international financial institutions, regional and sub-regional development aid organizations, and the region's private sector.

5. Performance Measurement

A critical aspect of each country's Agenda for Connectivity and the associated Action Plan is the inclusion of a performance measurement mechanism. Adequate planning at the outset for how performance will be measured permits all sectors involved with the Agenda to monitor progress against agreed goals and to adjust their activities to ensure that goals are met. By developing appropriate performance indicators and measures, progress toward achieving desired results can be examined. Such measures will allow those responsible to evaluate which direction an initiative is going – up or down, forward or backward, getting better or worse or staying the same.

Ideally, performance measures should be developed by those responsible for a particular program. They are likely to be the resident experts and in the best position to say what constitutes good performance. Secondly, if the measure is intended to convey meaningful information and to motivate those delivering the program, the measure should be something that they can identify with and something that has meaning for them.

Getting the measures "right" is important. Choosing the wrong measures may lead those engaged in implementing the Agenda to try to optimize the wrong results. Annex 7 outlines a method which could be used to develop effective measures and identifying sources of information.

6. CITEL commitments

In addition to the development of draft Connectivity Agenda for the Americas and Quito Plan of Action, CITEL intends to contribute actively in the implementation process. CITEL invites and looks forward to collaboration with the governments of the hemisphere, and with regional, subregional and multinational agencies, civil society including the private sector to see the document develop into the reality of connectivity in the region.

As part of its ongoing work, CITEL will work within the structure of its permanent consultative committees by holding workshops that will lead, at the end of each meeting of the relevant consultative committee, to formulate work plans and specific resolutions to advance connectivity in the Americas within its area of competence.

In addition, CITEL will work with partners to organize regional or sub-regional workshops to assist telecommunications officials to understand and collaborate with others interested in the development of national Agendas for Connectivity in the Americas. Reflecting the main point of this document, participants from civil society, the private sector and governments will be invited to participate, along with international agencies.

Internally, CITEL will, on a regular basis, hold forums of the Permanent Consultative Committees focusing on understanding and contributing to the agendas for connectivity of the countries of the Americas. These forums will enable Administration officials and associate members of CITEL to exchange experiences and establish alliances to further develop actions of common interest.

CITEL will create and contribute to benchmarking regulatory practice and current liberalization in the Americas via ITU/CITEL collaboration in a post-Blue Book exercise.

Finally, CITEL commits to creation of a Forum on Connectivity on the CITEL web site to facilitate an exchange between interested parties and the development of a storehouse of information related to Connectivity. This store of information should be updated regularly and provide links, insofar as possible, to information on connectivity activities worldwide.

ANNEX 1

ASSESSMENT

In developing the Agenda for Connectivity in the Americas, it would be beneficial to carry out a national assessment that will help to define appropriate strategies, policies, and procedures, both those applying exclusively to each country and those for more general application, and whose results it is suggested are valid for all countries of the region in achieving an information and knowledge-based society. This section provides examples of elements which might be included in such an assessment, recognizing that the assessment will vary from country to country, and that these examples only address some of the sectors of society which should ultimately be examined. To the extent possible, statistical data should be obtained from recognized and reliable sources.

It is acknowledged that undertaking a national assessment of the scope and scale outlined in this Annex might seem intimidating and discourage countries from undertaking work on the Agenda for Connectivity. It must therefore be remembered that the recommendations in this Annex describe an ideal assessment of a country's readiness to develop an Action Plan; and that such a comprehensive study is not

strictly necessary at the outset. Nor would the data to conduct such an assessment usually be readily available.

Many countries which have begun to walk down the road to connectivity have learned one vital lesson: in theory it is important to begin by thinking big, but in practice it is important to begin by taking small steps. This lesson is equally relevant to remember when planning a national assessment.

1.   Inventory of national initiatives and assessment of country status

As noted above there is agreement among governments which have started down the road to connectivity that there is a need to develop national initiatives to facilitate country's entry into the information society for the general purpose of stimulating socioeconomic development and, in particular, enhancing the quality of life of citizens. By referring to these national initiatives as an Agenda for Connectivity in each country, they may be consolidated within the Agenda for Connectivity in the Americas for presentation to Leaders at the Fourth Summit of the Americas.

Moreover, there are various initiatives within each country, at both the private and the public level, and at both central level and within the lower tiers which, in some cases, have not been coordinated and of which the community may not be fully aware.

Considering that there is a sense of urgency to close the digital gap by extending the reach of information and communication technologies, and that advantages can be gained by coordinating and focusing efforts being made by different players, a valuable first step is to develop an inventory of national initiatives being planned or undertaken. The inventory should capture each initiative's objectives, institutions or players designing and implementing it, and should outline the initiatives' goals, strategies, and sources of financing.

It is suggested that this inventory be implemented by an entity designated in each country to lead and coordinate the Agenda for Connectivity.

Each country should determine for itself how best to assess its readiness to develop an Agenda for Connectivity, and the level of analytical detail needed for its ongoing work. An assessment should be done by each country independently, suitable to its own conceptual framework and based on sufficient existing and newly-gathered information to provide confidence in the planning process.

There are various methods for building an inventory of initiatives, of establishing the readiness of a country to build the information society, and assessing the status of its existing Internet connections.

What is most important for the development of an Agenda for Connectivity, is to understand well the status of development and use of information and communications technologies in the three key sectors of this new model of society: civil society, the private sector, and government.

To that end, each country should develop its own analytical plan, adapted to its national realities and ensuring, insofar as possible, a process of ongoing and regular review, monitoring progress and implementation of its plans of action under the Agenda for Connectivity.

This Annex offers general guidelines to be used in assessing the status of development of information and communication technologies, the availability of access, their application, utilization, and impact in each country.

2.   Infrastructure

The objective of this section is to suggest some indicators which could be used to assess the existing and available infrastructure which forms the starting point to implement national Agendas for Connectivity.

As with each of the following sections, the infrastructure assessment focuses sequentially on civil society at large, the private sector portion of civil society, and government. Once again, it should be remembered that the indicators proposed here are intended to serve as examples, and should not be viewed either as being definitive, nor as being essential for every country.

2.1   Civil society

To assess the current availability of technological infrastructure needed by civil society to engage in the framework of the Agenda for Connectivity, it is suggested that several aspects be taken into account: availability of human resources; the existing telecommunications networks; extent of development of information technologies and computer science; and the availability and means of access to technology.

2.1.1   Assessment of human resources for connectivity.

This part of the assessment will help a country to understand the capacity of its human resources to respond to the requirement to implement the Agenda for Connectivity. To assist in developing this understanding, an attempt could be made to gather, insofar as possible, information on the number of experts in telecommunications, information technologies, computer science, multimedia, and content in a given country, and data on the national student population, curricula and programs of study in these areas, and those for user training. This may possibly be expanded to include more specific and detailed points, as required.

2.1.2   Assessment of telecommunications and related infrastructure

As telecommunications is one of the main vehicles for connectivity, various parameters concerning its level of development at the national level should be understood. This assessment should strive to develop an understanding of the extent to which current telecommunications infrastructure is able to meet the requirements of the Agenda for Connectivity, and how it must evolve to improve its capacity to do so. Among the most important aspects to be assessed in this section might be a country's teledensity, cellular penetration, a geographic description of the telephone network both wireline and wireless, and availability of Internet service providers. It is also relevant to inventory the availability of broadband networks. Countries should also identify any universal access programs or funds that may support the development of widely available communications networks within the country. And finally, the inventory should review availability of alternative, low-cost terminal equipment and programs such as microcomputer refurbishing/recycling to reduce connectivity costs for civil society.

2.1.3   Assessment of information technologies and computer science

Because of the difficulty likely to be encountered in conducting this portion of the inventory, assessment efforts may need to be limited to four types of establishment: educational institutions, health centers, libraries, and, where they exist, community Internet access centers. Some of the most pertinent points to be assessed would include developing a rough estimate of the number of PCs available to civil society in the country, an estimate of the portion of those nationwide having Internet connections, and a rough idea of where PCs and Internet access is most likely to be available to civil society, for example, in

community Internet access centers (telecenters), educational and health centers, libraries, or other suitable establishments.

2.1.4   Assessment of available access

One of the priority aspects of infrastructure for civil society connectivity is the availability of access on a universal, equitable, and affordable basis, including an acceptable quality of services for the general public nationwide. This need is often addressed through the establishment of community access points, which provide essential telecommunications, applications and content services to the public. Access points provide a viable solution for all sorts of communities.   The current status of this connectivity alternative for civil society should also be understood.   An assessment of current status might include an inventory of available capacity in the country, including number, type, capacity, geographical location and information on the type of entity operating and maintaining community access points (government, company, or educational or social institution), and an understanding of present use of community access points by citizens.

2.2   Private sector

This part of the assessment is intended essentially to determine the potential private sector contribution to the Agenda for Connectivity. As reiterated throughout this document, the private sector is one of the most important players in implementing an Agenda for Connectivity as, in addition to serving as the force driving modern economies, it has a capacity to create and develop infrastructure for connectivity.   Minimally, the items which should be considered in an inventory would include an assessment of trained human resources, the number of telecommunications service operators, distinguishing between wired, wireless, cable, and satellite, and their respective coverage, and, in terms of ICTs, whether there are sufficient firms marketing hardware and software throughout the country. Each country should also work with the private sector to understand what plans exist related to items on the Agenda for Connectivity, so as to understand the extent of their contribution to its implementation. In addition, the average business teledensity (wired and wireless, and broadband) should be understood, as well as how widely computers and data networks are used by various subsectors, and to what extent the Internet is used. It would also be useful to understand to what extent information technology is used by the private sector to conduct e-business, either with consumers or with other businesses. Working with private sector partners, an understanding of other aspects of private sector uses can provide ideas and even inspirations for business' contributions to connectivity.

2.3   Government

Government plays three roles in realization of an Agenda for Connectivity: it contributes, with resources and exercise of its authority, to connectivity's success; it can act as a stimulus by becoming a model user of ICTs; and it must assume responsibility for directing and supervising the Agenda.

An assessment of technological infrastructure in the government sector in developing a nation's framework of the Agenda for Connectivity should include an inventory of average teledensity (in lines) within the different government agencies at all levels of government; the number and use of computers in government agencies, again at different levels; the number of computers connected to the Internet or to dedicated government communications networks (and their features), as well as the existence of any plans by governments to refurbish and make redundant computers available to civil society.

3. Utilization

3.1 Civil society

3.1.1 Education

Reaffirming the commitments made at the Quebec City Summit, it is important to formulate a strategy and implement policies to promote the principles of equity, quality, relevance and efficiency in education through ICT at all levels of the education system (school, college and/or university) and foster life-long learning opportunities (job re-training, education for work and other forms of learning outside a classroom) for all citizens.

As noted in section 13 of the 2001 Plan of Action, it is important to support and promote teacher's training and more generally life-long learning for all citizens of the Americas, including girls, women, rural inhabitants, persons with disabilities, indigenous peoples and persons belonging to minorities. This is especially crucial as we are increasingly moving towards a new information age society.

To ensure citizens develop their full potential in light of emerging innovative technologies, adequate training on how to use ICTs and actively seek information via the Internet is essential; Processes designed to create a national culture of ICT use, which show individuals the potential of the use of these technologies for their own development are also key.

To make a full assessment of a country's status in terms of its preparedness to provide citizens with the skills necessary to make appropriate use of ITCs, and the use of these new technologies in educational processes, it is suggested that the following items, linked to 2001 Summit initiatives, be studied, in addition to others deemed appropriate:

- Percentage of schools, colleges, and universities with teaching staff trained in ICT and Internet use, and percentage of all teachers trained in ICT and Internet use
- Percentage of schools, colleges, and universities providing tools to teachers to produce and make educational content available to their students via the Internet
- Percentage of schools, colleges, and universities providing tools to teachers to offer and administer classes that utilize ICTs and the Internet
- Percentage of institutions with ICT-based curricula
- Number and percentage of virtual education programs within schools, colleges, and universities
- Percentage of schools, colleges, and universities offering regular courses to their students for the development of ICT and Internet skills
- Number of institutions providing non-formal education that offer regular courses to students for the development of ICT and Internet skills
- Installed capacity within non-formal educational institutions in relation to the economically-active population in large, medium-sized, and small cities
- Number of national institutions and programs devoted to research and development of technological applications for the education-learning processes
- Number and subject area of public Web portals or sites with tools for content production and with content on the country's curricula and study programs

3.1.2 Health

One of the areas in a country's Agenda for Connectivity of greatest importance to society is the provision of broadly based public telehealth services. Technological convergence has gradually enabled affordable services to be made available, which have the potential to revolutionize health care. Although this is the application most slowly becoming viable as a service, telehealth is now beginning to show modest, but evident, results in many countries. One such result is the possibility of decentralizing health services, and expanding their coverage to populations that previously did not have access to them because they lived in remote areas, where medical staff and facilities were unavailable.

The introduction of ICTs and improved information resources can also make working conditions of health professionals in remote areas more bearable, so that they stay longer, and sometimes don't leave the village as soon as they become skilled enough or can find a better job in town or capital. These benefits can result from the nation-wide extension and use of very simple ICTs (even phone and fax), using basic levels of infrastructure, combined with training, funding and improved organizational management.

One of the services of the information and knowledge-based society of greatest social importance is known as interactive telehealth.

This is the use, to the greatest extent possible, of new technologies in national public health care through multiple applications, including provision of health information to citizens, as well as diagnosis, teleconsultation and teleintervention by specialists, remote interactive management of clinical records and other patient information, database administration of equipment, facilities, and medications, medical training, and general administration of services.

Although it has been noted that in some countries telehealth has thus far been assigned secondary importance as opposed to the development of distance learning, telehealth is perhaps the second application to generate multiple public services.

In countries most evolved towards the information and knowledge-based society, telehealth has been identified as one of the factors essential to attaining high quality public health care services, including care for a nation's community of senior citizens.

It is a fact that health services in most countries of the region are concentrated in the urban areas, and that there are far fewer in rural, remote or poor areas. The concentration of specialists and facilities and advanced medical equipment is particularly marked. This represents a profound imbalance between urban-rural and rich-poor areas, in terms of availability, quality, and density of medical care. Such imbalances are even marked within large cities between the developed districts and the peripheral areas, and between one city an another.

As reaffirmed at the Third Summit of the Americas, ICT should be used to provide sound, scientific, and technical information to health workers and the public, utilizing innovations such as the Virtual Health Library of the Americas; encouraging the use of telehealth as a means to connect remote populations and to provide health services and information to under-served Groups, as a complement to the provision of existing health care services. To assess governments progress in developing the Connectivity agenda in the area of health, the following could be considered, among others:

- Total number of health establishments. Studies should be broken down geographically by metropolitan, urban, suburban, and rural areas.

- Total number of health establishments with Internet connection. Studies should give the same details as those mentioned above.
- Number of health centers with databases to be used by employees to support the dissemination of telemedicine.
- On-line clinical, hospital management, and health center information systems.
- Publicly-available telehealth information services.
- Number of existing telehealth/telemedicine service centers.
- Characteristics of telehealth-based health services decentralization programs.

3.1.3 Employment

The portion of a country's population which has the potential to be economically-active and, in particular, that part of the population whose access to the labor market is restricted owing to unemployment, underemployment, age, health, or social status can greatly benefit from the potential of connectivity to improve or resolve its situation. Facilitating and streamlining the interface between potential employers and potential employees, or between those seeking and those offering personal services is, without doubt, one of connectivity's most important missions. The Agenda for Connectivity should therefore include an assessment to focus its efforts in this area. An assessment of the status of the labor sector included on the Agenda for Connectivity should take account, *inter alia*, of:

- Data on the labor market and the economically-active population
- Data on the proportion of the population with special needs (e.g., those with disabilities or with problems of displacement, or senior citizens) that is potentially economically-active
- Existence and characteristics of private or government on-line systems to provide employment services
- Existence of national public and private sector telecommuting systems
- Other aspects of employment that would benefit from application of an Agenda for Connectivity

3.1.4 Indigenous Peoples

The situation of the indigenous peoples of the region requires special attention in nations which have indigenous populations. Their situation should be singled out for attention in the assessment of all factors set out in this Annex, when developing an national Agenda for Connectivity. The following aspects should take account, *inter alia,* of the following:

- The teledensity, cellular penetration, and access to telecommunications, Internet and other essential infrastructure
- The degree of success in developing infrastructure to indigenous peoples, including impacts on economic and social development
- Any existing experience in addressing special needs for telecentres or communications facilities, including organizational models, sustainability, training, content development, etc.
- Availability of trained personnel, technologies and tools to create relevant content
- Cataloguing firms, national and international agencies and non-governmental organizations which are available to assist indigenous peoples to undertake connectivity projects
- Analysis of legislative issues which can impact on the ability of indigenous peoples to engage in the national Agenda for Connectivity.

3.1.5 Recreation

Utilization of the Internet to access recreational information can provide a useful informal indicator of a society's maturity in accessing goods and services via the new channel of the Internet. For the most part, suppliers of such goods and services are the community and the private sector, though may also in some cases be the government. In this area, an assessment could include items such as the following, although it may be difficult to gather such data:

- Number of national Internet sites that focus on recreational information and/or services
- Number of national recreational entities, agents, events, and projects promoted via the Internet
- Approximate number of different users regularly accessing each of these sites
- Approximate number of recreational communities, real and virtual, utilizing the Internet as a means of communication among themselves and with other Groups at the national or international level

3.1.6 Culture

To promote cultural diversity in the Americas, Leaders in Quebec City agreed to enhance partnerships and exchange information, including through the use of information and communications technologies. Leaders also agreed to create an environment to foster awareness and understanding of cultural and linguistic diversity of countries in the Americas, through a variety of means, including the use of new communications technologies as well as the Internet. As a first step towards fulfilling these mandates, it will be important to develop an understanding of the availability of cultural information. Key areas for consideration could include, among others:

- Whether there is a national policy to promote digitization , dissemination, and mass access to a country's cultural heritage via the Internet?
- The availability Internet sites focusing on a country's or nation's culture
- Percentage of national cultural entities, agents, events, and projects which have an Internet presence
- Percentage of real and virtual communities offering cultural information via the Internet
- Percentage of museums, monuments, and/or national treasures promoted via or having a presence on the Internet
- Number of different users regularly accessing Internet sites of cultural interests
- Percentage of indigenous communities utilizing ICTs and the Internet as a means of communication among themselves and with other Groups or governments at different national or international levels, and for cultural purposes.

3.2   Private sector

3.2.1   Electronic commerce

Electronic commerce is now established as a key factor in the development of the information society, and as a fundamental economic force driving the need for connectivity. The ongoing growth of the Internet continues to fuel the expansion of electronic commerce. At the same time, the globalization of markets and trade opens new opportunities, extends business' ability to reach new markets, and creates new challenges for governments. Through connectivity, these benefits can extend far beyond the group of large companies, allowing small and medium-sized enterprises, and even individuals to sell products and services in a previously-unimaginable global marketplace. New communities of interest can be created, allowing users of native languages and other previously-marginalized communities to communicate and do business with one another.

Electronic commerce is more than just selling consumer goods on the Internet. It is the transformation of business systems and processes, and the creation of a networked economy. Networks are likely to play as important a transformative role in the economies of the current century as railways and electricity did in the 19th and 20th centuries. The "new" economy is essentially and primarily a "networked economy," where the capacity to deploy and use electronic networks will determine absolutely the competitive positions of firms, industries and national economies. Businesses of all sizes must assess their readiness to engage in electronic commerce, by conducting an e-readiness assessment.

In parallel, the continued development of new access technologies in conjunction with the creation of more, and more varied, services emphasize the increased need for government to create an e-commerce friendly environment to benefit both business and users – a demand which forms an essential part of the connectivity agenda. Governments must also analyze how prepared they are to undertake this task.

Because the decision to engage in electronic commerce is fundamental for anyone involved in business, there are many factors that should be considered before beginning. In addition to ensuring that a business has adequate access to infrastructure, management must determine at what level they want to engage in electronic commerce. An e-readiness assessment will help to accomplish that goal. Many resources are available on-line at no cost to help business with self-assessment, complementing the individualized services available from governments and business experts. The Internet addresses of several such resources are presented in Annex 6.3. In general, a business will want to consider items such as the following: assessing the readiness of the company and its customers to make the transition to e-commerce; how well your firm's strategy fits with e-commerce; and what approach to e-commerce best suits your capabilities, products and clients.

3.3   Government

Governments, too, should conduct an e-readiness assessment. Such an assessment should have two parts, one considering government's role with regard to e-commerce, and a second assessing government's readiness to make the transition to e-government.

3.3.1   Electronic Commerce

There is broad international agreement that governments play an essential role in enabling and promoting electronic commerce. The following list summarizes the key points that should be assessed by governments in our region.

Building trust in the digital marketplace: governments should assess their policies on privacy, security, and consumer protection to determine whether their existing protection is sufficient, or whether new action will be needed.

Clarifying market rules in the new environment: Each government should consider whether its regime is adequate to promotion of e-commerce, for example by ensuring that the taxation regime does not penalize users of e-commerce (tax neutrality); recognizing the legal standing of electronic documents, and guaranteeing intellectual property rights in the digital environment.

Encouraging market development: Governments should assess the degree to which they are acting as a model user of electronic commerce, for example by engaging in e-procurement. They should examine their policy framework to ensure that they are encouraging small and medium-sized businesses to adopt electronic commerce. And in addition, when looking at other aspects of their domestic action plans for connectivity, governments need to ensure that strategies to provide access for the public take into account the interests of consumers and micro-enterprise in the design of access strategies such as telecenters or other community access points.

Providing targeted information to business: Governments own and generate much information which can improve business's understanding of their market and help them to become more competitive. Governments should conduct an inventory of the information they have which could be useful to businesses. For example, governments should assess their market information which could be used to inform participants in a sector of market conditions, current prices, export opportunities. This information can both lead to more profitable sales, and also draw businesses (especially SMEs and primary producers) to start to take part in electronic commerce. Secondly, governments may have information which would be useful to helping business partnerships to develop on line to the benefit of all partners. Governments should also consider whether they have, and make available, information on best practices and innovative offerings which can facilitate the growth of electronic commerce.

3.3.2   E-Government

Electronic government is often defined as the on-line delivery of information and services – including the provision of opportunities for citizens to express their views on policy and program decisions. Most often the driver for a government on-line initiative is the desire to improve the quality of service delivery and raise the level of users'[4] satisfaction with government services. But as in the case for businesses moving to electronic commerce, governments taking their business on line need to assess whether they are prepared for the task. Governments which have begun to go on line have often seen the task as having three important elements: becoming a model user as a means of encouraging other sectors of society to become connected; putting government information, transactions and services on line; and developing on-line procurement systems.

Government as model user: Government Internet presence can be a showcase of the potential and benefits of connectivity, providing an inspiration to others. To achieve these goals, they need to undertake a rigorous process similar to the one described in the previous section for businesses doing an e-readiness assessment. To take one example, they need to fully understand their businesses and their customers. For governments, their "customers" are certainly citizens and businesses in their own countries, but they can also be those outside the country who want or need to access information or

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[4] The word "user" in this paper to refer to someone who uses the services of a national government. Most commonly, the user will be a citizen of the country in question, but a user may also be a person outside the country, or a representative of a business inside or outside the country, seeking information or engaged in a voluntary or required transaction with the government.

services from the government. Each government should diagnose their products and processes with a view to meeting as many demands as possible. Governments also need to assess their service delivery channels, such as traditional face-to-face service, telephone access through telecenters, as well as new on-line service delivery channels.

Putting government information, transactions and services on line: The government's diagnosis should be undertaken at the widest possible level, to try to identify where the complex can be simplified, where similar systems can be combined, and where it might be possible to share common infrastructure among parts of government. Such a thorough exercise can result not only in finding better ways to interact with citizens, but also in identifying possibilities for savings. A careful and thorough approach in the analytical and planning stage is essential. When other sectors of the society are trying to come to grips with the concept of connectivity being promoted by their government, it is most often to government they will look for an example.

In going on-line, governments should analyze what information, services and transactions are the best candidates for providing improved access to users. If governments already have a web presence, they should analyze how it is used, whether it is designed to accommodate users with low-speed connections, whether their web pages are easy to use, and whether there could be improvements by combining individual departments' and agencies' web sites into more consistent government portals. This information, combined with other information gathered from existing business units, should be analyzed to identify the most commonly used information and transactions, which could become the first targets for going on line. Any analysis of government information, services and transactions should include an examination of organizational stovepipes and rivalries in the government. Identifying these potential dangers can motivate a further examination of government structure to determine where best to locate the responsibility for putting government on-line, and how best to provide the high level of leadership and authority which will be needed to overcome rigidity. As for the Agenda for Connectivity as a whole, t is an absolute prerequisite for success of e-government that the highest level of leadership is required to succeed – starting from the head of state if possible.

Developing on-line procurement systems: If governments wish to develop e-commerce within the government sector, a key application for many governments has been developing an effective e-procurement mechanism. An assessment of government's preparedness to move to on-line procurement closely resembles what a business needs to do when thinking about starting to do e-commerce. Elements to be considered should include developing an understanding of existing procurement procedures and where they could be improved in an on-line environment; an understanding of current and potential suppliers, especially SMEs which can benefit from the creation of new levels of transparency in the procurement process; and an assessment of the suitability of existing procurement policies and rules, including such issues as for example, the need for security, privacy, and a supportive market framework. Once again, government can use many of the same techniques described in the section on electronic commerce to diagnose requirements, but with the added advantage of being able to test the effectiveness of its actions internally to government.

3.3.3   E-Governance

As Leaders noted at the Summit of the Americas, connectivity has tremendous potential to strengthen democracy in the Hemisphere. According to the Inter-American Development Bank[5] E-governance is beyond the scope of e-government. While e-government usually means the delivery of

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[5] See **http://www.iadb.org/ict4dev/governance.htm**

government services and information to the public using electronic means, e-governance allows direct participation of constituents in government activities. Blake Harris summarizes the e-governance as the following; E-governance is not just about government web site and e-mail. It is not just about service delivery over the Internet. It is not just about digital access to government information or electronic payments. It will change how citizens relate to governments as much as it changes how citizens relate to each other. It will bring forth new concepts of citizenship, both in terms of needs and responsibilities. E-governance will allow citizens to communicate with government, participate in the governments' policy-making and citizens to communicate each other. The e-governance will truly allow citizens to participate in the government decision-making process, reflect their true needs and welfare by utilizing e-government as a tool.

Introduction of e-governance is a key to make information technology (IT) relevant to ordinary citizens in the countries of the hemisphere where a large numbers of population are poor and a digital divide is a significant problem. E-governance will allow ordinary people to constantly interface with the government in both local and central level on various matters.

While the field of e-governance is a new one, and is still in a developmental phase, it is clear that it will be an area of growing importance. Countries which wish to assess the current state of development of e-governance should consider factors such as whether all their citizens are allowed to access to information or services (any citizens should not be excluded), to articulate their needs and to participate in formulating policy and regulation that will improve their social welfare and well being. And because the ability of central governments to understand all needs from ordinary local citizens is often limited, it is of particular importance to consider the ability of citizens to participate in local levels of government. Thus an assessment should be made of citizens' ability to access documents related to issues currently being decided, to communicate with their democratically elected representatives as well as government bureaucrats, whether there is a mechanism to inform citizens of what governments are considering for policy, legislative or regulatory development, and whether they have adequate opportunities to comment. Each government should also consider whether there are other aspects related to e-governance which they should assess as part of the planning process. And, in addition, it should not be forgotten that many of the requirements for e-government and e-commerce (privacy, security, trust in the safety of communications, etc.) are also pre-requisites for e-governance.

3.4   Content

Content is one of the key factors in producing the evolution of national civil, government, and business communities towards the information and knowledge-based society. Content is the "payload" of communications networks. For the general public, and the business and government communities to be able to obtain the benefits of that evolution, they must be provided with the essence of communication – content – in the language(s) spoken and understood by that population. In developing the Agenda for Connectivity, this is one of the most important items to be addressed. In most countries of the Americas, it is also important to include a broad program to promote the development of interactive multimedia content in the indigenous languages of each country.

Content industries and cultural industries interact intensively with other business subsectors, and it is thus advisable to study these relationships in the national and international context in order to understand the level of their development.

An assessment of content in the framework of the Agenda for Connectivity will address a broad range of content areas, assessing the availability of content in the following, among others: education, dissemination of culture, mass media, entertainment, government content, democratic expression of views, information services and advertising

The assessment of the current status of content by a country could include the following points in connection with civil society, and the private and public sectors:

3.4.1 Civil society

- Communities and organizations representing civil society in the country
- Assessment of which topics are of importance and pertinence to civil society organizations and communities
- Organizations producing on-line content for their own use or for dissemination to the rest of society
- Categories of content needed in civil society communities or organizations
- Access by civil society to technological tools for the production and use of content
- Status of national human resources in this area
- Study of the proportion of national content in relation to general content available in the country
- Problems of illegal or offensive content.

3.4.2 Private sector

- Companies established in the country involved in the production of Internet content (e.g.: mass communications and entertainment media, companies operating via the Internet, the publishing industry, multimedia content producers, creators & artists, etc.)
- Proportion of content marketed in the country originating in that country
- Private sector plans for the promotion and expansion of the national content market
- Growth prospects. Study of strengths and weaknesses, main challenges and opportunities, including the availability of financing
- Creation of joint ventures and alliances to produce content (perhaps including international co-productions and other ventures)
- Participation of local content producers in exports
- Assessment of the availability of skilled labor consistent with the needs of the content producing industry

3.4.3 Government

- Government agencies which have an Internet presence (by government level)
- Offices of the different government levels and departments that produce on-line content in the categories mentioned above
- Production, management, and distribution of content pertaining to state services
- Production and distribution of pertinent content for sufficient timely and appropriate public information
- Gathering, processing, and management of information obtained from feedback from the public
- Government production of educational and cultural content
- Government promotional activity for national cultural industries and the training of the corresponding human resources.

ANNEX 2

PLANNING

As mentioned throughout, successful implementation of an Agenda for Connectivity within a country absolutely requires the support and participation of that country's civil society including the private sector, and the public sector, possibly benefiting from collaboration with and the advice and support of one or more international organizations.

Thus it is essential to establish a forum for discussion and agreement where those essential players may participate to define policies, priorities, strategies, and plans of action, and to nominate a high-level government entity to coordinate such activities and ensure that they are carried out in the short, medium, and long-term.

Within each government, a planning, coordination, and activity financing process should also be defined, involving not only a high-level champion having overall responsibility, but also the entities with responsibility for defining economic policy and budgetary allocation at the central and regional levels.

Those elements are required to be successful in the process of planning and executing a Plan of Action for the Agenda for Connectivity, which must cover strategies based on programs and projects for a period of at least ten years. This Plan of Action must be based on the following aspects:

- Integration and unification of existing efforts.
- Analysis and adoption of the best national and international practices, adapted to each country's reality.
- Creation and reinforcement of alliances within which all national sectors can contribute to attaining specific results.
- Consolidation of a dynamic and evolving process of defining, redefining, implementing, executing, and controlling interrelated strategies based on a series of policies, programs, and projects that enable the objectives to be attained. There must be a party with responsibility for the execution of each objective within public sector agencies, private institutions, or organizations representing the community.
- Clearly defining and empowering the agency to coordinate the Agenda for Connectivity and to promote its explicit dissemination within the country.

The entity with responsibility for coordinating the Agenda for Connectivity should direct its activities so as to optimize the technological, financial, human, and legal resources necessary to execute the projects described above. In most countries of the region, such coordination will likely involve the following steps:

- Nomination and official establishment of the agency to coordinate the Agenda for Connectivity, with support from the highest possible level, ideally from the head of state.
- Creation of a nation-wide convening authority.
- Defining for that authority an organizational structure, mandate, authority, and the necessary budgetary resources for the successful performance of its functions
- Creating effective means to ensure full community and public and private sector participation
- Planning to ensure long-term continuity

Lastly, this entity should be charged with developing the necessary adjustment of the legislative and regulatory framework required to enable the successful implementation of the national Agenda for Connectivity. To that end, it should interact with and coordinate activities with the national and sub-national authorities responsible for developing policy, legislation and regulation.

ANNEX 3

<u>INFRASTRUCTURE</u>

Any Plan of Action for the underlying infrastructure will probably involve most if not all of the following basic steps. It is recommended that these steps be carried out by the entity with responsibility for the Agenda for Connectivity in the countries of the Americas:

- Establishment, under the direction of the agency coordinating the Agenda for Connectivity, of a high-level Working Group, comprising representatives of civil society, the private sector, and government, to study the results of the nation's connectivity assessment and to develop proposals for programs and projects for the architecture and expansion of the infrastructure needed to make the Agenda for Connectivity a reality. The Working Group could address infrastructure-related topics by dividing them into three subGroups:
- Telecommunications (including broadcasting) infrastructure
- Information technologies and computer science
- Human resources
- Determination within the Working Group of the infrastructure strategy for connectivity in the short, medium, and long term. Care must be taken here. The first version should be completed and published as soon as possible after the group has been established. The strategy should be regularly reviewed, and later versions should be developed if and when necessary to promote or to take into account new developments which could affect national connectivity activities.
- Study, by the three sectors represented in the high-level Working Group, of existing policies, legislation, rules, and regulations in force which may have an impact upon the development of telecommunications infrastructure or ICTs (e.g.: investment restrictions, transparency, predictability, special obligations on carriers, technologically asymmetrical laws and regulations, etc.), or upon conditions of access and utilization of ICTs to determine their adequacy to meet present and future needs. These studies should be directed so as to produce clear recommendations to authorities. This task must be undertaken at the outset of any activities carried out by the entity for the Agenda for Connectivity and should be viewed as a task to be updated and revised on a regular basis, as required.
- If deemed necessary, establishment by the telecommunications regulatory agencies, with private sector support, of policies or programs to promote evolution towards connectivity in the country, which may include universal service or universal access funds. This should take place during the first effective year of the Agenda for Connectivity to ensure that resources are available.
- Review of the licensing frameworks for companies involved in the transmission, conveyance, storage, and distribution of information to develop incentives for fulfilling, in a timely manner, any national and/or regional coverage commitments which preserve incentives for investment may be established, so that teledensity or coverage objectives are met, thereby extending connectivity nationwide. A first joint review of those commitments and possible incentives might best be undertaken immediately after the launch of the connectivity agenda within the country, and subsequent reviews would be made each year.

- Study of the national financial model for connectivity access costs and, as needed, attempt to rationalize costs through specific activities and incentives given by the state to private individuals.
- Consideration of mechanisms to achieve truly affordable telecommunications rate schedules to promote mass access to the Internet and to facilitate use of ICTs and their applications and services in establishments of priority interest to society, such as schools, libraries, hospitals, small and medium-size business incubators.
- Determination of when connectivity processes will begin in the country, including identifying possible locations which could be developed for mass access to connectivity within the country (schools, government offices, post offices, barracks, etc.) and developing plans for their implementation. Planning should also involve identification of sources for appropriate resources to ensure ongoing development of community access points, telecenters, etc., providing increasingly sophisticated services to citizens.
- Development by the three sectors involved in the national connectivity process of viable plans for the timely installation of advanced infrastructure for the country, such as broadband networks and network access points (NAPs).
- When the use of technology and the sustainability of installed connectivity infrastructure has matured sufficiently to so justify, a more wide-ranging project should be considered, to provide the country with "regional networks" to incorporate many telecenters and access points into high performance communications nodes in terms of broad band access, complexity of services, and ease of access. This more ambitious activity should be approached by determining the appropriate infrastructure strategy, and will constitute one of the most challenging goals from the point of view of technology, maturity of utilization, and quality and scope of services for the Agenda for Connectivity.
- Consider possible approaches to expand the utilization of a portion of idle capacity in telecommunications networks providing service to the public to expand the geographic coverage and services of the Agenda for Connectivity. This should encourage optimal utilization of these communications resources.
- Promotion, from the time of introduction of new technologies, of access to connectivity, with private sector participation. This activity must be carried out within a transparent regulatory regime supportive of competition.
- Study of potential methods to link isolated local networks to the broader network as a means of accelerating and enhancing connectivity processes in the country
- Study of means by which the state could promote ongoing expansion and renewal of national connectivity infrastructure by offering rational incentives to firms and productive entities involved. Any such mechanism should result from careful study by the Working Group recommended in this document, and will require that decisions be taken by senior government officials involved. This system of incentives will be reviewed at the end of each fiscal period, and adjusted as appropriate.
- Increasing on an ongoing basis the density of the national information technology network and updating it regularly with a view to connectivity in a joint effort by the three sectors with responsibility for national connectivity. This activity should commence as an early priority for establishment of the Agenda for Connectivity.
- Planning the necessary legislative and regulatory changes to provide an ongoing guarantee of legal certainty by the state to companies offering products and services related to connectivity infrastructure so that they may increase investment and expand their businesses to benefit the development of connectivity through proper operation of a transparent competitive system on the corresponding markets

- Coordination and promotion, with pertinent participation by the directly-involved private sector, of broader marketing and distribution of products and services facilitating connectivity in the country, especially in less served areas.
- Early establishment of an IT equipment rehabilitation and modernization program to meet connectivity equipment requirements of disadvantaged entities and areas.
- Study and, if deemed appropriate, early implementation of a program to finance procurement of PCs or terminal equipment for Internet access for communities where this is justified. This program might be the result of a joint private sector/government effort.
- Promotion of training of human resources specialized in infrastructure-related technological disciplines necessary for connectivity. The corresponding planning and programming should be carried out as soon as possible after the launch of the Agenda for Connectivity, and this activity will be evaluated each year.

Each country of the hemisphere may identify other activities which it may see as necessary for the development of infrastructure required to advance connectivity in its particular circumstance.

ANNEX 4

UTILIZATION

Utilization is one of the three fundamental components of connectivity, and thus of any Agenda for Connectivity developed for the hemisphere and its nations. This annex provides an overview and suggestions of how utilization could be encouraged in each of the key sectors addressed in Annex 1 (Assessment). Nations of the hemisphere are encouraged to consider these items in developing their own Action Plans.

1.   Civil society

1.1   Education

Plans of action to be developed in the education area must be designed to address three existing problems: inequity of access to the education system, poor quality, and lack of standardization of educational content and teaching methods for citizens in different geographical areas and regions within countries. In addition, it should also build on the full range of initiatives endorsed by the 2001 Summit of the Americas in Quebec City, as well as related work on-going in other regional and sub-regional organizations.

This then implies fulfilling three basic objectives in this area: first, ensuring universal and ongoing access to education in a context of equal opportunity to obtain knowledge via high quality education processes that are standardized for all citizens; secondly, skill development for citizens in active use of ICTs for their own benefit; and, third, creation of a culture for and awareness of the need to be involved in life-long learning, making appropriate use of ICTs.

To address this challenge effectively, clear and specific strategies must be developed in all countries, based on regional structures, with the aim of ensuring that all citizens have the knowledge necessary to live, work, and develop their potential in the new knowledge-based society, while understanding that the use of ICTs and, in particular, Internet access, are not luxuries, but tools and vehicles for mass access to high quality education.

For their part, the leading educational entities in each country should design and implement a package of national standards to support the new learning environments for teachers and students, with appropriate use of ICTs in the classroom, their support for curricula and study programs, and the establishment of goals and procedures for evaluating teachers and students in the use and mastery of technology, with practical performance indicators as a priority element to assess the quality of administration of educational establishments.

This process must be accompanied by guidelines, model curricula, and practical exercises for the various subjects studied by students in each grade. For this process to be conducted successfully, this activity must be carried out as a cooperative effort among the countries for their common benefit.

To achieve mass access and improvement of the quality of education through appropriate use of ICTs, each country should formulate a Plan of Action to be implemented over a minimum of ten (10) years, with seven (7) goals, with staggered target dates for each of the specific stages:

Goal 1: For all students and teachers to have access to ICTs in their classrooms, schools, libraries, and other learning environments.

Goal 2: For all teachers to utilize ICTs effectively in order to assist students to achieve adequate educational levels.

Goal 3: For all students to acquire skills and abilities in the use of ICTs during their formal education, starting with their first educational level.

Goal 4: For ongoing investment of resources to be made in research and development on technological applications for teaching-learning processes for the purpose of studying those developed around the world and to determine the advisability of adapting them and incorporating them into the local education process or developing specific local applications and making them available to each country's educational community, in keeping with their needs.

Research into education technologies should cover aspects such as:

- Local characteristics and each community's education system
- Dependence of local content on the technology itself
- Adjustment costs
- Efforts made to acquire and implement such technologies in each community's educational system
- Any others considered pertinent

Goal 5: For educational content and tools to be developed and made available on the Internet that may be used to support the transformation and evolution of the education system and to support national programs to combat unemployment and underemployment. To supplement local effort, educational content developed in other countries should be included and/or referred to in this process, which has been translated into the students' mother tongues. In addition, a public awareness campaign should be conducted so that the educational community (comprising students, teachers, and parents, among others) may acquire knowledge of the tools made available to them, learn to utilize them, and fully adopt their use.

Goal 6: For on-line training systems, and systems to provide equipment and access to training to be designed so that the unemployed or underemployed, house-bound and persons with any type of disability may be trained and integrated into work. Retired persons or senior citizens seeking to return to work may also be beneficiaries, in this case, through planning to take steps to ensure that their health and personal safety is protected.

Goal 7: For education and self-instruction requirements to be included in the program for ICT application development.

These seven goals are consistent with the 2001 Summit mandates as they aim to strengthen education systems; enhance the performance of teachers; support and promote life-long learning opportunities. These goals also help stimulate the development of science and technology for regional connectivity through information and communications technologies, in an effort to build knowledge-based societies.

1.2   Health

An Agenda for Connectivity in the health area should include government agencies at all levels, private institutions, and the activities of self-employed professionals. It should also build on the 2001 Summit initiatives endorsed in Quebec City.

In keeping with the foregoing, the following actions are recommended to the governments of the countries of the hemisphere, where appropriate to individual circumstances:

- Establishment of a high-level Working Group to include representatives of civil society, the private sector, and government to study the results of the assessment and determine details of health and telehealth programs and projects in keeping with the Agenda for Connectivity. This Working Group will be coordinated by the entity with responsibility for the Agenda.
- Preparation in the short term of a national health services decentralization program based on the provisions of the Agenda for Connectivity.
- Promotion of a joint effort by health institutions and professionals to fulfill the objectives of the Agenda for Connectivity.
- Work to ensure that, within five years, all health-care establishments have Internet connections.
- Establishment of at least one telehealth center in each geopolitical division of the country by a set deadline, for example, within two years of the date of adoption of an Agenda for Connectivity in the country.
- Promotion of the establishment of telehealth databases and content in the country. The first database of this type should be established within two years of the launch date of the Agenda for Connectivity and should include an informational and guidance module for the general public and another to support ongoing training in health centers.
- Promotion of the introduction of curricula and programs of study on telehealth in upper secondary and higher educational institutions.
- Each country of the hemisphere may identify other activities which it may see as necessary for the development the health sector in its particular circumstance.

1.3   Employment

Unemployment and underemployment are major social and economic problems for many countries of the Americas.

An Agenda for Connectivity in the Americas must therefore include measures to ensure that the benefits of connectivity are able to address these problems. It must also build on the 2001 Summit initiatives pertaining to labour and employment as endorsed by Leaders in Quebec City. The Plan of Action to support the employment area of an Agenda for Connectivity and the Summit of the Americas Quebec City Action Plan should include the following activities:

• Establishment, under the direction of the entity coordinating the national Agenda for Connectivity, of a high-level Working Group, to include representatives of civil society, the private sector, and government, which focuses its efforts on studying the results of the assessment and determining the details of programs and projects for the country's employment sector, in keeping with the national Agenda for Connectivity.
• Preparation and direction of unemployment and underemployment reduction programs in keeping with the national Agenda for Connectivity and the Summit of the Americas Quebec City Action Plan, a process which should begin immediately after the Agenda is launched, and should be evaluated regularly each year.
• Coordination of projects to incorporate and reinsert workers into the labor market with government agencies, private entities, and civil society working with communities of persons with disabilities and senior citizens, which would begin in the short term and would be evaluated each year.
• Each country of the hemisphere may identify other activities which it may see as necessary for the promotion of labor and employment issues in its particular circumstance.
• One relevant measure, among others identified herein and by Leaders in Quebec City, could be the promotion of telework. This is not only a question of developing support systems for Groups of executives or modernizing certain functions within companies, such as sales and distribution, but of re-engineering organizations as necessary so that the private sector and the corresponding government agencies may support the job creation process and the supply of personal services on the labor market, by installing access points, telecenters, and specialized on-line telecommuting services or telecommuting applications in telecenters.
• Both companies and government entities will be able to install peripheral IT centers on the outskirts of urban areas, to be well-supplied with telecommunications and IT infrastructure, to solve problems of lack of space and the high costs of rent and maintenance of central offices.
• It is also advisable for telecommuting activities to be combined with environmental improvement programs as there is obviously a positive relationship between the success of a telecommuting project and the improvement of the environment in the project's area of influence, as displacement of workers is reduced.
• Development, with the various government areas and levels, of a first telecommuting tier, seeking to reduce costs and problems of mass displacement in urban areas. Programming these activities on the basis of the geographic areas with most problems of this type.
• As a supplementary step, coordination, with authorities responsible for the environment, of joint projects for environmental improvement in urban areas where the workforce is concentrated. Consideration should be given to alternative work schedules, flexible workday lengths, transportation, relocation of offices and premises – both government and private – and the resulting urban planning considerations.
• Provision for any other activities deemed appropriate in this connection.

1.4   Indigenous Peoples

In those countries having indigenous peoples, the action plan should recognize that those populations may require special attention in the development of the Action Plan. For example, indigenous peoples bring a tremendous cultural richness to societies, but on the other hand, they often live under conditions of economic, cultural and geographic marginalization. To benefit from their potential contribution and to address their special circumstances the following items could be considered for inclusion in the Action Plan of the impacted nations:

- Facilitate interaction with and among indigenous peoples to understand their cultural vision and experiences
- Take into account the particular needs of indigenous peoples when designing programs to facilitate infrastructure expansion, telecentres, human capacity building, etc.
- Institute special programs offering training and equipment for the production of relevant content
- Create a data base and appropriate information system

1.5   Recreation

Agenda for Connectivity activity in this area may choose to promote and encourage initiatives to promote the recreational use of the Internet, for example, as forces driving enhancement of the quality of life of users through daily activities and adjustment to the use of ICTs. Consideration may be given to, *inter alia*, the following types of activities:

- Promotion of the development of human capital and companies involved in development of attractive content of a recreational nature.
- Promotion of the creation of user-friendly virtual communities on the topic of recreation, with a view particularly to the development of a national culture of ICT use, starting with easily-accessed topics perceived as simple or not frightening, given the general public's limited knowledge.

1.6   Culture

At the Summit of the Americas in 2001, leaders agreed to use new communications technologies and the Internet as a means of creating an environment to foster awareness and understanding of the cultural and linguistic diversity of the countries of the Americas. The Internet is an enormously useful tool for the dissemination of content and the development of applications which will increasingly be of cultural interest in the countries of the hemisphere for the preservation of the cultural heritage of different peoples and regions, and for keeping alive communication among members of different ethnic Groups that are geographically isolated.

So as to create equitable access to cultural information, governments should consider promoting and supporting the creation of technological platforms with the capacity to promote, *inter alia*, the cultures of the hemisphere:

- Consolidation of national cultural information so that it may be disseminated on a dynamic basis to the national and international communities, including cultural entities, agents, events, and projects
- Presentation on the Internet of national traits: the nation's culture, to include races, languages, folklore, history, music, festivals, customs, etc.

- Presentation via the Internet of each country's cultural heritage in electronic form, such as virtual museum collections held in the country, to include their inventories, records, and scientific cataloguing of collections
- Promotion of the creation of virtual communities among the diverse peoples of the hemisphere, according special priority to and especially promoting indigenous communities
- Promotion of nationwide cultural service networks
- Early consideration of issues such as standards (both in term of allowing the content to be used across various technological platforms, as well as ensuring that the content will remain accessible over time), long-term preservation (of both physical and digital cultural/heritage assets), and sustainability (what will happen to the content over time and across different economic cycles).
- Each country of the hemisphere may identify other activities which it may see as necessary for the promotion of the cultures of the hemisphere appropriate to its particular circumstance.

2. Private Sector

2.1 Electronic Commerce

Electronic commerce is acknowledged to be a key factor in the development of the information society, and as a fundamental force driving both business' and consumers' need for connectivity. After the private sector and national governments compete a diagnosis of their situations, much work will be needed to implant electronic commerce. Individual entrepreneurs, established firms and industry associations are best able to develop a plan to help them become established in the field of electronic commerce, and there are many resources available to help them in this task.

To facilitate the growth of e-commerce, the countries of the Americas need to adopt a Plan of Action comprising both domestic and multilateral elements. There are four essential elements to a policy framework which will enable and encourage electronic commerce. These are: building trust in the digital marketplace; clarifying marketplace rules; strengthening the information infrastructure (a topic addressed elsewhere in this Action Plan); and marketplace development.

Building Trust In The Digital Marketplace:

Government has a role to ensure that the conditions are in place to permit citizens and businesses to feel secure when they use electronic commerce. Security is a primary area of concern. Governments must establish clear rules permitting the use of cryptography and set policy concerning key recovery. E-commerce is encouraged by an environment where the availability of strong encryption and security of communications, data and transactions is assured. Privacy is a second key area where government must play a role. E-commerce benefits from the existence of strong, internationally agreed-upon, privacy protection standards, especially in an environment where barriers to cross-border transmission of information may be erected if privacy protection is not recognized by trading partners as being adequate. Finally, where they exist, consumer protection measures should be extended to the digital world affording a level of protection comparable to that expected for other forms of commerce. Whether consumer protection is currently in place or not, Governments can build trust by ensuring that consumers using electronic commerce have access to adequate dispute resolution mechanisms and, where required, redress.

Clarifying Marketplace Rules

Taxation has emerged as an area of sensitivity in the development of electronic commerce. Governments should take care that existing laws and tax treatments apply to electronic commerce, ensuring tax neutrality between paper and digital transactions. Any changes to the tax regime must be approached carefully to avoid creating a disincentive to electronic commerce. Significant effort may also be required to develop a legal framework that recognizes in law the status of "secure" electronic signatures and creates rules of evidence for electronic records. This requirement is vital, and must be developed in tandem with government policy on security and cryptography. A sound and e-commerce-ready legal framework is also a key enabling component of electronic government and other applications for the Information Society. A third role for governments is to create an intellectual property (IP) rights regime which adapts IP rules to the digital world, while balancing the needs of creators and users. A country's IP rules must be technologically neutral, to be able to accommodate a rapidly changing Internet environment where new applications challenge lawmakers ability to respond.

Marketplace Development

Governments may also choose to encourage the development of electronic commerce both by adopting a strategy to encourage use, and by acting as a model user. Policies and programs to encourage small and medium-sized enterprises (SMEs) to adopt e-commerce are particularly important in all countries. Marketplace development policies and programs such as promotion of investment in information infrastructure, electronic government, and methods of extending community access are discussed in more detail elsewhere in this Action Plan, but they are vital elements of an action plan to encourage the development of e-commerce, and a networked economy.

Addressing Critical "Cross-Sectoral" Issues

Another element that is critical to the development of electronic commerce on both a national and a regional level is the elimination of the logistical barriers that prevent e-commerce and e-business from operating efficiently. The entire e-commerce "supply chain" must be optimized if e-commerce is to reach its full potential. While governments recognize that a competitive telecommunications market is a critical underpinning of e-commerce, they also must recognize that ancillary services such as transportation, electronic payments, customs services, and package delivery services are equally vital if just-in-time logistics systems are to succeed.

In short, governments should take a holistic approach to e-commerce. Transportation services should be liberalized to make it easier to ship goods ordered electronically from one country to another. Goods should flow quickly and predictably through customs clearance. Companies and financial institutions should be able to establish swift and secure electronic payment options. Package delivery regimes should be reformed to permit goods to quickly and inexpensively traverse the "final mile" to the customer's doorstep or the factory gate.

Initiatives for the Americas

Electronic commerce is inherently global as well as local – for businesses and consumers to reap the maximum benefits they need to be able to access the international marketplace both as producers and consumers. Governments in the Americas must work together to promote a globally-compatible regional environment for global electronic commerce which facilitates economic growth, maximizes the social potential, while reflecting and supporting the needs of all countries. Regional, multilateral and bilateral agreements can help to create an environment of confidence to permit that to happen. Some important areas for regional cooperation should include: agreements about how to recognize electronic signatures in

electronic documents, and agreeing upon compatible authentication and certification policies and procedures. In addition, existing regional and multilateral trade forums and rule-making bodies should be used to stimulate and enable world-wide electronic commerce and remove impediments to trade. Finally, governments of the region should develop or make use of existing forums to exchange information on best practices and innovative applications which have the potential to speed or expand the growth of electronic commerce.

3. Government

3.1 Government On-Line

As with electronic commerce, an action plan to implant government on line in the region must include both domestic and regional initiatives, because even in the case of national governments, connectivity inevitably increases openness to the world. The actions presented here are based on an understanding of the best practices by governments around the world, but these must be adapted by individual governments taking into account the political, social and economic development of their respective societies.

Many of the most challenging and important action items for governments planning to go on line naturally must take place at the level of individual governments, and individual government programs. It has already been mentioned that the driver for a government on-line initiative is often the desire to improve the quality of service delivery and raise the level of users' satisfaction with government services. Programs are redesigned from the needs and interests of the citizen and programs may be grouped or integrated where appropriate. Many governments are taking a "whole of government" approach to the setting of information management and technology standards, the provision of common infrastructure services and the use (or reuse) of common processes or systems, in order to capture economies of scope and scale as they move towards electronic services.

One of the first steps taken by many governments is to create or reorganize their web presence so as to increase the accessibility of government services and ease of navigation of their sites. Often this involves the creation of integrated portals which complement the traditional department-by-department or program-by-program listings by grouping information, forms and services according to subject or theme, user group or life-cycle stage. These sites may begin as simple listings of useful links, but evolve over time to provide content – delivering relevant and authoritative information organized in response to users' needs. These sites can evolve to become the platform for the delivery of interactive and transactional services. Governments may also set standards for the "look and feel" of these and other key sites, for user feedback and use metrics, and for metadata or indexing of information in order to make it easier for citizens to find what they are looking for.

Transforming services for on-line service delivery is a considerable challenge. Services should not be simply automated, but re-invented for the Internet – and many governments use their on-line strategies to simplify delivery processes and cut red-tape. The focus is often on the most commonly used and high transactional volume services, for which users are ready for on-line and self-service approaches. Pilot projects are often used to test concepts at lower overall risk.

The rethinking of services should also consider the opportunities to integrate information collection and processing, or to use common front-ends, forms, applications or back-end systems. The integration of services can offer significant savings in addition to service delivery mechanisms more focused on users' needs. A single site offering citizens a secure means for changing their address with multiple government departments, for example, could both appeal to clients and save each department the cost of developing this service.

In many instances, governments also invest in putting on-line horizontal enabling services which reach across departments and agencies. These include the ability for programs to receive and make payments electronically, and the entire supply chain or purchasing and procurement systems for government.

Many governments choose to invest in a common or shared infrastructure. Offering high capacity networks, network security, directories of users and employees, and security services as a common infrastructure is less expensive than requiring each department or agency to provide its own security solution program by program. The users also benefit from standardized protocols and seamless hand-off.

Citizens and businesses are often concerned about the privacy and security of their transactions and the provision of a common secure channel with government helps address some of these concerns. Many governments are also reviewing policy frameworks to ensure that these build citizen trust and confidence in electronic services. Privacy issues are often critical – and some governments may need to clarify the privacy rules which obtain in integrated service delivery situations. Often governments have also elected to pass legislation that provides a legal standing for electronic signatures and documents filed with them. Such legislation, and addressing privacy concerns, is central to the creation and promotion of other e-services, such as e-commerce, in an economy.

Most governments have also recognized the need to transform internal administrative services for on-line delivery, and to provide employees with the skills and tools they will need to effectively participate in an electronic service delivery environment. This might mean moving to single systems or shared service organizations for financial, human resource and materiel management. It can also mean e-recruitment of new government employees, and on-line self-service sites for training, travel authorization and expenditure claims, vacation and leave processes. These processes may require the equipping of employees with electronic signatures.

Moving to on-line services is a significant change management initiative. It requires sustained leadership at all levels, both political and bureaucratic. It is most successful when a vision and targets have been articulated at the highest levels – to define the end-state and what "success" would mean. In most cases, an organization has been funded to drive the government on-line agenda. The resources needed for service transformation and common infrastructure services are sometimes provided centrally, sometimes reallocated from existing department and agency IT budgets. It is often a challenge to articulate the "business case" (or logical/financial rationale) for putting services on-line, as costs are high initially and savings are difficult to quantify and do not appear immediately. A broad view is needed – governments should consider their strategy for service delivery across all channels as the take-up of the on-line channel may generate savings in in-person, mail or telephone channels. Some governments are offering explicit incentives to encourage the take-up of on-line services – in all cases, communications strategies are essential to build awareness, encourage take-up and reassure citizens of the safety and security of on-line delivery.

There are many approaches to electronic government, and in many instances the lack of a pre-existing legacy computer systems means that some governments can move ahead rapidly with innovative on-line services and systems.

With regard to e-governance it is vital that, as countries move to fuller and more inclusive models of democratization, they remain aware of opportunities to use the powers of connectivity to engage citizens directly in governance. As pointed out earlier, it may be best to begin at the local level, where decisions have an immediate impact on citizens. Governments should work particularly closely with civil society, including the private sector to develop an understanding of what parts of government decision

making should most urgently be opened to the public, and to develop inclusive plans to begin to meet those needs. While the relationship between citizens and governments are in some ways unique to each country, it will still be possible to learn from each other and to share best practices as a means of making progress in the Americas as a whole.

Initiatives for the Americas

Participation in regional or international organizations provides an excellent means of sharing best practices, innovative approaches, and lessons learned. With appropriate agreements, it would also be possible to arrange for sharing of software solutions developed by individual governments. Common approaches to authenticating users authorized to engage in transactions, and protecting transactions would also simplify cross-border transactions involving governments.

ANNEX 5

<u>CONTENT</u>

A Plan of Action for content focusing on the development of relevant content based on the needs and issues identified by stakeholders could best be developed by a high-level Working Group, composed of representatives of civil society, the private sector, and government. Its work should encourage the development of relevant content for and by all Groups in the society: linguistic, aboriginal, gender, and those with other special interests or needs. Specific measures should be included to provide training at community levels enabling the production of content both to meet the community's needs and to develop a presence in the global information society. The following elements could be considered for inclusion in a Plan of Action for the encouragement of content development:

- Establishment of a high-level Working Group, to include representatives of civil society, the private sector, and government, to study the results of the corresponding assessment and determine the details of programs and projects in the content area in the framework of the national Agenda for Connectivity. This Working Group will be coordinated by the national entity responsible for the Agenda.
- Promotion in the short term of an updated human resource training program, in national public and private educational institutions, specialized in technological fields essential to the production of content.
- Study the advisability of establishing a government incentive system to expand the content industry and other related industries within the country. If appropriate, it is suggested that the system be established as soon as possible, and that it be reviewed at the close of the fiscal period.
- Definition of the basic stock of content and of the corresponding projects to see that public administration evolves and to provide information services and other citizen-related services. This activity should be carried out shortly after the launch of the national Agenda for Connectivity.
- As suggested in the section on e-government, moving to integrate on-line content government services into Web portals. This process must be initiated by the different government levels and areas beginning in the first effective year of the national Agenda for Connectivity, and should be updated and enriched on an ongoing basis.
- Establishment of ongoing production of on-line content at the different government levels and areas for internal consumption and public information purposes. As this activity involves many activities, it will be considered a process for the medium to long-term.
- Study of how much national content is available via the Internet.

- Define in the short term, and with the pertinent private sector participation, the commercial on-line content services most appropriate to the national reality, and the multisectoral plans to make them feasible.
- Promote inter-American cooperative efforts for the exchange of content and its joint development.
- Based on the results of the assessment, establish a national strategy to address the lack of content in the three sectors.
- If necessary, coordinate joint activities among the three sectors included in the national Agenda for Connectivity to discourage offensive content, or prevent the dissemination of illegal on-line content.
- Each country of the hemisphere may identify other activities which it may see as necessary for the promotion of content production and use in its particular circumstance.

ANNEX 6

REGULATORY FRAMEWORK

In the telecommunications sector, most countries of the region have recognized the need for a series of commitments to an effective regulatory framework that have been defined in the Basic Telecommunications Agreement of the World Trade Organization (WTO)[6], and specifically in the reference paper incorporated in the various countries' commitments in the General Agreement on Trade in Services (GATS). This Annex summarizes aspects to be considered in each country in creating an appropriate modern regulatory framework for the development of the Agenda for Connectivity should include:

- Equitable, universal access to information
- Transparency
- A competitive ICT industry
- Effective participation in the development of the regulatory framework by civil society, including the private sector
- Information protection mechanisms
- Technological neutrality [equal opportunity for all access technologies]
- Training in the use of ICT services
- Protection of the new information society's intellectual property
- Coordination of legislation governing the information and communications sectors

The following activities are recommended as a means to achieve these goals:

- Organization of working meetings and workshops with the participation of members of civil society, private sector experts, and the public sector to share experiences and best practices for the development of solid regulatory frameworks that facilitate and promote the use and application of the ICTs in all sectors of society
- Identification of technical assistance mechanisms and opportunities existing or proposed by international organizations such as the IDB or the ILO, which may facilitate the process indicated above

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[6] See www.itu.ch/itudoc/osg/ptspeech/chron/1997/42248.html

- Each country of the hemisphere may identify other activities which it may see as necessary for the creation of a pro-competitive and transparent regulatory framework to promote connectivity in its particular circumstance.

ANNEX 7

PERFORMANCE MEASUREMENT

The key to developing and implementing a useful performance measurement system is selecting appropriate measurement criteria. Choosing the wrong measures could potentially lead those engaged in implementing the Agenda to try to optimize the wrong results. The most promising measures and sources of information may be determined by considering the issues suggested in the table below.

Performance Measure	Operationally define the measure (i.e. the number of, or percent of, [target group] which display a specific behavior or give a specific response).
Relevance and Validity of the Measure	Be certain that an indicator demonstrates the achievement of some aspect of a desired key result
Basic Strategy	Discuss the collection method, (design and source), frequency, process/system requirements, analysis and reporting required, roles and responsibilities of those involved, and resource costs.
Current Situation	Answer the following questions: Do data for the measures currently exist? What are the data sources? Do the data really measure what we want to measure? Is the data meaningful to all stakeholders Are the messages to be provided by the data easy to communicate? Has the data proven reliable in different situations and over time? Can the data be collected and analyzed in a cost effective manner? Do we need to establish a baseline? Who needs to be involved in the collection and analysis? How much interpretative information is required to make sense of the indicator chosen? Other considerations?

The answers to these questions, combined with a clear understanding of the most important aspects of a country's Agenda for Connectivity is the first step in developing a performance measurement framework. Once the performance measurement framework has laid out the full spectrum of performance for the program or operational section of the Agenda, those involved in implementing the Agenda should identify the most critical elements to focus on in understanding and measuring each part of the program's success. It is not practical nor reasonable to consider developing a performance measurement system addressing every single activity within an initiative as large as an Agenda for Connectivity. When considering key performance areas, managers should think about it not only from their own perspective, but also from the perspective of internal and external stakeholders, interest Groups and clients.

While it is important to center attention on progress toward key outcomes, it is also important to monitor the performance of key processes (activities and outputs) which are vital for the success of the components of the Agenda. In other words, an important concept is ensuring attention is paid across the performance spectrum and not in isolated areas.

Analysis of relationships between categories may also be valuable; e.g., the relationship between resources and outputs (efficiency) or between resources and outcomes (cost-effectiveness). Looking at the relationships of results, resources and reach can also allow for an analysis of strategic trade-offs (e.g. wide reach versus high impact results).

It is clearly beyond the scope of this paper to offer a complete discussion of a well established field such as performance measurement. The countries of the hemisphere could benefit greatly, as would the Summit process, if a partner organization in the Agenda for Connectivity such as the IDB or other suitable agency were to offer a workshop to assist them in developing appropriate performance measurement frameworks suited to their own individual Agendas and Action Plans.

CITEL/RES. 34 (III-O/02)

AMENDMENTS TO THE STATUTE AND TO THE REGULATIONS OF CITEL

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

HAVING SEEN:

a)   Document CITEL/doc.230/02, which contains the Statute of CITEL, as amended by COM/CITEL, through resolutions COM/CITEL RES. 61 (VII-98) and COM/CITEL RES. 75 (VIII-99);

b)   Document CITEL/doc.264/02, which contains the Regulations of CITEL, as amended by COM/CITEL, through resolutions COM/CITEL RES. 76 (VIII-99), COM/CITEL RES. 92 (VIII-99), and COM/CITEL RES. 102 (IX-00);

c)   The proposed amendments to the Statute and the Regulations of CITEL presented by the Ad Hoc Group for the Review of CITEL and contained in documents CITEL/doc.254/02 and the report of said Ad Hoc Group, CITEL/doc.270/02;

d)   The proposed amendments to the Statute and to the Regulations of CITEL presented by the following delegations: Argentina (document CITEL/doc.253/02), Venezuela (document CITEL/doc.262/02), and Ecuador (document CITEL/doc.263/02 and CITEL/doc.263/02 corr.1);

e)   Document CITEL/doc.283/02 rev. 2 on a review of the mandates of the Permanent Consultative Committees (PCCs) and document CITEL/doc.286/02 on the establishment of the PCCs.

CONSIDERING:

a)   That all amendments to the Statute and to the Regulations of CITEL contained in the aforementioned documents were duly examined by Committee 3 of the Third Assembly of CITEL;

b)   That, under Article 34 of the Statute of CITEL, only the General Assembly of the Organization of American States may amend the Statute of CITEL, on its own initiative or at CITEL's request; and

c)   That, under Article 97 of the Regulations of CITEL, the CITEL Assembly is authorized to adopt amendments to the Regulations of CITEL,

RESOLVES:

1.   To approve the amendments to the Statute of CITEL, whose texts, as amended, are contained in Appendix I to this resolution and to present them to the General Assembly of the Organization for final adoption.

2.   To adopt the amendments to the Regulations of CITEL, whose texts, as amended, are contained in Appendix II of this resolution.

3.   To request the Executive Secretary to collate and number the new, approved articles of the Regulations and to make available to the Member States and the Associate Members an updated version of the Regulations of CITEL and a version of the Statute that incorporates the amendments approved, indicating that the amendments to the Statute are pending final adoption by the OAS General Assembly at its next regular session to be held in June 2003.

APPENDIX I
AMENDMENTS TO THE STATUTE OF CITEL

Article 7
Participation in the CITEL Assembly

....

f.   International and national organizations that are parties to agreements or arrangements establishing relations of cooperation with the Organization, with its organs, organizations or agencies, when such agreements or arrangements provide for participation of observers.
....
h.   The Associate Members of the Permanent Consultative Committees.

Article 17
Functions of COM/CITEL

The correction was made it in Spanish version only.

        The functions of COM/CITEL are the following:
….
….

m.   To review and approve a work program and an annual proposed budget for CITEL in pursuance of the provisions of Article 112.c of the Charter of the Organization; ensuring the strictest possible economy but mindful of the obligation upon CITEL to achieve satisfactory results from the work programs undertaken.

Organization

The CITEL Assembly shall organize the Permanent Consultative Committees it considers necessary to attain the objectives defined in Article 3 and shall elect the host countries of the Permanent Consultative Committees, observing to the extent possible, an equitable geographic distribution.

Article 24
Participation in the Permanent Consultative Committees:
Members, Associate Members, and Observers

Member States and Associate Members of CITEL, whose rights and obligations are defined in this Statute, collaborate with a view to attaining the objectives of CITEL.

Associate Members

1.   Any agency, organization or institution related to the telecommunications industry, which has legal personality, with the approval of the corresponding Member State of CITEL, may become an associate member of a Permanent Consultative Committee. The Member State shall notify the Chairman of COM/CITEL in writing of the names of the agencies, organizations, and institutions it has approved. An agency, organization, or institution shall cease to be an Associate Member in the event that approval is withdrawn by the Member State.

2.   An international or regional inter-governmental organization with multiple memberships of States of the Americas that is related to telecommunications and has legal personality may become an Associate Member of a Permanent Consultative Committee with the approval of COM/CITEL. This international or regional organization shall cease to be an Associate Member in the event that approval is withdrawn by the COM/CITEL.

3.   Associate Members of a Permanent Consultative Committee may fully participate in all the activities of that Permanent Consultative Committee, with voice but without vote. They may present technical papers and receive the documents of the Committee to which they pertain.
....

APPENDIX II
AMENDMENTS TO THE REGULATIONS OF CITEL

Organization
Article 2

CITEL fulfills its objectives through the following organs: the CITEL Assembly, the Permanent Executive Committee (COM/CITEL), the Permanent Consultative Committees, and the Secretariat. The first three organs shall include such committees, sub-committees, Working Groups and Ad Hoc Groups, joint Working Groups and rapporteurs as may be established in accordance with these Regulations.

Other Observers
Article 16

1.   International and national organizations that are parties to agreements or arrangements establishing relations of cooperation with the Organization, its organs, organizations or agencies may also attend the CITEL Assembly meetings when such agreements or arrangements provide for the participation of observers.

2.   Subject to COM/CITEL's approval, the following may send observers to the CITEL Assembly:

a.   American States that are not Members or Permanent Observers of the Organization who have asked to participate in the meeting.

b.   Non-American States that are Members of the United Nations or its specialized agencies who have asked to participate in the meeting.

c.   International, regional, subregional, and national agencies and organizations that are involved in telecommunications activities in the region who have asked to participate in the meeting.

3.   The observers referred to in this Article may speak at the plenary session of the CITEL Assembly or at the sessions of its principal committees, only when invited to do so by the corresponding presiding officer, because of special interest or expertise in a specific topic of discussion. Alternatively, such observers may provide written statements on such topics when expressly authorized or requested to do so by the presiding officer.

4.   The participation of the observers referred to in this Article, before the CITEL Assembly, is without prejudice to the status that they may have, as Associate Members of the PCCs, in accordance with Article 82 of the Regulations.

Article 16 bis

Active associate members may attend the public sessions of the CITEL Assembly as observers. The observers referred to in this Article may speak at the plenary sessions of the CITEL Assembly or at the sessions of its principal committees only when invited to do so by the corresponding presiding officer because of special interest or expertise in a specific topic of discussion. Alternatively, such observers may provide written statements on such topics when expressly authorized or requested to do so by the presiding officer.

Article 17

Unless otherwise specified by COM/CITEL, any State or entity referred to in Article 16 that wishes to participate in a meeting of the CITEL Assembly as an observer, shall apply to attend, in writing, to the Chairman of COM/CITEL, at least sixty days before the anticipated opening of that meeting. The Chairman of COM/CITEL shall consult such applications with the Members of COM/CITEL, and if they approve, the corresponding invitations shall be extended in accordance with Article 9 of these Regulations.

Article 20

Individuals or entities wishing to participate as guests to a meeting of the CITEL Assembly, under Article 19, should apply in writing to the Chair of COM/CITEL no later than 45 days prior to the scheduled start of the CITEL Assembly meeting. The Chair of COM/CITEL will consult with COM/CITEL members and, with their consent, extend the corresponding invitations pursuant to Article 9 of these Regulations, unless the Government of the host country objects.

Reports and Proposals
Article 29

Generally, the CITEL Assembly shall consider two kinds of papers: reports and proposals. Reports shall be informative in nature, while proposals shall be submitted to the Assembly for its consideration. During an Assembly meeting, other forms of work or technical contributions may be solicited. The documents thus submitted shall not include any information of a promotional or commercial nature.

Article 30

Reports and proposals shall normally be presented to the Executive Secretary fifteen days in advance of the date set for the opening of the CITEL Assembly, in order to permit their distribution to the Member States in CITEL working languages, together with the report of COM/CITEL and that of the Secretariat. Documents that do not meet the deadlines set in this article will be presented at the meeting of heads of delegation to determine whether they are to be considered as information or working documents during said meeting. The Executive Secretary shall make such documents available to the Member States as they are received, by the most suitable means, before the start of a meeting.

At the beginning of a meeting, the Assembly may establish a period of time in which additional proposals may be submitted to it for consideration.

Public and Private Sessions
Article 35

Plenary sessions at the Assembly and of the working committees shall be public. However, if the Chairman so provides or any representative Member State so requests, the session shall be private, and shall so continue unless the members participating in the session decide otherwise.

Private Sessions may only be attended by the heads of delegations of the Member States, the members of the delegations designated by those heads and such Secretariat personnel as the Chairman of the respective body may expressly authorize in each case. Permanent Observers under Article 13 may attend private sessions when invited by the corresponding presiding officer.

Proposals and Amendments
Article 45

Proposals

1.   Proposals must be presented in writing to the Secretariat no later than the day before the session at which they are to be discussed or submitted to a vote, in order to be distributed in the CITEL working languages to participating Member States before deliberation of them begins. However, if no Member State objects, the Chairman of the body that is required to deal with the matter may authorize discussion of a proposal that was not distributed in time.

2.   The delegation that presents a proposal shall indicate the working committee that should study it, unless the proposal is one that is required to be submitted to a plenary session for discussion. In case of doubt, the Chairman of the Assembly shall decide.

AMENDMENTS

3.   Motions to amend a proposal may be made during the deliberations on the proposal.

4.   A motion is considered an amendment to a proposal if it merely adds to, deletes from, or revises part of a proposal. A motion that would totally replace the original proposal, or that is not directly related to it, shall not be considered as an amendment.

Closing Discussion
Article 50

Any representative may make a motion that debate be closed when he/she considers that a topic has been discussed sufficiently. This motion may be opposed by two representatives, after which it shall be declared approved if it receives the vote of two-thirds of the delegations present at the session. The Chairman may limit the time allowed to speakers under this Article.

The Chairman may close the debate if he/she considers that it has become repetitive, or if it no longer addresses the issue at hand. In which case, the Chairman shall take into consideration the issues which have up to then obtained consensus and establish the way in which the meeting shall proceed. Two delegations may speak briefly against such a decision, after which it shall be declared approved if it receives the vote of two-thirds of the delegations present at the session.

Move text below Article 58 "Voting on Amendments" to Article 45 "Proposals and Amendments" suppressing this Article.

Replacement of the Chair
Article 73

In the event of temporary impediment of the Chair of COM/CITEL to serve, the Vice-Chair shall replace him/her. In the event of impediment of both, the eldest of the Chairs of the Permanent Consultative Committees shall exercise the duties of the Chair while the impediment lasts.

Article 76 bis

1.   The COM/CITEL shall adopt its decisions in the form of resolutions, recommendations, or decisions at its plenary sessions.

2.   In order to ensure their due deliberation, all draft resolutions, recommendations or decisions presented must be distributed in writing in the CITEL working languages to participating delegations, before the start of the session in which they are to be debated or submitted to a vote. However, if there is not objection on the part of any COM/CITEL Member State present at the meeting, a proposal written in only one of the working languages of CITEL may be discussed and decided upon.

3.   If for any reason a regular Meeting of COM/CITEL cannot be held in the country of the Chairperson, it shall be held at the General Secretariat of the Organization, unless one of the Member states, with sufficient advance notice, offers to host the meeting, in which case COM/CITEL may agree to hold the meeting in that country.

4.   The General Secretary of the Organization, or by delegation, the CITEL Executive Secretary, shall transmit the notice of the convocation of the Meeting and the invitations to the participants as soon as the country offering to host a meeting confirms to the CITEL Secretariat the exact date, city and specific location for the meeting, and that it has available sufficient funds for that purpose. The country offering to host the meeting shall provide this information to the Executive Secretary no later than 60 days before the proposed date of the meeting.

5.   Observers in the categories stipulated in Articles 13, 14, 15, 16 and 16 bis may attend COM/CITEL meetings as observers on the same conditions as those established in the Regulations for their participation in the CITEL Assembly meetings.

Article 76 ter

        When, in view of their urgency, matters to be resolved cannot be left until its next meeting, COM/CITEL may approve resolutions, recommendations, or decisions by correspondence.   Such resolutions, recommendations, or decisions shall be approved in keeping with such procedures as may be adopted by COM/CITEL for that purpose.   The CITEL Secretariat shall keep a written record of the consultation made and its results, and shall inform the Chair and the other members COM/CITEL thereof.

Article 76 quater

        COM/CITEL may invite representatives of Associate Members to participate in its Working Groups because of a special interest or expertise in a specific on a topic pertaining to the mandate of the Working Group.

Article 77

1.   The CITEL Assembly shall establish the Permanent Consultative Committees (PCCs) that it considers necessary to attain the objectives defined in Article 3 of the Statute together with specific terms of reference for each PCC. For the selection of countries to host meetings of the PCCs, an equitable geographic distribution shall be observed to the extent possible. A PCC shall continue in force until such time as the CITEL Assembly itself, or COM/CITEL, deems its functions and purpose to be concluded. The names of the PCCs are listed in Annex 1 of these Regulations.

2.   Each PCC shall be presided over by a Chairman who shall be the representative appointed by the government of the host country for the PCC. The PCC may establish one or two Vice Chairman positions to assist the Chairman in the performance of his duties. The Chairman of each PCC shall recommend to the PCC the number of Vice Chairmen he deems appropriate, taking into account insofar as possible an equitable geographical distribution. The country from which a Vice Chairman is appointed, may host an additional meeting of the PCC in a given year, and in such case, will be responsible for providing meeting sites, personnel, and administrative support for the meeting.

Duties of a Chairman of a PCC
Article 78

The Chairman of a PCC shall:

a.   ....
b.   .....
c.   .....
d.   .....
e.   Ensure that the Working Groups, Ad Hoc Groups, and Rapporteurs established as well as the coordination tasks assigned operate in accordance with the working procedures that govern PCC activities, as provided in Article 93.
f.   Seek to ensure that all decisions taken by the PCC Plenary are consensus decisions.
g.   Confirm that the quorum provided for in the regulations is present at the meeting.

Associate Members
Article 82

1.   Associate Membership on a PCC is open to:

a.   Any recognized operating agency, scientific or industrial organization, or financial or development institution related to the telecommunications industry, that has legal personality (hereinafter "entity"), provided that the entity's Associate Membership is approved by the corresponding Member State of CITEL. The expression "corresponding Member State of CITEL" means the country where the "entity" was constituted or has its principal office.

b.   An international or regional inter-governmental organization with multiple membership of States of the Americas that is related to telecommunications and has legal personality (hereinafter "the organization"), with the approval of COM/CITEL.

2.   Applications from entities wishing to become Associate Members of a PCC must be forwarded to the corresponding Member State, together with an indication of the elected contributory unit and the pertinent information of a contact person to whom procedural information may be sent. The corresponding Member State shall be responsible for examining and approving such applications based on such criteria or procedures for sponsoring Associate Members as it deems appropriate.

3.   In the case of an organization, the application procedures for acquiring the status of Associate Member of a PCC will be made to COM/CITEL

4.   Where appropriate, the corresponding Member State or COM/CITEL will notify the Executive Secretary of its approval of an application received from an entity or organization, indicating the elected contributory unit and the pertinent information of the contact person appointed by the entity or the organization to whom procedural information may be sent.

5.   The Executive Secretary will notify the requesting entity or organization of the decision taken with respect to its application and the procedures which Associate Membership entails.

6.   The Executive Secretary will notify the Chairman of COM/CITEL and the Chairman of the respective PCC about the admission of the entity referred to in number 5 of this Article. In the case of the admission of an organization, the notification shall be sent only to the Chairperson of the respective PCC.

7.   A list of all entities and organizations granted Associate Membership in each PCC shall be compiled and maintained by the Executive Secretary. The Executive Secretary shall provide the Secretary General of the Organization, all Member States of CITEL and the Chairs of the PCCs with a copy of that list.

8.   An entity shall cease to be an Associate Member in the event that approval is withdrawn by the corresponding Member State. An organization shall cease to be an Associate Member in the event that approval is withdrawn by COM/CITEL.

Participation of Associate Members
Article 83

1.   Each Associate Member has the right to participate in any of the meetings of the PCCs to which the Associate Member is affiliated by sending one or more representatives. To that end, Associate Members shall provide in writing to the Executive Secretary the names of their representatives before the opening of each PCC meeting.

2.   Associate Members of a PCC may fully participate in all the activities of that PCC with voice but without vote. They may present technical papers and receive the documents of that PCC. An Associate Member of any PCC shall also be entitled to participate in the work of any joint Working Group to which its PCC belongs, without being requested the payment of additional fees.

3.   In order for an Associate Member to speak on behalf of and in representation of the corresponding Member State, he shall:

        a)   Have been previously accredited as part of that Member State delegation, and

        b)   Be presented by his/her delegation, before speaking, indicating that his/her verbal statements are as a representative of that member State.

Associate Member Fees
Article 84

1.   Associate Members shall share in the costs of operation of the PCC in which they participate by voluntarily choosing a contributory level. The minimum contribution shall be "one" unit, which may be increased in levels of half a unit, as a minimum.

2.   The monetary value of the unit, stated in U.S.A. dollars, shall be established by the CITEL Assembly, and shall cover membership payment for one calendar year or, as the case may be, for the pro-rated corresponding part.

3.   Associate Members shall have until October of each year to notify the Executive Secretary of CITEL of any change in the level of their contributions, which must comply with the provisions of this article. Any such change shall take effect as of the year immediately following. Associate Members that do not indicate any change shall continue to be considered as being at the previously selected contributory level.

4.   Funds derived from Associate Membership fees shall be allocated to the budget of the corresponding PCC and used as directed by the respective PCC Chairman to defray expenses of PCC meetings, their Groups, and relevant activities of the corresponding PCC.

5.   Associate Members shall pay their annual contribution in advance. The due date for the payment of the annual membership fee is January 1 of the corresponding year; however, for a new Associate Member, the due date during the first year of membership is thirty days after that Member receives notice of its acceptance as an Associate Member. Associate Members who pay their membership fees within 60 days after the due shall be deemed active Associate Members. Those who do not pay within this time without informing the Executive Secretary on the reasons for such delay shall be deemed passive Associate Members, and shall have their membership privileges suspended by the Executive Secretary until such time as their accounts are paid up to date. If the Executive Secretary is satisfied with the justification of the delayed payment of fees by a Member, he may extend the deadline for payment up until June 30 of the corresponding year.

6.   Any Associate Member may renounce membership in any PCC by written notification of such intention to the Executive Secretary. Such renunciation will become effective 90 days from the date of notification. In such a case, membership fees will be prorated on a yearly basis.

7.   In case of resignation, Associate Members shall be liable for their fees up until the effective date of renunciation, and likewise, those who are up to date in their fees shall be considered active Associate Members up until that same effective date.

Observers and Guests
Article 85

Observers

1.   Observers in the categories set out in Articles 13, 14, 15, and 16, paragraph 1 may participate as observers to the PCCs on the same terms as prescribed in Regulations for their participation in the meetings of the CITEL Assembly, by appointing their representatives in a written notice addressed to the Executive Secretary, who will inform the Chairman of the corresponding PCC.

2.   Observers in the categories referred to in Article 16, paragraph 2 may participate as observers of the PCCs, subject to the approval of their request to participate by the Chair of the corresponding PCC. The request to participate shall be presented in writing to the Executive Secretary of CITEL fortyfive days in advance of the corresponding meeting.

3.   Observers referred to in Article 16, paragraphs 1 and 2 may speak at the PCC meetings only when invited to do so by the corresponding presiding officer, because of a special interest or expertise in a specific topic of discussion. Alternatively, such observers may provide written statements on such topics when expressly authorized or requested to do so by the presiding officer.

Guests

4.   An entity involved in telecommunications or a person with a specific interest in telecommunications may attend as a guest the meetings of PCCs, its Working Groups, and Ad Hoc Groups under the following conditions:

    a.   <mark>The person or entity must request the Executive Secretary in writing their interest to participate in a meeting at least 45 days before the meeting.</mark>

    b.   The Executive Secretary shall inform the corresponding Chairman and the Member States that participate in the group.

    c.   If there is no objection and on the instructions of the respective Chairman, the Executive Secretary will extend the corresponding invitation.

5.   The guests, with the authorization from the Chair, and if there is no objection from a Member State attending the meeting, may receive copy of the documents of the meeting and make verbal or written presentations at the meeting.

Article 86

1.   Each PCC shall meet at least once a year at a time and place determined by its respective Chairman.   The meetings of a PCC shall be conducted in accordance with the provisions of these Regulations corresponding to the CITEL Assembly, to the extent that such provisions are applicable.

2.   Papers, studies, decisions, and draft resolutions of a PCC which require the consideration of the CITEL Assembly shall be submitted to COM/CITEL at least four months before a meeting of the CITEL Assembly is held.

3.   A PCC may hold private sessions restricting participation solely to Members and Associate Members. The Chairman of a PCC, a Working Group, or an Ad Hoc Group may convene private sessions during a meeting at his discretion or at the request of a Member State.   However, on the basis of reciprocity, observer organizations may be invited by the Chairman to attend these private sessions, if there is no objection from a Member State.

4.   If for any reason a Regular Meeting of a Permanent Consultative Committees cannot be held in the country chosen by the Chairperson, it shall be held at the seat of the General Secretariat of the Organization, unless one of the Member States, with sufficient advance notice offers to host the meeting, in which case the Chairman of COM/CITEL may agree to hold the meeting in that country.

5.   <mark>The Secretary General of the Organization, or by delegation, the CITEL Executive Secretary, shall transmit the notice of convocation of the meeting and the invitations to the participants as soon as the country offering to host the meeting confirms to the CITEL Secretariat the exact date, city and specific location for the meeting. The country offering to host a meeting shall provide this information to the Executive Secretary, no later than 60 days before the proposed date of the meeting.</mark>

Decisions
Article 87

1.   In the absence of consensus in the deliberations of the PCCs, draft resolutions shall be adopted in accordance with the Regulations on voting established in Article 94 of these Regulations. In order to approve a resolution, decision or recommendation by vote or consensus, the PCC meeting must have a quorum of one third of the Member States of CITEL.

2.   The approval of any PCC resolution will require the affirmative vote of at least one third of all CITEL Member States.

3.   In addition, PCCs may adopt resolutions, decisions, or recommendations by correspondence provided there are no negative responses from the CITEL Member States and applying such procedures as may be established by COM/CITEL.

The Executive Secretary of CITEL
Article 89

....
....

r.   To prepare and make available to the Member States and Associate Members by electronic means the resolutions, recommendations, decisions, and declarations of the organs of CITEL.
…….

t.   Regularly to prepare and distribute to the Chairman of COM/CITEL and the Chairpersons of PCCs a report on the expenditures paid with CITEL financial resources, including Associate Membership fees.

Conduct of Meetings and Administrative Support
Article 92

1.   The Secretariat shall provide administrative support to prepare for, conduct, and follow up on all the meetings of the CITEL Assembly, COM/CITEL and each of the PCCs in accordance with the budget, and taking into account the level of support provided by the host country to the meetings.

2.   The Chairman's reports and the technical contributions or proposals to be considered at each PCC Plenary meeting should be made available to all members as they are received, by the most suitable means, prior to the meeting. Additional technical contributions may be submitted up to the date of the meeting at the discretion of the Chairman.

3.   The Chairman may limit the time for the presentation and discussion of documents, taking into account whether they are information documents or proposals. Information documents shall not be submitted for discussion, but rather comments will be requested thereon which will also be subject to a time limit. The Chairman will have to respect at all times the right to speak of the Member States and the Associate Members.

4.   All documents for meetings of the CITEL Assembly and COM/CITEL are to be translated and distributed by the Secretariat to members in final reproducible form, if possible in English and Spanish, as soon as they are available.

5.   Members are encouraged to use modern means of communication to conduct business to the extent possible. This should be the normal way for Working Groups and Ad Hoc Groups to work to minimize the number of meetings.

6.   Seminars, Ad Hoc Groups and Working Groups meetings of each PCC should be scheduled in as much as possible, in conjunction with a relevant PCC Plenary meeting.

7.   Member States or Associate Members who host seminars, Ad Hoc Groups or Working Groups that meet independently of a regular PCC meeting shall bear the costs of such meetings, if there are not resources approved for that purpose in the CITEL program-budget.

Working Procedures governing the activities of the PCCs
<u>Article 93</u>

1.   The process that determines areas of priority interest among the participants involves holding seminars on topics of interests, and forming Ad Hoc Groups to explore areas that may be subject of permanent Working Groups. This process should be used at the PCC level.

2.   Seminars and discussions on topics of interest should be held in conjunction with PCC meetings, with the meetings of Working Groups or Ad Hoc Groups, or whenever necessary as agreed with the PCC.

3.   For a Working Group to be created, at least six Member States should undertake to actively participate in its work. The establishment of the Working Group shall be approved by a PCC resolution indicating its scope of interest and mandate.

4.   For an Ad Hoc group to be created, at least three Member States shall undertake to actively participate in its work. The establishment of an Ad Hoc group shall be approved by a resolution indicating its specific tasks, its mandate, its duration, and its working schedule. The same resolution shall include the proviso that the findings of the group shall be reflected in a technical report attaching a draft resolution, decision, or recommendation.

5.   Ad Hoc Groups shall work up to two consecutive years, their term may be exceptionally extended by the corresponding Committee or by the Assembly when applicable, for a limited period to allow for the completion of tasks. Eventually, the PCC may transform the Ad Hoc group into a Working Group, pursuant to the procedure described in paragraph 3 above.

6.   Every Working Group and Ad Hoc group shall have a Chairman and one or more Vice-Chairmen appointed by the Chairman of the PCC. The Chair and Vice-Chair may be held by either a Member State or an Associate Member.   In the selection of a Chair or Vice-chair, equitable geographic distribution should be taken into account in as far as possible.

7.   All PCC members may attend the meetings of the Working Groups and the Ad Hoc Groups. However, only those that specifically register as members of the Working Group or Ad Hoc group may be assured of getting working documents and would be expected to participate actively in the work of the group. The discussions on the working documents and the reports arising there-from shall take place within the meetings held by the Group and shall at all times observe the provisions of the mandate.

8.   The Chairpersons of the Working Groups and Ad Hoc Groups must provide reports in writing and/or verbally at each PCC meeting. The final report presented by any Group shall reflect its results and must be distributed by the Executive Secretariat to the PCC members. The final report cannot be amended

by the PCC. Nevertheless, any proposal for action that might arise as a result of the report must be dealt with by the PCC.

9.   Any actions proposed to the PCC in the form of resolutions, recommendations, or decisions from a Working Group or Ad Hoc group must be clearly identified and supported in the Working Group report. The report shall state whether the action being proposed has received approval from all the participating members of the Working Group.

10.   With a view to ensuring their due consideration by the Member States, all draft resolutions, recommendations, or decisions presented to the PCC Plenary meeting by a Working Group or Ad Hoc group shall be distributed, in the working languages of CITEL, to the Member States present at the PCC meeting before the start of the meeting, where they shall be discussed or submitted to a vote.

11.   The plenary of the PCC shall adopt the resolutions or recommendations of the Working Groups by consensus and with the presence of one third of the Members; those measures can be adopted also by correspondence provided that there are not negative answers.

12.   PCCs are allowed to change and adapt their work methods to most efficiently meet the needs of their members, provided they do not contravene the provisions of the CITEL Statute and Regulations.

13.   COM/CITEL shall routinely review the work programs of PCCs and provide advice to the PCC Chairmen regarding areas where there is overlap or redundancy and where more coordination among the PCCs is required. In this regard, the Chairmen of the PCCs should routinely coordinate to avoid duplication and to identify areas where formal cooperation between of among PCCs would be useful. Likewise, efforts should be made to ensure that new Working Groups or Ad Hoc Groups do not duplicate the work that is being performed by already existing Groups. This may be achieved by reviewing the mandates of the existing Groups and taking such actions as may be necessary to effectively coordinate the work of the corresponding Working Groups, Ad Hoc Groups, or PCCs.

14.   PCCs shall regularly evaluate the need to retain their Working Groups and *Ad Hoc* Groups depending on their activities and on the effectiveness of their work, in particular those having failed to submit their report at two consecutive meetings of the PCC.

        This evaluation may result in a draft resolution whereby:

        a.   The group is required to continue its tasks;
        b.   The group's work is terminated;
        c.   The group's scope of activities, mandate or duration is changed;
        d.   A new Chairman and/or Vice-Chairman are/is appointed for the group;
        e.   Any other action is taken to contribute to achieving the goals sought.

15.   Work shall be performed, insofar as possible, with the use of electronic documents transmission systems.

16.   Both the CITEL Assembly and COM/CITEL may apply the above procedures or any part thereof in establishing their Working Groups or Ad Hoc Groups.

ANNEX TO THE REGULATIONS
NAMES OF THE PERMANENT CONSULTATIVE COMMITTEES

With reference to the article 77 of the Regulations, CITEL has the following Permanent Consultative Committees:

Permanent Consultative Committee I (CCP.I-TEL):   Telecommunication Standardization
Permanent Consultative Committee II (CCP.II-RADIO):   Radiocommunications including Broadcasting

CITEL/RES. 35 (III-02)

VICE-CHAIR OF COM/CITEL

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

CONSIDERING:

The offer by Costa Rica to host the IV Assembly of CITEL

RESOLVES:

To accept the offer of Costa Rica to host the IV Assembly of CITEL, and to recognize Costa Rica as the Vice-Chair of the Permanent Executive Committee until the IV Assembly of CITEL.

CITEL/RES. 36 (III-02)

ELECTION OF THE CHAIR FOR PCC.I

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

RESOLVES

To congratulate Colombia on their re-election to the position of Chair of the Permanent Consultative Committee I on Telecommunication Standardization.

CITEL/RES. 37 (III-02)

ELECTION OF THE MEMBERS OF THE PERMANENT EXECUTIVE COMMITTEE

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL

CONSIDERING

The results of the election for the membership of COM/CITEL for the interval between the III CITEL Assembly and the IV CITEL Assembly,

RESOLVES

To congratulate the following member states on their election to membership in COM/CITEL:

Argentina – Chair
Costa Rica – Vice-Chair

Members:

Brazil, Canada, Colombia, Ecuador, Guatemala, Mexico, United States, Uruguay, and Venezuela

CITEL/RES. 38 (III-02)7

ANALYSIS AND STRATEGY FOR RE-ENGAGEMENT OF TECHNICAL PARTICIPATION IN CITEL PCC.I

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

CONSIDERING:

a)   The importance to the Region of the work of PCC.I on Public Telecommunication Services;

b)   A recent trend which has involved a progressive disengagement of a substantial number of technical experts from the work of PCC.I;

RECOGNIZING:

a)   The crucial importance of telecommunication services development, deployment and exploitation to the economic well-being and quality of life in the Region;

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b)   The role of CITEL in enhancing the awareness of the need for the adoption and harmonization of state-of-the-art standards throughout the Americas Region;

c)   The dramatic and continuing increase in the number and variety of telecommunication issues such as Next Generation Networks, Broadband Access, etc. requiring leadership from PCC.I;

RECOGNIZING FURTHER:

a)   The importance of participation from telecommunication carriers and manufacturers to provide concrete ideas and contributions for standards documents and service-related matters;

b)   The contribution of Associate Members in providing substance and support to the technical work of PCC.I in particular;

c)   The importance of engaging technical experts from the private sector in leadership positions within the structure of PCC.I to add continuity and sustenance to the work of the Committee and its subordinate Groups;

d)   The importance of collaboration with PCC.II on all related matters;

NOTING:

The established practice of the ITU-R and ITU-T to take advantage of the technical expertise of representatives from Sector Members by offering leadership roles in the work of task Groups, working parties and study Groups;

RESOLVES:

1.   To address as a matter of urgency the decline in participation by technical experts in the work of PCC.I.

2.   To develop a strategy and process to redress and reverse this decline.

3.   To establish an Ad Hoc Group, open to Member States and Associate Members, to progress the analysis of this issue and to appoint the Administration of Canada as the coordinator for this activity.

4.   To instruct the Ad Hoc Group to report to the 2002 session of COM/CITEL on measures to be undertaken to address this issue.

5.   To instruct COM/CITEL to act upon the recommendations from the Ad Hoc Group;

INSTRUCTS THE CHAIR OF PCC.I:

To consider the matter to be of highest priority in implementing the recommendations from the Ad Hoc Group as part of the work program for PCC.I during the period 2002-2006.

INSTRUCTS THE EXECUTIVE SECRETARY:

1.   To provide assistance to the coordinator and participants of the Ad Hoc Group, including the Chair and Vice-chair of PCC.I.

2.	To encourage the Chair of PCC.II to provide assistance to the process as a matter of priority.

CITEL/RES. 39 (III-02)[8]

CHALLENGES OF THE NEXT GENERATION NETWORK

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

CONSIDERING:

a)	That current studies focused on definition of the Next Generation Network (NGN) are intended to ensure that this network becomes the network of the future;

b)	That it is expected that all current networks will coexist and eventually evolve to NGN in the future;

c)	That NGN is intended to address all existing and future services, including multimedia services;

d)	That NGN will provide an opportunity for many countries to leapfrog to the new telecommunications environment.

TAKING INTO ACCOUNT:

a)	That many aspects of NGN are still at the definition stage and therefore all countries have the opportunity to become involved in its definition;

b)	That by adopting an aggressive strategy to implement NGN, all countries of the region may deploy the advanced services that NGN is intended to offer;

c)	That the full benefits of NGN may only be gained once current networks undergo significant enhancements to their Access and Transport network infrastructures.

RECOGNIZING:

a)	That NGN is also expected to foster the economic development of the countries of the region;

b)	That exploitation of all the advantages of NGN will require reassessment and evolution of current telecommunications regulatory frameworks;

c)	That NGN needs to be fully interoperable globally.

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[8] document 227/02

RESOLVES:

1.   That CITEL analyses current NGN-related studies within the Permanent Consultative Committees (PCCs) as a first step toward ensuring that the five key areas, namely, Standards, Access Network, Transport Network, Interoperability and Regulatory aspects, are properly addressed;

2.   That PCC.I be assigned the leadership role in this assessment and in defining and executing ongoing NGN-related studies, coordinating with PCC.II on the activities that fall within its mandate;

3.   That appropriate Working Groups be established within each PCC to undertake the NGN-related activities;

4.   That for each key aspect of NGN, coordinated work plans with clear objectives and deliverables be approved at the next meeting of each PCC;

5.   That steps be taken to encourage greater participation of technical experts, especially those from CITEL Associate Members, in CITEL's ongoing NGN-related studies;

6.   That PCC.I be given responsibility for leading a coordinated, annual review of the NGN-related activities in both PCCs, recommending changes as appropriate.

INSTRUCTS THE EXECUTIVE SECRETARY:

        To facilitate leadership and coordination by the Chairman and Vice-Chairman of PCC.I, and to work with the Chairmen and Vice-Chairmen of PCC.II to establish the necessary Working Groups and work plans, as appropriate.

CITEL/RES. 40 (III-02)9

CONTRIBUTIONS OF CITEL ASSOCIATE MEMBERS

        The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

CONSIDERING:

a)   That, pursuant to Article 24 of the CITEL Statute, Associate Members may fully participate in all the activities of the Permanent Consultative Committee of which they are associate members,

b)   That, pursuant to Article 29 of the CITEL Statute, contributions from associate members are to be determined by the CITEL Regulations, and

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c)   That pursuant to Article 84 of the CITEL Regulations, the lowest level of contribution from an associate member is "one" unit, and the monetary value of the unit, stated in US dollars, shall be set by the CITEL Assembly.

BEARING IN MIND:

a)   That the minimum level of the unit should cover the costs connected with participation of all the representatives from associate members in each Permanent Consultative Committee of which they are a member, per year;

b)   That this minimum unit contribution for Associate Members was set at two thousand US dollars (US$ 2,000) at the II CITEL Assembly held in Quito, Ecuador, in 1998;

c)   That, since that time, CITEL´s activities, membership and responsibilities have expanded;

d)   That, since that time, the costs of convening and conducting Permanent Consultative Committee meetings have also risen, and

e)   The possibility given to all associate members to voluntarily choose a contribution of "more" than one unit.

RESOLVES:

That the value of one "unit" for the membership fees of Associate Members be set, beginning on January 1, 2004, at two thousand five hundred US dollars (US$ 2,500) per Permanent Consultative Committee.

URGES:

Associate Members to choose, whenever possible, a contributory fee higher than "one" unit.

INSTRUCTS THE EXECUTIVE SECRETARY:

To distribute the present Resolution to all Associate Members.

CITEL/RES. 41 (III-02)10

UPDATING OF THE BLUEBOOK

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

CONSIDERING:

a)   The pace of the changes taking place in the Telecommunications Community, especially in the Caribbean Region, due to the introduction of new technologies and services;

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[10] document 236/02 rev.1

b)   The value and usefulness of the BlueBook to member countries by having readily available this reference book on Telecommunication Policies;

c)   The need to keep the BlueBook current so that policy guidance is readily available when required;

d)   That working together with organizations like C/LAA, CTU, COMTELCA and CANTO will provide additional opportunities to obtain inputs and learn of the special needs of the member states of the Caribbean and Central America areas for the revision of the BlueBook;

RESOLVES:

1.   That COM/CITEL undertake a revision of the BlueBook in coordination with the ITU Regional Office in Brasilia and also with the cooperation of the other telecommunication organizations in the Region. Special attention should be paid to the cooperative agreements signed by CITEL and the participation of these organizations in this endeavor.

2.   That the Revision of the Blue Book should contain guidelines for establishing a regional regulatory agency that could be appropriate for the member states of the Caribbean and another model that would be appropriate for the particular needs of the Central American countries.

INSTRUCTS THE EXECUTIVE SECRETARY:

To initiate contact with the ITU Regional Office to seek their assistance in the revision of the BlueBook, and also seek the cooperation of those organizations which have signed the Cooperative Agreements with CITEL in this endeavor.

CITEL/RES. 42 (III-02)11

MRA IMPLEMENTATION

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

CONSIDERING:

The Action Plan from the Third Meeting of the Summit of the Americas in 2001 adopted by the Heads of State directs CITEL to "*Take measures striving to implement the **Mutual Recognition Agreement (MRA) for Conformity Assessment** without prejudice to each participant`s sovereign right to regulate its own telecommunications sector*";

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[11] document 234/02 rev.1

REALIZING

a)   That there is a need to ensure the participation of the Caribbean and Central American Members in the MRA implementation process in order to have a truly integrated telecommunications community in the Americas;

b)   That to accomplish the above it is necessary to explain to all participants the requirements they must meet to be a participant in the MRA;

c)   That the PCC.I Working Group on Certification Processes and Mutual Recognition Agreements is involved in an educational process to inform Members of these requirements; and

d)   That working together with organizations like C/LAA, CTU, COMTELCAA and CANTO will Provide additional opportunities to keep the member states of the Caribbean and Central America informed of the activities surrounding the MRA implementation;

RESOLVES

That the Chair of PCC.I encourage the Working Group on Certification Processes and Mutual Recognition Agreements to make a special effort to ensure that the Caribbean States and those of Central America are aware of the requirements and benefits of participation in the MRA.

CITEL RES. 43 (III-02)[12]

ESTABLISHMENT OF THE PERMANENT CONSULTATIVE COMMITTEES

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

CONSIDERING:

a)   That the Inter-American Telecommunication Commission, CITEL, is the specialized entity of the Organization of American States dealing with telecommunications;

b)   That Article 5 of the Statute of CITEL empowers the Assembly to establish as many Permanent Consultative Committees (PCCs) as deemed necessary for the fulfillment of its objectives and obligations, as provided for in Article 3 of the Statute;

c)   That according to the CITEL Regulations, the Assembly must establish a specific mandate for each PCC, and

d)   That the Permanent Consultative Committees constitute the basis for the technical work for the fulfillment of the objectives and functions of CITEL,

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[12] document 286/02.

RESOLVES:

1.   To derogate resolves 1 of resolution CITEL/RES.18 (II-98).

2.   To establish the following Permanent Consultative Committees:

- •   PCC.I: Telecommunication Standardization
- •   PCC.II: Radiocommunications including Broadcasting

3.   To establish the following objectives and mandates for the Permanent Consultative Committees:

PCC.I: TELECOMMUNICATION STANDARDIZATION

OBJECTIVE

        To act as a technical advisory body within the Inter-American Telecommunication Commission with respect to telecommunications equipment certification processes, tariff principles and standards coordination for telecommunications networks and services with the goal of ensuring the interoperability of such networks and services within the region.

MANDATE

        In accordance with the ITU Regulations and taking into account the ITU Recommendations:

a)   To promote coordination, planning and harmonization among the Member States with respect to tariff issues, technical standards and operational aspects of telecommunications networks and services including signaling protocols and network interfaces.

b)   To stimulate and promote the development of telecommunications services and networks within the region.

c)   To promote the development and implementation of new technologies, such as IP Protocol, to foster interoperability of services and networks among the Member States.

d)   To study the requirements of telecommunications equipment certification processes in each of the different CITEL countries, so analyses can be done to harmonize such certification processes in the region.

e)   To promote the implementation of Mutual Recognition Agreements.

f)   To develop projects relating to economic aspects and tariff principles of telecommunications services.

g)   To raise awareness of regulatory environment for new telecommunication networks and services among the member States and to promote the discussion.

h)   To undertake the coordination of regional preparations for World Conferences on International Telecommunications, World Telecommunication Standardization Assemblies, including the preparation of Inter-American Proposals (IAP) and common positions, as well as to undertake inter-regional consultations in preparation for these conferences.

i)   To undertake a coordinated effort with the different CITEL Committees and Working Groups in those areas which lend, by their nature, themselves to joint action.

PCC.II: RADIOCOMMUNICATIONS INCLUDING BROADCASTING

OBJECTIVE

To act as a technical advisory body within the Inter-American Telecommunication Commission with respect to the coordination and harmonization of standards related to spectrum use and the planning and efficient use of the radio frequency spectrum and satellite orbits for radiocommunication services, including broadcasting.

MANDATES

In accordance with the ITU Radio Regulations and taking into account ITU recommendations:

a)   To promote among Member States harmonization in the utilization of the radio frequency spectrum and the operation of radiocommunication services, including broadcasting, in all their different modalities, bearing especially in mind the need to prevent and avoid, to the extent possible, harmful interference between the different services.

b)   To stimulate and foster the development of radiocommunication services, including broadcasting, in the region.

c)   To promote the development and implementation of modern technologies and new radiocommunication services, including broadcasting, specifically their technical and operational aspects, to meet the needs of Member States.

d)   To undertake the coordination of regional preparations for ITU World and Regional Radiocommunication Conferences, including the preparation of Inter-American Proposals (IAPs) and common positions, as well as to undertake inter-regional consultations in preparation for these conferences.

e)   To undertake a coordinated effort with the different CITEL Groups in those areas that, by their very nature lend themselves to joint action.

f)   To undertake the coordination and harmonization of standards related to spectrum use such as over-the-air broadcasting and common air-interfaces for radiocommunication services.

CITEL RES. 44 (III-02)

STRATEGIC PLAN OF CITEL FOR 2002-2006

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

CONSIDERING:

a)   That both the technological advances that have affected the telecommunications sector and the changing environment in the Region require that the Strategic Plan of CITEL be permanently updated;

b)   That the Assembly of CITEL, through Resolution CITEL/RES. 23 (II-98) approved the Strategic Plan of CITEL 1998-2002 and decided to carry out its revision periodically;

c)   That during the X meeting of COM/CITEL, through Resolution COM/CITEL RES.131 (X-01) the updating of the Strategic Plan for the period 2001-2005 was approved;

d)   That it is necessary to keep the Strategic Plan of CITEL updated so it can serve as an adequate short and medium term Planning tool that will better orient the work of each and every one of the members that make up CITEL;

e)   The dynamics of the processes of legislation and regulation change in the Member countries, due to the opening of the market to free competition.

RESOLVES:

1.   To approve the updated version of the Strategic Plan of CITEL for the 2002-2006 period, which is attached as an annex.

2.   To ask COM/CITEL and, when necessary, the Steering Committee to evaluate and update annually the Strategic Plan, including projects that will put into practice objectives, policies and strategies.

3.   To request the active participation of the Member States in these processes.

STRATEGIC PLAN OF CITEL
FOR 2002-2006

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STRATEGIC PLAN OF CITEL FOR 2002-2006

EXECUTIVE SUMMARY

This strategic plan has been developed in response to the need to guide CITEL in the 21st century bearing in mind the breakthroughs in telecommunication technologies, the restructuring of administrations of Member states (government areas and regulatory agencies), and worldwide globalization.

This Plan is the outcome of a general review of the Strategic Plan for 2000-2004 approved by Resolution COM/CITEL RES.114 (IX-00) and the document *"CITEL's Strategic Plan for 1999-2003"*, from which the guidelines and global strategies approved by the Assembly in March 1998 were gathered, as well as the guidelines set forth in the PCC's' and the Steering Committee's mandates, incorporating the strategic orientation of the PCC's, facilitating their periodic evaluation on the basis of sector action plans. This will enable CITEL to remain at the leading edge of regional advisory organizations preparing, coordinating and reaching a consensus on competitive matters and activities of importance for CITEL.

The Plan indicates where we are and where we are going, enabling the Member States to have the same approach and to ensure unity of purpose, with clearly established goals, policies, and strategies under a Strategic Planning scheme for a five–year period.

1.   BACKGROUND

The Inter-American Telecommunication Commission (CITEL) is a high-level advisory commission within the Organization of American States, established under Article 52 of the Charter of the OAS.

The OAS, as an organization comprised of 35 countries, has its origins in the first Panama Congress, held on June 22-July 15, 1826 in Panama, and in the ideal of the Liberator Simón Bolívar of setting up a united hemisphere.

Signing of the Treaty of Union, League and Perpetual Confederation of the Panama Congress on July 15, 1826 created the current OAS, which is the oldest organization in the world.

CITEL, as a part of the Organization, has an extensive background, as indicated below:

- In March 1890, the First International American Conference adopted important telecommunications resolutions on promoting telegraphic cable lines to unite the countries represented at the Conference (18), with regular services and equitable rates. One of the telegraphic cable lines, the Pacific line, was supposed to join the ports between San Francisco in the United States and Valparaíso in Chile.
- CITEL was initially set up on May 2, 1923, at the Fifth International American Conference, with the establishment of the Inter-American Electrical Communications Committee.
- Between 1923 and 1959 various expert-level activities were carried out, especially in the fields of broadcasting and radiocommunications, such as the South American Radio Agreement, the Inter-American Convention on Radio Communication, and the North American Radio Broadcasting Agreement. Part of these emerged with the establishment of the Inter-American Radio Communications Office, created in December 1937.
- Beginning in 1962, CITEL was established as a specialized committee of the Inter-American Economic and Social Council (CIES) and was called the Inter-American Telecommunication Commission.

- Beginning in 1971, the Commission became the Inter-American Telecommunication Conference, a specialized organization of the OAS, attached to the CIES.
- The Inter-American Telecommunication Commission, CITEL was established through resolution AG/RES.1224 (XXIII-0/93.)
- CITEL's First Regular Assembly at the ministerial level was held in Montevideo, Uruguay, in February 1994, with the Statutes adopted by the OAS General Assembly in June 1993 serving as a legal basis.
- CITEL's Second Regular Assembly at the ministerial level was held in Quito, Ecuador, in March 1998, as requested by the Statutes.
- Since 1994, CITEL's work has been recognized worldwide, and the organization has been enriched by the presence and joint contributions of the associate members, which along with the States on the Permanent Consultative Committees and the Working Groups have examined highly important topics, such as: Training and Human Resources, Preparation of World Conferences, preparation of stances for the meetings of the ITU Council, Legal Matters and Administrative Procedures, Coordination of Standards, Network Modernization and New Services, Basic and Universal Services, Value-added Services, Terrestrial Mobile Services, Mobile Satellite Services, Wireless Access, Alternative Calling Procedures, Certification Processes, Global Information Infrastructure, Internet, and the harmonious, efficient use of the Radioelectric Spectrum, among others.

2.   ANALYSIS OF THE CURRENT SITUATION

2.1   Analysis of the Environment

Technological Breakthroughs

- Rapid technological breakthroughs that contribute to improving the efficiency of services and the inclusion of innovations with the emergence of new services.
- Technologies facilitate infrastructure cost reductions.
- The explosive development of networks based on IP Protocols.
- The significant advances that have been made by the ITU in identifying ranges of frequencies for global mobile personal communications by satellite (GMPCS) systems, which have enabled the establishment of world operators that have obtained authorizations and licenses to operate in the territories of various States of the Americas.
- The administrations are doing studies to introduce International Mobile Telecommunication systems, IMT 2000, based on the resolutions established at the World Radiocommunication Conference (Istanbul, 2000), and the use of appropriate characteristics, of the ITU-R and ITU-T recommendations.
- The convergence of telecommunications, computer and audiovisual technology has facilitated the ongoing expansion of services and the massive extension of consumption to a large part of the population, which has access to the basic service.
- The trend toward the integration of networks and services, as well as the segregation of networks as an element of market development.

Comparative Development

- The substantial difference with regard to expanding and modernizing services between countries that use cutting edge technology and those that do not, the countries of the Americas being for the most part among the latter.

- The transfer of ownership of state-owned enterprises to semipublic or private enterprises, with the larger part of stock being purchased by trans-national companies.
- Regulation process in some countries and deregulation in others in terms of service delivery.
- Majority tendency of reforming legislation as a result of technological convergence and evolution.
- Overall liberalization of both product and services markets.
- National and regional initiatives to promote the development of the Global Information Society.

2.2 Analysis of CITEL's Strengths, Opportunities, Weaknesses, and Challenges

- ***Strengths***

It is a high-level specialized organization of the OAS, which is supported by the assets and resources of the Organization and whose work has been recognized by the General Assembly.

It has aroused the interest of operator companies, suppliers, industry, learning centers, and other companies, which have become affiliated as associate members of the Permanent Consultative Committees. This proves that CITEL is a valid forum for developing telecommunications in the Americas.

It is a entity that promotes joint positions, enabling Member States to successfully cope with globalization trends and, when appropriate, to elaborate regulations by consensus.

It has a proven, recognized organizational infrastructure.

Assists Telecommunications administrations of Member States with resolutions and recommendations issued by the Permanent Consultative Committees of CITEL and support granted in the areas of spectrum management and telecommunication service delivery regulation.

It is a organization that is aware of the regional need to develop a Global Information Society that permits integration, development and general well-being.

- ***Opportunities***

The difference in the development of the telecommunications of Member States and the different sectors within the states will enable CITEL to focus its efforts on community support to recommend adequate solutions.

New technologies and reduced costs will allow the states' national goals to be reached sooner and with better options. CITEL can identify human and economic resources for program implementation.

The joint work with the ITU and other regional and sub-regional bodies has allowed the joining of efforts and common decision taking that have benefited the Member States.

Identification of research, training, and technology transfer programs will enable Member States of CITEL to improve management orientation and development.

The globalization trend requires the establishment of organizations comprised of Member States in order to adopt common stances and carry out actions for their benefit.

The new framework created by the World Trade Organization and the regulation of telecommunication services.

- *Weaknesses*

Limited participation of Member States in CITEL's endeavors. Many States rarely or never participate.

Substantial differences in the development level of Member States.

Scarce financing opportunities for the development of activities.

Lack of human and economic resources facilitating the ongoing participation of some State representatives in CITEL's activities.

Lack of flexible mechanisms for exchanging experts among Member States, facilitating the training of human resources and the implementation of development plans.

Continuous change of the representatives of Member States in the bodies of CITEL's organizational structure, which in some cases prevents the work from being consistent over time.

- *Challenges*

The trend towards the liberalization of services exerts an impact on regulation processes, which affects CITEL's fulfillment of the mission of standardizing and harmonizing services in Member States.

The interests that stem from the private enterprise to obtain higher economic earnings could eventually lead to proposals that are contrary to those of CITEL.

For the development and preservation of the competitive market, it is advisable that market access be available to all players on the basis of the same terms and conditions, subject to the particular regulatory environment in all Member States.

The natural trend toward market domination hinders agreements between service suppliers of Member States for a better service delivery for the benefit of users of different countries.

The digital gap and the limited telecommunication infrastructure in rural and marginal urban areas of the region which makes it difficult to develop the Information Society within the reach of everybody.

2.3   Sector Analysis

- *Environment*

CITEL is a leading regional organization in coordinating development of the telecommunications sector in the Americas.

The International Telecommunication Union, pursuant to the Constitution and Convention, is the governing body for telecommunications in the world and therefore of Member States of CITEL. The presence of all the countries from Region 2 in ITU will clearly benefit the joint work carried out by ITU and CITEL.

Negotiations in the World Trade Organization (WTO) have promoted trade in telecommunications services among Member States of CITEL. The Free Trade Area of the Americas (FTAA) agreement framework and other subregional agreements are expected to promote trade in the region.

The existence of regional and sub-regional telecommunications organizations benefits CITEL's work plans.

World and regional credit institutions could better contribute to the development of telecommunications in Member States that need it if they provide better financing conditions. They should also reduce their demands with regard to requirements and guarantees, since telecommunications in itself is a very reliable sector for investment.

- *Influence Segment*

It encompasses the telecommunications sector of all Member States, both in countries that use cutting edge technologies and those that do not. It also includes a large sector of industry, trade, operations, and research for the public and private sector, which participate in CITEL as associate Members of the Permanent Consultative Committees.

- *Structural Dependence*

In the framework of the structure and procedures of the Organization of American States, Member States are a part of CITEL.

3. STRATEGIC ORIENTATION

3.1 MISSION

To contribute to the harmonious and integral development of telecommunications in Member States of the Region as a dynamic, effective, specialized agency.

3.2 VISION

To contribute to ensure that all member countries of CITEL have universal telecommunication service which include information and communication technologies to promote the region's development.

3.3 STRATEGIC OBJECTIVES

1. To maintain CITEL as a regional organization recognized worldwide within the world telecommunications context

2. To accelerate the development of telecommunications in Member States.

3. To consolidate CITEL's administrative organization gearing it towards efficiency and effectiveness.

4. To improve CITEL's mechanisms for dissemination.

5. To promote training and the transfer of technology between Member States.

6.   To promote economic, social, and cultural development in Member States.

7.   To promote the establishment and development of the Global Information Society as a tool to achieve harmonious development respecting the cultural and social aspects of the Member States.

8.   Promote the implementation and evaluation of the Agenda for Connectivity in the Americas and Plan of Action of Quito.

3.4   GENERAL POLICIES

1.   To consolidate the foundation of CITEL, intensifying the participation of Member States, associate members, representatives of International and Regional Telecommunication Organizations that are Member of the Americas Region, Observers, Guests and other related telecommunication sector.

2.   To broaden the scope of action, guaranteeing technical preeminence in the field of telecommunications.

3.   To secure and expand its technical competence in matters relating to telecommunications, so as to play a more predominant role in issues relating to the economy and society.

4.   To strengthen working relations with other international, regional and subregional organizations.

5.   To promote access to basic telecommunications and information services.

6.   To promote the development of telecommunications and information technology and communication.

7.   To stimulate and support amateur services and amateurs via satellite, as a resource to promote the participation of society of the Member States in radiocommunication techniques and practices, as well as foster international friendship and provide rapid, effective communications in the case of disasters and support humanitarian assistance activities.

8.   To bear in mind telecommunication needs and the environment of different cultures existing in the majority of the Member States, especially those of the indigenous peoples.

3.5   STRATEGIC PRIORITIES FOR THE 2002-2006 PERIOD

1.   To maintain CITEL as an organization recognized within the context of world telecommunications:

- To motivate participation and increase the responsibility of each and every Member State.
- To promote cooperation ties with development organizations as well as with other organizations related to telecommunications matters.
- To expand the relationship between the three PCC's and strengthen their collaboration process, including working methods to elaborate coordinated standards.
- To unify criteria and efforts that benefit Member States in the ITU Council decisions.
- To identify financing opportunities to be dedicated to development activities in the telecommunications sector in Member States.
- To hold ongoing informational and training fora on issues relating to trade in telecommunications services and products, including the MRA's.

2.   To speed up the development of telecommunications in Member States:

- To analyze regularly the needs of CITEL Member States, associate members, Observers, and Guests of the world telecommunications sector, and user Groups.
- To establish mechanisms that allow for the harmonious development of telecommunications in Member States, promoting the continuous development of telecommunications services, looking after the countries' requirements, based on their level of development.
- To include social concepts in telecommunication development.
- To coordinate related regulations and procedures for telecommunications in the Americas.
- To help identify human and economic resources for the fulfillment of national goals of Member States.
- To work in coordination with the Development Sector of the ITU and subregional telecommunication organizations promoting the development of investment projects.
- To coordinate and promote the performance of studies, allowing the implementation of current research towards third generation systems in a harmonious way among the Member States, with special emphasis on the technical, legal, and economic aspects of roaming.
- To establish mechanisms that allow integration of services, convergence of technologies and network segregation.
- To promote Internet development in the Member States and to urge their Administrations to declare the Internet a National Interest, establishing initiatives that facilitate access by the population at large, in accord with social conditions and adequate quality parameters.
- To promote the establishment of the Global Information Society by implementing the Agenda for Connectivity in the Americas and Quito Action Plan.

3.   To consolidate CITEL's administrative organization, orienting it towards efficiency:

- To improve working methods and performance, within the framework of a flexible structure.
- To use electronic means as a working tool to automate processes and procedures.
- To reinforce coordination activities of the PCC's.
- To improve the working methods of the CITEL meetings by handling documentation electronically and online, in order to reduce costs.

4.   To improve CITEL's mechanisms for broadcasting:

- To broadcast information and technical knowledge, when appropriate, through informational meetings, seminars, manuals, and other means.
- To optimize handling of information through the use of electronic media.
- To optimize internal communication among Member States.
- To increase CITEL's public information capacity, assuming a leadership position in the telecommunications community in the Americas.

5.   To promote training and technology transferring among Member States.

- To establish a dynamic mechanism for the exchange of experts among Member States.
- To increasingly promote training for the development of human resources, emphasizing innovative methods, such as ITU's Centers of Excellence, to fulfill CITEL's mission in a practical and objective manner.
- To identify research, training, and transfer of technology programs to improve gearing the management of the companies of the sector towards the development of Member States.

- To use Internet as a tool for training events, with Member States massive participation.

6.   To promote economic, social, and cultural development.

- To extend information technology and audio broadcasting and television through terrestrial and satellite systems.
- To contribute to creating a stable and transparent environment to attract investment in Member States from the region.
- To incorporate social concepts in the development of telecommunications.
- To consider Internet as a tool to achieve economic, social and cultural development.

7.   To promote the implementation and evaluation of the Agenda for Connectivity in the Americas and Plan of Action of Quito.

- To provide general guidelines within a conceptual framework of reference.
- To suggest mechanism to help guarantee the continuity of the agendas of each one of the member countries and reiterate the need to rely on the active and ongoing participation of civil society.
- To highlight the urgency of setting up working teams at the highest possible level.
- To develop three fundamental components: infrastructure or access, its utilization, and the quantity and quality of the contents which should be governed by principles of equity and universality.
- To consider topics of interest of the Region in the preparatory process for the World Summit on the Information Society.

8.   To develop through COM/CITEL a Plan of Action identifying areas within the competence of CITEL based on the results of the considerations by the XII Meeting of COM/CITEL of the Agenda for Connectivity and Quito Plan of Action.

4.   **MANDATES**

CITEL's goals are achieved through activities of Permanent Consultative Committees and Working Groups, as well as through meetings and forums, sharing certain strategic goals and orientations in a given period.

4.1   Steering Committee

Terms of reference:

1.   To strengthen the coordination of activities of the different entities of CITEL and their relationship with other telecommunications entities or entities involved in this activity inside or outside the region of the Americas to ensure that CITEL as a whole will function better.

2.   To use funds more efficiently and increase the Regular Fund and Specific Fund resources and is responsible for presenting to COM/CITEL a detailed report on:

a)   All draft proposals for amending CITEL's Statutes and Regulations,

b)   All draft proposals for amending the mandates of the Permanent Consultative Committees and Working Groups that are a part of COM/CITEL,

c)   All draft proposal for the budget and all proposals to change budgets and Programs of Activities being implemented, and

d)   The conclusions drawn from the thorough review of the implementation of the Programs of Activities and Budget carried out by the Permanent Consultative Committees, the Working Groups that are part of COM/CITEL, and the Executive Secretariat of CITEL, and the decisions adopted by the Steering Committee."

4.2   PERMANENT CONSULTATIVE COMMITTEES

4.2.1   PCC.I: TELECOMMUNICATION STANDARDIZATION

Objective

To act as a technical advisory body within the Inter-American Telecommunication Commission with respect to telecommunications equipment certification processes, tariff principles and standards coordination for telecommunications networks and services with the goal of ensuring the interoperability of such networks and services within the region.

Mandate

In accordance with the ITU Regulations and taking into account the ITU Recommendations:

a)   To promote coordination, planning and harmonization among the Member States with respect to tariff issues, technical standards and operational aspects of telecommunications networks and services including signaling protocols and network interfaces.

b)   To stimulate and promote the development of telecommunications services and networks within the region.

c)   To promote the development and implementation of new technologies, such as IP Protocol, to foster interoperability of services and networks among the Member States.

d)   To study the requirements of telecommunications equipment certification processes in each of the different CITEL countries, so analyses can be done to harmonize such certification processes within the region.

e)   To promote the implementation of Mutual Recognition Agreements.

f)   To develop projects relating to economic aspects and tariff principles of telecommunications services.

g)   To raise awareness of regulatory environment for new telecommunication networks and services among the member States and to promote the discussion.

h)   To undertake the coordination of regional preparations for World Conferences on International Telecommunications, World Telecommunication Standardization Assemblies, including the preparation of inter-american proposals (IAP) and common positions, as well as to undertake inter-regional consultations in preparation for these conferences.

i)   To undertake a coordinated effort with the different CITEL Committees and Working Groups in those areas that by their nature lend themselves to joint action.

4.2.2   PCC.II: RADIOCOMMUNICATIONS INCLUDING BROADCASTING

OBJECTIVE

To act as a technical advisory body within the Inter-American Telecommunication Commission with respect to the coordination and harmonization of standards related to spectrum use and the planning and efficient use of the radio frequency spectrum and satellite orbits for radiocommunication services, including broadcasting.

MANDATES

In accordance with the ITU Radio Regulations and taking into account ITU recommendations:

a)   To promote among Member States harmonization in the utilization of the radio frequency spectrum and the operation of radiocommunication services, including broadcasting, in all their different modalities, bearing especially in mind the need to prevent and avoid, to the extent possible, harmful interference between the different services.

b)   To stimulate and foster the development of radiocommunication services, including broadcasting, in the region.

c)   To promote the development and implementation of modern technologies and new radiocommunication services, including broadcasting, specifically their technical and operational aspects, to meet the needs of Member States.

d)   To undertake the coordination of regional preparations for ITU World and Regional Radiocommunication Conferences, including the preparation of Inter-American Proposals (IAPs) and common positions, as well as to undertake inter-regional consultations in preparation for these conferences.

e)   To undertake a coordinated effort with the different CITEL Groups in those areas that, by their very nature lend themselves to joint action.

f)   To undertake the coordination and harmonization of standards related to spectrum use such as over-the-air broadcasting and common air-interfaces for radiocommunication services.

CITEL RES. 45 (III-02)

WASHINGTON DECLARATION

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

CONSIDERING

a)   That continued expansion of CITEL's activities is vitally important, so it can grow stronger.

b)   That agreement was reached at the Third Regular Meeting of the Assembly of CITEL held August 12-16, 2002, in Washington, D.C., on principles for continuing to strengthen CITEL, so it can fully meet its obligations.

RESOLVES

1.   To approve the "Washington Declaration" as attached to this resolution.

2.   To instruct the Chair of COM/CITEL to submit such declaration to the OAS General Assembly for its information and distribution.

INSTRUCTS THE EXECUTIVE SECRETARY

To distribute the Washington Declaration to all Member States, Associate Members, funding entities and regional and international organizations.

WASHINGTON DECLARATION

August 16, 2002

The representatives of the telecommunication administrations of CITEL Member States at the Third Regular Assembly of the Inter-American Telecommunication Commission (CITEL) held in Washington, D.C., August 12-16, 2002,

TAKING INTO ACCOUNT:

That the Heads of State and Government of the Americas confirmed, during the Third Summit of the Americas, their commitment to hemispheric integration and national and collective responsibility for improving the economic wellbeing and security of the people of the Americas.

That the Heads of State and Governments, in complying with the Action Plan of the Summit of Quebec, charged CITEL to work with regional and sub-regional organizations to formulate and implement before the next Americas Summit a cooperative and collaborative program in support of an agenda of connectivity for the hemisphere.

That the Summit stated that " free and open economies, market access, sustained flows of investment, capital formation, financial stability, appropriate public policies, access to technology and the development of human resources and training are key to reducing poverty and inequalities, raising standards of living and promoting sustainable development.

That the Summit recognized "the disparities between costs and access to technology among and within the countries of the Region" and "an individual and collective intention towards the expansion to access to world knowledge and the full integration of the knowledge society" has been agreed to, "particularly in developing countries and those which have smaller economies, and among rural and vulnerable Groups".

That Heads of State also expressed their conviction that the promotion of a Connectivity Agenda for the Americas would facilitate the reduction of the digital gap and would contribute to the beneficial integration of the hemisphere in a society increasingly based on knowledge.

TAKING INTO ACCOUNT AS WELL:

That the promotion and expansion of connectivity shall be based on a common effort and commitment among Governments, private sector and civil society.

That CITEL plays a central role in the implementation of the decisions of the Summits of the Americas with respect to telecommunications and its applications, making it necessary to strengthen its operating mechanisms and the efficient use of its resources to obtain timely response to the commitments adopted by the Heads of State of the Region.

That CITEL has elaborated an agenda project for the connectivity of the Americas and a Quito Action Plan as a contribution to the member states.

That CITEL continues to channel the regional expression through inter-American proposals before the International Telecommunication Union (ITU) and other international forums consolidating Member States' objectives.

WE DECLARE:

That the development of the Information and Communications Technologies infrastructure and the access to the same, continues to be of the highest priority for the efficient management of information, given the strategic character of the telecommunications sector for the achievement of the objectives of economic and social growth of the States and the attainment of information societies.

That CITEL , as the senior technical telecommunication body of the Americas, is an ideal forum to gather the efforts of States, the private sector and other telecommunication entities and financing, for the development of each of the elements that contribute to Connectivity in the Americas: infrastructure, regulation, access to information technologies and communications of all segments of society .and technology convergence, among others.

AND THEREFORE AGREE TO:

Continue consolidating and expanding CITEL's capabilities so it can fully respond to the commitments adopted by the Heads of State at the Summit of the Americas, in view of the fact that telecommunications and information technologies and connectivity are priority elements in the sustainable development of the Region.

Continue consolidating, strengthening and supporting the work of COM/CITEL and the Permanent Consulting Committees (PCC's) of CITEL.

Strengthen mechanisms that will allow the dissemination and implementation of human resources and training programs, including information activities to telecommunication services users, in coordination with national entities, the Center for Excellence of the Americas of the ITU, and with the private sector, regional, sub-regional organizations and other entities of civil society.

Coordinate and lead, within the scope of our competency, the process of promotion and implementation of a Connectivity Agenda for the Americas, supporting the joint work of Governments, regional and sub-regional organizations, the private sector and entities of civil society in coordination with the OAS Secretariat for the Summits' process.

Facilitate an adequate environment for its Member States to exchange their experiences and best practices allowing them to maintain updated legal and regulatory frameworks promoting competition, which are predictable, consistent, nondiscriminatory and transparent, which will contribute to the development of telecommunications and universal access.

Enhance CITEL's role as a forum where Member States and Associate Members come together to address, in particular the technical elements of CITEL's mandate and which fully recognizes the important role and expertise of the private sector, in the development of the telecommunications infrastructure in the Americas.

Strengthen coordination in association with other telecommunications and financing organizations to develop and implement efficient and sustainable development programs, taking into account the need to attract investment for the development of infrastructure, promotion of universal access, the use of new information and communication technologies, and the integration of the smaller economies into the hemispheric trade agenda..

Foster the development and the use of information and communication technologies in small and medium size businesses, in different spheres of society according to specific social, political, cultural and economic needs, and training for the development of appropriate contents.

Actively contribute in the preparations for the World Summit of the Information Society, putting forward the principles for a Connectivity Agenda of the Americas, encouraging cooperation and participation of the interested sectors of the Region, making proposals and through any other mechanism that allows active presence of Member States and Associate Members.

In witness whereof, the Delegates of the Member States taking part in the Third Regular Meeting of the Inter-American Telecommunication Commission adopt this Declaration in the City of Washington, DC, August 16, 2002.

Antigua and Barbuda	**Guatemala**
Argentina	**Guyana**
The Bahamas	**Haiti**
Barbados	**Honduras**
Belize	**Jamaica**
Bolivia	**Mexico**
Brazil	**Nicaragua**
Canada	**Panama**
Chile	**Paraguay**
Colombia	**Peru**
Costa Rica	**Saint Kitts and Nevis**
Dominican Republic	**Santa Lucia**
Ecuador	**Saint Vincent and the Grenadines**
El Salvador	**Suriname**
United States	**Trinidad and Tobago**
Grenada	**Uruguay**
	Venezuela

CITEL/RES. 46 (III-02)

ESTABLISHMENT OF THE CITEL CONFERENCE PREPARATORY GROUP TO ADDRESS REGIONAL PREPARATIONS FOR WORLD CONFERENCES AND MEETINGS

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

CONSIDERING:

a)   That CITEL Member States desire to maximize their effectiveness in representing the needs of the peoples of the Americas at world conferences and meetings related to telecommunications and information and communications technology;

b)   That the decisions taken at world conferences can have a significant impact on further development and deployment of telecommunications and information and communications technology;

c)   That world conferences are playing an increasingly important role in influencing the policies of CITEL Member States, and the global telecommunications and information and communications technology (ICT) sectors, for example by setting the strategic priorities of the International Telecommunication Union (ITU);

d)   The CITEL Member States desire to develop and successfully promote Inter-American Proposals to such world conferences and meetings;

e)   That enhancing the effectiveness of CITEL's participation in world conferences and meetings requires strengthening its structures and procedures for preparing for these meetings; and

f)   That world conferences and meetings occur on a regular basis and preparations for these conferences should be treated as a priority function of CITEL and carried out in a regular, standing organ of CITEL

RECOGNIZING:

a)   That CITEL has undertaken preparations for previous conferences and has learned from its experience the importance of regularizing its preparatory process to maximize its effectiveness at world conferences;

b)   The importance of providing all members of the PCCs with the opportunity to contribute, within their areas of expertise, towards CITEL's preparation for world conferences;

c)   That CITEL's budget is under increasing downward pressure and that it is necessary to minimize the budgetary impact to CITEL of undertaking conference preparatory activities; and

d)   That Associate Members of CITEL can only participate in the PCC to which they belong, and that PCCs are the only bodies in CITEL that are open to participation by all CITEL Member States;

RESOLVES:

1.   To establish a Conference Preparatory Working Group (CPWG) that is responsible for all preparatory activities related to world and regional conferences and international meetings within the competence of CITEL, with the exception of those addressed within the mandates of PCC.I and PCC.II.

2.   That CPWG will report its results to COM/CITEL.

3.   That the mandate of the CPWG is:
   a.   To undertake the coordination of regional preparations of the ITU Plenipotentiary Conference and the World Telecommunication Development Conference, including the preparation of Inter-American Proposals (IAPs) and common positions.
   b.   To undertake coordination of regional preparations for other major international meetings within the competence of CITEL.
   c.   To undertake inter-regional consultations in preparations for these conferences and meetings.

4.   That the CPWG will conduct its meetings in conjunction with the CITEL Steering Committee and COM/CITEL annually, and, if required, with the PCCs to address the issues within their competencies.

5.   That the Chairman and Vice-Chairmen of the CPWG will be responsible for coordinating its work program with the leadership of the PCCs to ensure that adequate resources are available to effectively carry out the work of both the CPWG and the PCCs.

6.   That the agenda for each meeting of the CPWG shall be set to correspond to the expertise of the participants of the PCC at which it is being conducted.

7.	That the meetings of CPWG will be established on an annual basis and placed on the CITEL calendar adopted by COM/CITEL.

8.	That the schedule and budget for meetings of CPWG will be included within the schedule and budget of the PCCs , Steering Committee or COM/CITEL with which it is meeting.

9.	That the CPWG will be open to participation by all Member States and associate members of CITEL.

10.	That the CPWG shall establish effective working methods that are compatible with those used by the PCCs.

11.	That the CPWG may conduct its work electronically between scheduled meetings as it deems necessary.

INSTRUCTS:

That the COM/CITEL will appoint the Chair and Vice-Chairmen, based on interest expressed from the CITEL Member States, beginning on the XI meeting.

CITEL/RES. 47 (III-02)

ELECTION OF THE CHAIR FOR PCC.II

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

RESOLVES

To congratulate Venezuela on its election to the position of Chair of the Permanent Consultative Committee II on Radiocommunications including Broadcasting.

CITEL RES.48 (III-02)13

PARTICIPATION OF OBSERVERS IN CITEL MEETINGS

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission, CITEL,

CONSIDERING:

a)   Article 7 of the Statute and articles 14, 15, 16, 17 and 85 of CITEL Regulations referring to those organizations that may be represented by observers at CITEL meetings, and

b)   Resolution COM/CITEL RES. 106 (IX-00), approved during the Eighth meeting of the Permanent Executive Committee of CITEL, that includes a list of entities and organizations invited to participate in CITEL meetings,

BEARING IN MIND:

That the following organizations have signed up a Cooperation Agreements with the General Secretariat of the Organization of the American States through and for the Inter-American Telecommunication Commission:

- The Alliance for Telecommunication Industry Solutions (ATIS)
- The Caribbean Latin American Action (C/LAA)
- The European Conference of Postal and Telecommunications Administrations (CEPT)
- The European Telecommunications Standards Institute (ETSI)
- The Latin American Wireless Industry Association (ALACEL)
- The Regional Commonwealth in the Field of Communications (RCC)
- The Telecommunications Industry Association (TIA)
- Postal Union of the --Americas, Spain, and Portugal (UPAEP)

RESOLVES:

1.   To authorize the CITEL Secretariat to invite the following entities and organizations, that are directly involved in the telecommunications sector, to participate in CITEL meetings:

- Association of Telecommunication Undertakings of the Andean Sub-Regional Agreement (ASETA)
- Caribbean Association of National Telecommunication Organizations (CANTO)
- Hispano-American Association of Telecommunications Research and Enterprises (AHCIET)
- Latin American Wireless Industry Association (ALACEL)
- Alliance for Telecommunication Industry Solutions (ATIS)
- Caribbean Latin American Action (C/LAA)
- Telecommunications Regional Technical Commission of Central America (COMTELCA)
- Pacific Telecommunication Council (PTC)
- European Telecommunications Standards Institute (ETSI)
- European Conference of Postal and Telecommunications Administrations (CEPT)

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[13] document CITEL/doc.232/02

- International Telecommunications Users Group (INTUG)
- American Radio Relay League Incorporated (ARRL)
- International Maritime Satellite Organization (INMARSAT)
- International Civil Aviation Organization (ICAO)
- International Telecommunications Satellite Organization (ITSO)
- Regional Commonwealth in the Field of Communications (RCC)
- International Organization of Aeronautical Telecommunications (SITA)
- Caribbean Telecommunication Union (CTU)
- International Amateur Radio Union, Region 2 (IARU-2)
- International Telecommunications Union (ITU)
- Unión Postal de las Américas, España y Portugal (UPAEP)
- Telecommunications Industry Association (TIA)

2.   To repeal Resolution COM/CITEL RES. 106 (IX-00).

INSTRUCTS THE EXECUTIVE SECRETARY:

To prepare a table containing a summarized program of CITEL annual activities, showing in detail the date, place and purpose of the meetings, which will be forwarded to the other international organizations and/or entities in order to keep them informed on those activities and enable them to request their participation as observers through usual procedures.

IV.   ELECTION OF CITEL OFFICERS

During the Third Plenary Session, the Assembly elected the following officers:

Chair of COM/CITEL: Argentina

Vice Chair of COM/CITEL: Costa Rica

Chair of PCC.I: Colombia

Chair of PCC.II: Venezuela

The following countries were elected to make up the composition of COM/CITEL for the period 2002-2006: Argentina as Chair, Costa Rica as Vice Chair, and as members Brazil, Canada, Colombia, Ecuador, Guatemala, Mexico, United States of America, Uruguay y Venezuela

V.   LIST OF BASIC DOCUMENTS.

Minutes of the Inaugural and the First Plenary Session	CITEL/doc.279/02rev.1
Minutes of the Second Plenary Session	CITEL/doc. 280/02.
Minutes of the Third Plenary Session	CITEL/doc. 289/02
Minutes of the Fourth Plenary Session,	CITEL/doc. 290/02
List of Documents	CITEL/doc.215/02rev.5.
List of Participants	CITEL/doc. 216/02rev.2.
Final Report	CITEL/doc. 294/02rev.2