37 MEETING OF THE PERMANENT EXECUTIVE COMMITTEE OF CITEL (COM/CITEL) December 10 and 11, 2020 Buenos Aires, Argentina VIRTUAL

FINAL REPORT (Item on the Agenda: 16) (Document submitted by the Secretariat of CITEL)
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FINAl REPORT

37 MEETING OF THE PERMANENT EXECUTIVE COMMITTEE OF CITEL (COM/CITEL)

The 37 Meeting of the Permanent Executive Committee of CITEL (COM/CITEL) was held remotely on December 10 and 11, 2020, host by the administration of Argentina.

I. AGENDA

1. Adoption of agenda and schedule.
2. Establishment of meeting committees:
   2.1 Committee for Drafting the Final Report.
   2.2 Committee for Preparing the Operations Plan.
3. Report by the Chair of COM/CITEL.
4. Reports from the Chairs of the Permanent Consultative Committees.
5. Reports from the COM/CITEL Working Groups:
   5.1 Coordination Center for the Development of Human Resources
   5.2 Working Group on the Strategic Plan of CITEL
   5.3 Working Group to Prepare for the Meetings of the ITU Council
   5.4 Conference Preparatory Working Group to Address Regional Preparations for World Conferences and Meetings.
   5.5 Working Group on Financial Sustainability of CITEL
   5.6 Ad-hoc group on “Resolutions, Decisions and Recommendations of the CITEL Assembly and COM/CITEL”
6. Approval of the annual report on the activities of CITEL.
7. 2020 CITEL financial report.
8. Report of the activities of the Secretariat of CITEL, particularly regarding the support of projects for the development of telecommunications/ICT in the Americas.
12. Study of OAS General Assembly resolutions affecting CITEL.
14. Date, agenda, and venue of the next meeting.
15. Other business.
16. Adoption of the minutes and Final Report of the meeting.

1 COM/CITEL doc. 274/20
II. AUTHORITIES OF THE MEETING

Chair of COM/ CITEL: Mr. Claudio Ambrosini
Alternate Chair of COM/ CITEL: Mr. Guillermo Clemente
Alternate Vice Chair of COM/ CITEL: Mr. Franklin Merchan
CITEL Executive Secretary: Mr. Oscar G. Leon Suarez

FINAL REPORT DRAFTING COMMITTEE:
Argentina: Ms. Ana Belén Domínguez
Uruguay: Ms. María José Franco Taranto
United States of America: Mr. Greg Ratta
Paraguay: Mr. Cesar Martínez

PARTICIPANTS:

a. COM/CITEL Member States:

Argentina, Bahamas, Brazil, Canada, Colombia, Costa Rica, El Salvador, United States of America, Mexico, Paraguay, Peru, Dominican Republic, and Uruguay.

b. Member States (COM/ CITEL Observers):

St. Lucia

c. International and Regional Organizations:

International Telecommunications Union - ITU
III. RESOLUTIONS

COM/CITEL RES. 310 (XXXVII-20)²

COURSE PROGRAM OF CITEL FOR THE YEAR 2021

The 37 Meeting of the Permanent Executive Committee of CITEL (COM/CITEL),

CONSIDERING:


b. That, in the framework of the Professional Development Program for 2021, the Regional Training Centers of CITEL shall be submitting proposals for courses during the first quarter of 2021; and

c. That the results of the Competition of the OAS Professional Development Scholarship Program are not as yet available, nor is there any information about the budget available for scholarships in 2021,

ACKNOWLEDGING:

That, through the Regional Training Centers of CITEL and the Center of Excellence of the International Telecommunication Union (ITU), effective training on telecommunications/ICT is enabled,

RESOLVES:

1. To empower CITEL’s Coordination Center for the Development of Human Resources, in coordination with the CITEL Secretariat, to: (a) select, on the basis of the budget available for scholarships, the higher training priority courses of the member states; (b) schedule the dates for the courses to comply with the rules of the Department of Human Development, Education, and Employment of the General Secretariat of the OAS; and c) to increase or re-allocate the amounts of the scholarships provided.

2. To establish that, when the Department of Human Development, Education, and Employment of the General Secretariat of the OAS invites applications to the OAS Professional Development Scholarship Program for 2021, CITEL’s Coordination Center shall participate in those cases where the institutes are interested in sharing the costs pertaining to the scholarships in accordance with the conditions of the OAS.

3. To hold virtual sessions on topical issues of telecommunications/information and communication technologies (ICT).

4. To urge the Administrations to submit applicants for the scholarships that shall be offered for the program of courses for 2021 in order to take advantage of the opportunities being provided.

² COM/CITEL doc. 281/20
5. To thank the Department of Human Development, Education, and Employment of the General Secretariat of the OAS for the continued and outstanding support provided for the dissemination of CITEL courses and to urge it to give the utmost priority to scholarships that are granted in coordination with the CITEL Secretariat, taking into account that telecommunications/information and communication technologies (ICT) have been recognized as supporting the integral and sustainable development of the Americas, under the principles of universality, equity, and affordability.

6. To thank the ITU Regional Office for the Americas, which through the Centers of Excellence of the International Telecommunication Union (ITU) and the ITU Academy has substantially built up its cooperation with the CITEL Secretariat, awarding 169 scholarships this year to CITEL Member States, and to continue collaborating with the CITEL to increase the number of courses and scholarships for CITEL member states in 2021.

7. To thank the Internet Society (ISOC) for granting the 309 distance scholarships on Community Networks and continuing to strengthen the efforts of ISOC and CITEL in terms of training by granting scholarships to CITEL/OAS Member States as a follow-up of the commitment assumed with the 2030 ICT Alliance for the Americas and in line with its goal of “Promoting the open development, evolution and use of the Internet to benefit all people of the entire world.”

8. To thank CCATLAT for granting 890 scholarships during 2020 for professional improvement on current issues through the Webinar modality with courses of interest to the OAS/CITEL Member States and for continuing to work together to organize monthly webinars with important current issues for CITEL members.

9. To thank CITIC-Ecuador for granting 976 scholarships during 2020 for professional improvement on current issues through the Webinar modality and for continuing to implement joint capacity-building activities in the region through the 2030 ICT Alliance and the Rural Women’s Alliance signed this year, making it possible to continue offering courses/scholarships on topics of interest for years to come.

10. To instruct the Executive Secretary of CITEL:

   a. To support as required CITEL’s Coordination Center for the Development of Human Resources.

   b. To ensure the dissemination of these courses as widely as possible.

   c. To develop, with CITEL’s Regional Training Centers, training activities on telecommunications/ICT, in accordance with the priorities of CITEL’s Permanent Consultative Committees, in order to meet the region’s needs. He is especially instructed to look for synergies and the development of courses in 2020 to promote the broader participation of the countries of Central American and the Caribbean.
COM/CITEL RES. 311 (XXXVII-20)³

ADOPTION OF THE OPERATIONS PLAN FOR 2021

The 37 Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

CONSIDERING:

a) The program-budget and draft calendar of meetings considered at the sessions of the Meeting of COM/CITEL; and

b) The information on the situation of Associate Members presented by the Secretariat of CITEL,

RESOLVES:

1. To adopt the calendar of meetings for 2021/2022 contained in Annex 1 hereto.

2. To approve the draft program-budget for 2021 attached hereto as Annex 2.

3. To instruct the Executive Secretary of CITEL to inform the Member States of any change in the circumstances affecting the budget for 2021 approved.

³ COM/CITEL/doc. 297/20 rev. 2
# ANNEX 1 TO RESOLUTION COM/CITEL RES. 311 (XXXVII-20)

## DRAFT CALENDAR OF CITEL FOR 2021-2022

<table>
<thead>
<tr>
<th>Meeting</th>
<th>Date</th>
<th>Place</th>
</tr>
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<tbody>
<tr>
<td>Second Interregional Meeting for Preparation of WTSA-20</td>
<td>8 January 2021</td>
<td>Virtual</td>
</tr>
<tr>
<td>Telecommunication Standardization Advisory Group (TSAG)</td>
<td>11 to 18 January 2021</td>
<td>Virtual</td>
</tr>
<tr>
<td>First 2021 Cluster of Council Working Groups &amp; Expert Groups</td>
<td>25 January to 5 February 2021</td>
<td>Virtual</td>
</tr>
<tr>
<td>Virtual seminar on hemispheric efforts to combat the use of mobile terminal devices that have been stolen, lost, or tampered</td>
<td>**</td>
<td>Virtual</td>
</tr>
<tr>
<td>ITU-D Study Groups</td>
<td>15 to 26 March 2021</td>
<td>Geneva, Switzerland</td>
</tr>
<tr>
<td>Radio Regulation Board (RRB-21.1)</td>
<td>22 to 26 March 2021</td>
<td>Geneva, Switzerland</td>
</tr>
<tr>
<td>28 Radiocommunication Advisory Group (RAG)</td>
<td>29 March to 1 April 2021</td>
<td>Geneva, Switzerland</td>
</tr>
<tr>
<td>37 Meeting of PCC.II</td>
<td>5 to 9 April 2021</td>
<td>Virtual</td>
</tr>
<tr>
<td>Regional Preparatory Meeting for WTDC-21 for the Americas (RPM-AMS)</td>
<td>26 &amp; 27 April 2021</td>
<td>Virtual</td>
</tr>
<tr>
<td>38 Meeting of PCC.I</td>
<td>26 to 30 April 2021</td>
<td>Virtual</td>
</tr>
<tr>
<td>Workshop “Connecting the unconnected in rural and remotes areas</td>
<td>28 April 2021</td>
<td>Virtual</td>
</tr>
<tr>
<td>Sixth World Telecommunication/ICT Policy Forum (WTPF-21)</td>
<td>21 to 23 May 2021</td>
<td>Geneva, Switzerland</td>
</tr>
<tr>
<td>Telecommunication Development Advisory Group (TDAG)</td>
<td>25 to 28 May 2021</td>
<td>Geneva, Switzerland</td>
</tr>
<tr>
<td>ITU 2021 Session of the Council</td>
<td>8 to 18 July 2021</td>
<td>Geneva, Switzerland</td>
</tr>
<tr>
<td>Mobile World Congress</td>
<td>28 June to 1 July 2021</td>
<td>Barcelona, Spain</td>
</tr>
<tr>
<td>51 OAS General Assembly</td>
<td>Junio 2021**</td>
<td>Guatemala</td>
</tr>
<tr>
<td>Radio Regulation Board (RRB-21.2)</td>
<td>12 to 16 July 2021</td>
<td>Geneva, Switzerland</td>
</tr>
<tr>
<td>Second Cluster of Council Working Groups &amp; Expert Groups</td>
<td>20 September to 1 October 2021**</td>
<td>Geneva, Switzerland</td>
</tr>
<tr>
<td>Event Description</td>
<td>Date Range</td>
<td>Location</td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>---------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>39 Meeting of PCC.I</td>
<td>16 to 20 August 2021</td>
<td>Brazil</td>
</tr>
<tr>
<td>Seminar on 5G: Opportunities and challenges in the Americas</td>
<td>16 August 2021</td>
<td>Brazil</td>
</tr>
<tr>
<td>38 Meeting of PCC.II</td>
<td>30 August to 3 September 2021</td>
<td>Mexico</td>
</tr>
<tr>
<td>Radio Regulation Board (RRB-21.3)</td>
<td>01 to 05 November 2021</td>
<td>Geneva, Switzerland</td>
</tr>
<tr>
<td>Working Group to prepare for and follow up on WTSA, WCIT, and WTDC (WGCONF)</td>
<td>7 to 19 November 2021</td>
<td>Addis Abeba, Ethiopia</td>
</tr>
<tr>
<td>World Telecommunication Development Conferences (WTDC-21)</td>
<td>8 to 19 November 2021</td>
<td>Addis Abeba, Ethiopia</td>
</tr>
<tr>
<td>1st ITU Inter-regional workshop on WRC-23 preparation</td>
<td>29 &amp; 30 November 2021</td>
<td>Geneva, Switzerland</td>
</tr>
<tr>
<td>38 Meeting of COM/CITEL</td>
<td>1 to 3 December 2021</td>
<td>Argentina</td>
</tr>
<tr>
<td><strong>2022</strong></td>
<td></td>
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</tr>
<tr>
<td>Cluster of Council Working Groups and Expert Groups</td>
<td>06 to 17 January 2022 **</td>
<td>Virtual</td>
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<tr>
<td></td>
<td>10 to 21 January 2022 **</td>
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</tr>
<tr>
<td>High Level Forum</td>
<td>16 February 2022</td>
<td>Colombia</td>
</tr>
<tr>
<td>VIII Regular Meeting of the Assembly of CITEL</td>
<td>16 to 18 February 2022</td>
<td>Colombia</td>
</tr>
<tr>
<td>39 Meeting of COM/CITEL</td>
<td>18 February 2022</td>
<td>Colombia</td>
</tr>
<tr>
<td>Working Group to prepare for and follow up on WTSA, WCIT, and WTDC (WGCONF)</td>
<td>28 February to 11 March 2022 **</td>
<td>Hyderabad, India</td>
</tr>
<tr>
<td>Global Standards Symposium (GSS-20)</td>
<td>28 February 2022**</td>
<td>Hyderabad, India</td>
</tr>
<tr>
<td>World Telecommunication Standardization Assembly (WTSA-20)</td>
<td>1 to 11 March 2022**</td>
<td>Hyderabad, India</td>
</tr>
<tr>
<td>ITU 2022 Session of the Council</td>
<td>22 March to 1 April 2022**</td>
<td>Geneva, Switzerland</td>
</tr>
<tr>
<td>ITU 2022 Session of the Council before PP-22</td>
<td>24 September 2022</td>
<td>Bucharest, Romania</td>
</tr>
<tr>
<td>Working Group for the Preparation of the ITU Plenipotentiary Conferences (PP)</td>
<td>25 September to 14 October 2022</td>
<td>Bucharest, Romania</td>
</tr>
<tr>
<td>2022 ITU Plenipotentiary Conference (PP-22)</td>
<td>26 September to 14 October 2022</td>
<td>Bucharest, Romania</td>
</tr>
</tbody>
</table>

**CITEL Meetings**

**ITU Meetings**

**Other Meetings**

** to be confirmed
**ANNEX 2 TO RESOLUTION COM/CITEL RES. 311 (XXXVII-20)**

**BUDGET FOR THE INTER-AMERICAN TELECOMMUNICATION COMMISSION (CITEL) YEAR 2021**

(Amount in US$)

<table>
<thead>
<tr>
<th></th>
<th>REGULAR FUND</th>
<th>FUND</th>
<th>REGULAR FUND</th>
<th>SPECIFIC FUNDS (ICR)</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>RF OAS</td>
<td>ICR</td>
<td>CITEL-MEETINGS</td>
<td>SF PCC.I</td>
<td>SF PCC.II</td>
</tr>
<tr>
<td><strong>OAS Regular Fund (Personnel)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
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</tr>
<tr>
<td><strong>OAS Regular Fund (Non Personnel)</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
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<tr>
<td><strong>Specific Funds Income of the PCC.I</strong></td>
<td></td>
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<tr>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>Specific Funds Income of the PCC.II</strong></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL INCOME: US$</strong></td>
<td>593,600</td>
<td>26,400</td>
<td>49,600</td>
<td>205,500</td>
<td>358,500</td>
</tr>
</tbody>
</table>

| **EXPENDITURES** | | | | | | |
| **Secretariat of CITEL** | | | | | | |
| Salaries of 3 Staffs [Paid by the OAS Regular Fund] | 453,400 | | | | |
| Performance Contracts (CPRs) of Consultants [Paid by the OAS Regular Fund & ICR] | 96,000 | 24,000 | | | 120,000 |
| 40% Salaries [Contribution Specific Funds of PCC.I] | | | 107,500 | | 107,500 |
| 60% Salaries [Contribution Specific Funds of PCC.II] | | | | | 159,540 | 159,540 |
| Administrative Expenditures Regular Fund (See attached Table) | 34,350 | 2,400 | | | 36,750 |

| **CITEL’s Meeting and Activities** | | | | | | |
| 38 Meeting of PCC.I | | | | | 49,000 | 49,000 |
| 39 Meeting of PCC.I | | | | | 49,000 | 49,000 |
| 37 Meeting of PCC.II | | | | | 64,480 | 64,480 |
| 38 Meeting of PCC.II | | | | | 64,480 | 64,480 |
| 38 Meeting of COM/CITEL | | | | | 13,400 | 13,400 |
| Basic activities of the Secretariat of CITEL | | | | | 30,000 | 30,000 |
| Additional Resources for the Strategic Plan (Resol. COM/CITEL/RES. 266 (XXXI-15)) | | | | | 36,200 | 40,000 | 76,200 |

| **Total Meeting and Activities Expenditures** | 0 | 0 | 49,600 | 98,000 | 198,960 | 346,560 |

<p>| <strong>Other Expenditures</strong> | | | | | | |
| Support from the Secretariat to Meetings and International Representations | 9,850 | | | | | 9,850 |</p>
<table>
<thead>
<tr>
<th>Total Other Expenditures</th>
<th>9,850</th>
<th>0</th>
<th>0</th>
<th>0</th>
<th>0</th>
<th>9,850</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL EXPENDITURES: US$</td>
<td>593,600</td>
<td>26,400</td>
<td>49,600</td>
<td>205,500</td>
<td>358,500</td>
<td>1,233,600</td>
</tr>
<tr>
<td>TOTAL INCOME - TOTAL EXPENDITURES: US$</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tbody>
</table>
## PROJECTION OF ADMINISTRATIVE EXPENSES FOR 2021 (US$)

### SECRETARIAT REGULAR FUND

<table>
<thead>
<tr>
<th>Budget</th>
<th>36,750</th>
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<tbody>
<tr>
<td>Expenses</td>
<td></td>
</tr>
<tr>
<td>Documents</td>
<td></td>
</tr>
<tr>
<td>Equipment</td>
<td>-</td>
</tr>
<tr>
<td>Supplies</td>
<td>700</td>
</tr>
<tr>
<td>Postage</td>
<td>400</td>
</tr>
<tr>
<td>Phone, Fax</td>
<td>800</td>
</tr>
<tr>
<td>Server Maintenance</td>
<td>2,400</td>
</tr>
<tr>
<td>LAN-Internet</td>
<td>4,300</td>
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<tr>
<td>LAN-Printer</td>
<td>400</td>
</tr>
<tr>
<td>Translation Costs (*)</td>
<td>22,700</td>
</tr>
<tr>
<td>Courier/S&amp;H charges</td>
<td>400</td>
</tr>
<tr>
<td>AD&amp;D Insurance</td>
<td>350</td>
</tr>
<tr>
<td>Zoom Video Communications</td>
<td>700</td>
</tr>
<tr>
<td>VPN (7)</td>
<td>2,800</td>
</tr>
<tr>
<td>Other</td>
<td>-</td>
</tr>
<tr>
<td>Total US$</td>
<td>36,750</td>
</tr>
</tbody>
</table>

(*)
- Annual Report: 3,500
- Secretariat: 19,200
- Total: 22,700
### PCC-I
#### PCC-I DRAFT BUDGET - 2021

**SPECIFIC FUNDS**

<table>
<thead>
<tr>
<th>SF PCC.I</th>
<th>Associate Personnel</th>
<th>TOTAL</th>
</tr>
</thead>
</table>

### INCOME

- **OAS Regular Fund (Non-Personnel)**
- **Balance PCC.I Specific Funds - 1 January 2020**
  - Income - Specific Funds of PCC.I
    - 205,500
  - Voluntary Contributions
    - 205,500

**TOTAL INCOME: US$**
- 205,500

### EXPENDITURES

- **CITEL Secretariat**
  - **Staff Salaries:**
    - Staff Salaries (40%) [Contribution SF of PCC.I]
      - 107,500
    - Total Secretariat Expenses:
      - 107,500

- **CITEL’s Meetings and Activities**
  - 36 Meeting of PCC.I
  - 37 Meeting of PCC.I
  - Basic activities of the Secretariat of CITEL
  - Additional Resources for the Strategic Plan (Resol. COM/CITEL/RES. 266 (XXXI-15))

**Total CITEL’s Meetings and Activities:**
- 98,000

### Other Expenditures

- **Total Other Expenditures:**
- 0

**TOTAL EXPENDITURES: US$**
- 205,500

**TOTAL INCOME - TOTAL EXPENDITURES: US$**
- 0
## PCC-II

### PCC-II DRAFT BUDGET - 2021

(US$)

<table>
<thead>
<tr>
<th>SPECIFIC FUNDS</th>
<th>SF PCC.II</th>
<th>Associate Personnel</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INCOME</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income - Specific Funds of PCC.II</td>
<td>358,500</td>
<td>358,500</td>
<td></td>
</tr>
<tr>
<td>Voluntary Contributions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL INCOME: US$</strong></td>
<td>358,500</td>
<td>358,500</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>EXPENDITURES</strong></th>
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</thead>
<tbody>
<tr>
<td>CITEL's Secretariat</td>
<td></td>
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</tr>
<tr>
<td>Staff Salaries:</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Staff Salaries (60%) [Contribution SF of PCC.II]</td>
<td>159,540</td>
<td>159,540</td>
<td></td>
</tr>
<tr>
<td><strong>Total Secretariat Expenditures:</strong></td>
<td>159,540</td>
<td>159,540</td>
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<td><strong>CITEL's Meetings and Activities</strong></td>
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<tr>
<td>37 Meeting of PCC.II</td>
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<td>38 Meeting of PCC.II</td>
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COM/CITEL RES. 312 (XXXVII-20)\textsuperscript{4}

DRAFT AGENDA, SITE AND DATE FOR THE 38 MEETING OF COM/CITEL

The 37 Meeting of the Permanent Executive Committee of CITEL, COM/CITEL.

RESOLVES:

1. To hold the 38 Meeting of COM/CITEL from December 1 to 3, 2021 in Argentina.

2. To approve the draft agenda for the 38 Meeting of COM/CITEL attached to the present Resolution.

ANNEX TO RESOLUTION COM/CITEL RES. 312 (XXXVII-20)

DRAFT AGENDA

1. Adoption of agenda and schedule.

2. Establishment of meeting committees:
   
   2.1 Committee for Drafting the Final Report.
   
   2.2 Committee for Preparing the Operations Plan.

3. Report by the Chair of COM/CITEL.

4. Reports from the Chairs of the Permanent Consultative Committees.

5. Reports from the COM/CITEL Working Groups:
   
   5.1 Coordination Center for the Development of Human Resources.
   
   5.2 Working Group on the Strategic Plan of CITEL.
   
   5.3 Working Group to Prepare for the Meetings of the ITU Council.
   
   5.4 Working Group for the Preparation of the ITU Plenipotentiary Conferences (PP).
   
   5.5 Working Group on Financial Sustainability of CITEL.
   
   5.6 Ad Hoc Group on modifications to the statute and regulations of CITEL.

6. Approval of the annual report on the activities of CITEL.

7. 2021 CITEL financial report.

8. Report of the activities of the Secretariat of CITEL, particularly regarding the support of projects for the development of telecommunications/ICT in the Americas.

\textsuperscript{4} COM/CITEL/doc. 286/20 rev. 1
COM-2020-37-306_i 14.01.21
12. Study of OAS General Assembly resolutions affecting CITEL.
14. Date, agenda, and venue of the next meeting.
15. Other business.
16. Adoption of the minutes and Final Report of the meeting

COM/CITEL RES. 313 (XXXVII-20)\(^5\)

PREPARING FOR THE EIGHTH REGULAR MEETING OF THE CITEL ASSEMBLY

The 37 Meeting of the Permanent Executive Committee of CITEL (COM/CITEL),

WHEREAS:

a) Article 6 of the Statute of CITEL provides that “CITEL shall hold a Regular Meeting of the CITEL Assembly every four years, in the place as determined by the CITEL Assembly in accordance with the principle of rotation set forth in the Regulations;”

b) Article 5 of the Regulations of CITEL establishes that CITEL shall endeavor to schedule the Regular Meeting of the CITEL Assembly during the first quarter of the year, and that the exact date of the regular meeting of the Assembly will be discussed and approved by COM/CITEL at least one year before said Assembly,

CONSIDERING:

a) That CITEL has the mission to facilitate and promote the integral and sustainable development of interoperable, innovative, and reliable telecommunications/ICTs in the Americas, under the principles of universality, equity, and affordability; and that CITEL’s vision is the full integration of the American States into the World Information Society and the digital economy, with a view to enabling and accelerating social, economic, cultural, and environmentally sustainable development for all the region’s inhabitants through the development of telecommunications and information and communication technologies (ICTs);

b) That CITEL is the forum for coordination, holding discussions, and harmonizing strategies and policies for telecommunications/ICT in the Hemisphere, as well as the exchange of information on the matter;

c) That the CITEL Assembly has provided high-level participants a place to debate world, regional, and local issues in connection with the advancement of telecommunications/ICT in the Americas,

\(^5\) COM/CITEL/doc. 285/20
RECOGNIZING:

a) That the telecommunications/ICT environment is undergoing constant changes because of various aspects, in particular technological progress, regulatory changes, the convergence of platforms and services, the growing demand of users, and greater needs;

b) That it is essential for member states and associate members to collaborate closely in CITEL to promote the ongoing evolution of telecommunications/ICTs that take into account the needs of the region;

c) That it pertains to CITEL to promote a regional dialogue about the most relevant challenges for telecommunications/ICT,

RESOLVES:

1. To hold the VIII Regular Assembly of CITEL from 16 to 18 February 2022 in Colombia.

2. To adopt the preliminary draft agenda of the Eighth Regular Meeting of the CITEL Assembly attached in the Annex to the present Resolution.

3. To invite the administrations of OAS member states and associate members of CITEL to ensure the participation of the highest-ranking authorities in the field of telecommunications/ICT in their delegations to the CITEL Assembly, in keeping with its Statute and Regulations.

4. To instruct the Executive Secretary of CITEL to carry out the actions that are required in order to fulfill the present Resolution.

ANNEX TO RESOLUTION COM/CITEL RES. 313 (XXXVII-20)

DRAFT GENERAL AGENDA

1. Adoption of the agenda

2. Organization of the Assembly
   2.1 Order of precedence
   2.2 Establishment of the Working Committees
   2.3 Membership of the Credentials, Style, and Drafting Committees

3. Election of the Chair and two Vice-Chairs of the Assembly

4. Report of the Chair of COM/CITEL.

5. Reports of the Chairs of the Permanent Consultative Committees:
   5.1 PCC.I: Telecommunications/ICT
   5.2 PCC.II: Radiocommunications
6. Strategic Plan of CITEL
7. Proposals to amend the Statute and Regulations of CITEL
8. Establishment of the Permanent Consultative Committees: assignment, purpose, and specific mandate
9. Designation of the member state that would hold the Vice-Chairmanship of COM/CITEL
10. Election of the member states of COM/CITEL
11. Election of the member states that would chair the Permanent Consultative Committees
12. Establishment of the CITEL Plan of Operations for the period 2022-2026 and the corresponding Program-Budget
13. Coordination with other regional and international organizations
14. Call for the 39 and 40 Meetings of COM/CITEL
15. CITEL’s preparations for the Plenipotentiary Conference (PP-22) of the International Telecommunication Union (ITU).
16. Other matters
17. Adoption of the Final Report

COM/CITEL RES. 314 (XXXVII-20)\(^6\)

MODIFICATION OF THE NAME OF THE CONFERENCE PREPARATORY WORKING GROUP TO ADDRESS REGIONAL PREPARATIONS FOR WORLD CONFERENCES AND MEETINGS, AND UPDATING ITS MANDATE AND STRUCTURE

The 37 Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

CONSIDERING:

a) That Resolution COM/CITEL RES. 232 contains the latest modification of the structure and mandates of the Conference Preparatory Working Group to address regional preparations for world conferences and meetings,

b) That the current name, Conference Preparatory Working Group to Address Regional Preparations for World Conferences and Meetings, is generic and does not specify which conference is the focus of its work.

RESOLVES:

1. To replace the name of Conference Preparatory Working Group to Address Regional Preparations for World Conferences and Meetings with “Working Group for the Preparation of the ITU Plenipotentiary Conferences (PP)”.

\(^6\) COM/CITEL/doc. 304/20 rev. 1 cor. 1
2. To instruct the Secretariat of CITEL to take the necessary measures to reflect this change.

3. To update the mandate and structure of the working group, which is attached to this resolution

4. Revoked the Resolution COM/CITEL RES. 232 (XXIV-10)

ANNEX 1 TO RESOLUTION COM/CITEL RES. 314 (XXXVII-20)

WORKING GROUP FOR THE PREPARATION OF THE ITU PLENIPOTENTIARY CONFERENCES (PP)

Mandate:

1. To undertake the coordination of regional preparations of the Plenipotentiary Conference (PP), including the preparation of Inter-American Proposals (IAPs) and common positions.

2. To undertake inter-regional consultations in preparation for the Plenipotentiary Conference.

3. To coordinate the organization of the region’s work during the ITU Plenipotentiary Conferences (PP), including proposals for the designation of chairs and vice chairs as well as follow-up of Inter-American Proposals.

Structure:

   Chair and Vice-chair
COM/CITEL DEC. 106 (XXXVII-20)⁷

FORWARDING THE DRAFT RESOLUTION TO THE OAS GENERAL ASSEMBLY THE UNDERLYING ROLE OF THE ORGANIZATION OF AMERICAN STATES IN THE DEVELOPMENT OF INFORMATION AND COMMUNICATION TECHNOLOGIES/TELECOMMUNICATIONS THROUGH THE INTER-AMERICAN TELECOMMUNICATION COMMISSION (CITEL)

The 37 Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

DECIDES:

1. To forward the attached draft resolution to the OAS General Assembly for consideration and approval.

2. To attach this draft resolution to the Annual Report for 2020 to be presented by CITEL to the OAS General Assembly.

3. To instruct the Executive Secretary of CITEL to take the steps necessary to implement the mandate contained in this decision.

ANNEX I TO DECISION COM/CITEL DEC. 106 (XXXVII-20)

DRAFT RESOLUTION OF THE OAS GENERAL ASSEMBLY

DRAFT RESOLUTION

FORWARDING THE DRAFT RESOLUTION TO THE OAS GENERAL ASSEMBLY THE UNDERLYING ROLE OF THE ORGANIZATION OF AMERICAN STATES IN THE DEVELOPMENT OF INFORMATION AND COMMUNICATION TECHNOLOGIES/TELECOMMUNICATIONS THROUGH THE INTER-AMERICAN TELECOMMUNICATION COMMISSION (CITEL)

THE GENERAL ASSEMBLY,

RECALLING:

Resolution AG/RES. 2953 (L-O/20), “The Leading Role of the Organization of American States in Developing Telecommunications/ Information and Communication Technologies through the Inter-American Telecommunication Commission,” adopted on October 20, 2020; and,

⁷ COM/CITEL doc. 287/20 cor. 1
Resolution AG/RES. 2957 (L-O/20), “Program-Budget of the Organization for 2020,” adopted on October 20, 2020, as regards the mandates relating to Inter-American Telecommunication Commission (CITEL);

NOTING:

Resolution CITEL/RES. 80 (VII-18), “Strengthening CITEL within the OAS,” adopted by the seventh regular meeting of the CITEL Assembly, in which CITEL invites the OAS General Assembly to renew its commitment to the financial sustainability of CITEL; and,

CONSIDERING:

That telecommunications and information and communication technologies (ICTs) are key enabling tools for social, economic, cultural, and environmental development and, therefore, for implementing the 2030 Agenda for Sustainable Development;

That CITEL is the specialized agency of the OAS for telecommunications and ICTs and, as such, effectively contributes to the implementation of the four OAS pillars and the mandates and initiatives of the Summits of the Americas, to which end it has encouraged, along with the region’s political leaders, actions such as the launch of the public-private 2030 ICT Alliance for the Americas, calls for greater investment in broadband infrastructure, the promotion of broadband access in the interests of social inclusion, and the Rural Women’s Alliance – Empowering Rural Women Through ICTs;

That, reflecting its unique membership-based role and its ability to bring academia, the private sector, the technical community, and government together, CITEL promoted the interests of the entire Hemisphere at the World Telecommunication and Radiocommunication Assemblies and Conferences of the International Telecommunication Union (ITU) through the adoption of more than 300 inter-American proposals;

That according to the ITU, a third of the region’s people currently have no access to broadband connectivity, and that it is important to continue strengthening CITEL as the crucial arena for cooperation in communications and ICTs in the Americas, most particularly in its role in discussing and reaching agreements on digital inclusion, the development of telecommunication infrastructure, radio spectrum use, and the creation of an enabling environment for investment in ICTs;

That the exchange of experiences, as a result of the series of round tables and forums coordinated by the CITEL Secretariat, made a positive contribution to the responses of OAS member states to better address the inequalities arising from COVID-19 from the standpoint of telecommunications/ICT and helped in the drafting of recommendations on relevant aspects that must be kept in mind when drawing up regulatory policies for telecommunications during and after the COVID-19 pandemic;

That it is necessary to improve coverage and identify models to bridge the digital divide, CITEL made recommendations for expanding telecommunications/ICT in rural areas and in unserved or underserved areas;

That CITEL undertook actions in coordination with ITU, CTU, and COMTELCA to improve communications and response capabilities with a view to building resilience to disasters and emergency situations in the region; and
That, having assessed the positive results of the work it has been doing, CITEL needs to be made financially sustainable in order to ensure that it is equipped with the tools required to continue with its tasks and to implement its 2018–2022 Strategic Plan in line with the Organization’s Comprehensive Strategic Plan,

RESOLVES:

1. To encourage OAS member states to intensify horizontal cooperation and the exchange of information, experiences and best practices among them in the area of telecommunications and information and communication technologies (ICTs), with the support of the Executive Secretariat of Inter-American Telecommunication Commission (CITEL).

2. To encourage OAS member states to implement activities in their countries and in the region to advance connectivity and broadband access as key drivers of sustainable development, and to invite them to participate in the various activities organized by CITEL.

3. To request that in the draft program-budget for 2022 for consideration by the Committee on Administrative and Budgetary Affairs and adoption by the General Assembly, the OAS General Secretariat continue taking into account the financial needs of CITEL in keeping with resolution CITEL/RES. 80 (VII-18), adopted at the seventh regular meeting of the CITEL Assembly, and with resolution AG/RES. 2957 (L-O/20), “Program-Budget of the Organization for 2020,” adopted at the fifty regular session of the OAS General Assembly, so the Commission can continue fulfilling its goals and mission and functioning optimally.

4. To request that the CITEL Secretariat report to the OAS General Assembly at its fifty-second regular session on the implementation of this resolution, execution of which will be subject to the availability of financial resources in the program-budget of the Organization and other resources.

**COM/CITEL DEC. 107 (XXXVII-20)**

**CREATION OF AN AD HOC GROUP ON MODIFICATIONS TO THE STATUTE AND REGULATIONS OF CITEL**

The 37 Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

**DECIDES:**

1. To create an ad hoc group to study and present, before the 38 Meeting of COM/CITEL, potential modifications to the Statute and Regulations of CITEL, in particular those related to the treatment of passive Associate Members and their impact on CITEL’s legal and financial domains.

2. To designate the administration of Colombia to chair this group and advance the necessary work in coordination with the Secretariat of CITEL.

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8 COM/CITEL doc. 303/20 rev. 1 cor. 1
3. To invite this group to develop its work with open participation from the Member States and Associate Members within the framework of its competencies.

4. To ask the group to submit a report with the results of its study and the proposed modifications to the Statute and Regulations at the 38 Meeting of COM/CITEL.

COM/CITEL DEC. 108 (XXXVII-20)\(^9\)

**FORWARDING THE DRAFT RESOLUTION TO THE OAS GENERAL ASSEMBLY**

**“INITIATIVES TO EXPAND TELECOMMUNICATIONS/ICTS IN RURAL, UNSERVED OR UNDERSERVED AREAS”**

The 37 Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

**DECIDES:**

1. To forward the attached draft resolution to the OAS General Assembly for consideration and approval.

2. To attach this draft resolution to the Annual Report for 2020 to be presented by CITEL to the OAS General Assembly.

3. To instruct the Executive Secretary of CITEL to take the steps necessary to implement the mandate contained in this decision.

**ANNEX I TO DECISION COM/CITEL DEC. 108 (XXXVII-20)**

**DRAFT RESOLUTION OF THE OAS GENERAL ASSEMBLY**

**“INITIATIVES TO EXPAND TELECOMMUNICATIONS/ICTS IN RURAL, UNSERVED OR UNDERSERVED AREAS”**

**THE GENERAL ASSEMBLY,**

**CONSIDERING:**

a) That telecommunications/ICT are an essential tool for people to carry out their daily activities and exert a direct impact on the economic, social, and cultural environment of countries;

b) That the global telecommunication/ICT infrastructure is essential and indispensable for world and national economies and for the well-being of all societies;

\(^9\) COM/CITEL doc. 296/20 rev. 1 cor. 1
c) That the participation of communities, NGOs, and local government is key to the success of a rural connectivity initiative;

d) That the ITU Plenipotentiary Conference Resolution 200 (Rev. Dubai, 2018) on the “Connect 2030 Agenda for global telecommunication/information and communication technologies, including broadband, for sustainable development,” especially target 2, relative to “reducing the digital divide and achieving universal access to broadband”;

e) That World Telecommunication Development Conference (WTDC) Recommendation ITU-D 19 (Rev. Buenos Aires, 2017) on “Telecommunication for rural and remote areas” establishes that telecommunication services and ICT applications contribute significantly to improving the quality of living of the population, optimizing social well-being, boosting productivity, saving resources, and contributing to safeguarding human rights;

f) That CITEL Resolution PCC.I/RES. 268 (XXVIII-16) mentions ensuring the equitable implementation of telecommunications/ICT, as they foster the sustainable socioeconomic development and minimize the poverty and social inequalities of remote rural and indigenous communities;

g) That CITEL Recommendation PCC.I/REC. 28 (XXXIII-18) recommended that member states must facilitate the development of regulatory models that promote the deployment of infrastructure in remote or underserved rural areas, identifying necessary changes in: a) regulatory policies and b) models to achieve universal access; and

f) That new alternatives must be found to resolve, over the short term, the absence of connectivity and telecommunication/ICT services in areas that do not have them or for which they are not affordable,

g) That it is necessary for the Member States to promote urgent actions to facilitate technological development and connectivity to broadband networks, which should be affordable to benefit all sectors of the population.

RECOGNIZING:

a) That the experiences shared in the document on “Best practices for bridging the digital divide by connecting the unconnected in unserved or underserved rural areas” presented at the 37 Meeting of PCC.I by the Working Group on Policies and Regulation (WGPR) are a key contribution to compiling and reviewing the status related to connectivity in rural areas in the region;

b) That deploying more infrastructure can provide access to services, education, and jobs;

c) That enhanced access to telecommunication and ICT services can provide economic and social inclusion and gender equality; and

d) That the innovations being seen in the regulatory and technological field can accelerate the bridging of the digital divide,

RECOGNIZING FURTHER:

a) That as a result of the COVID-19 pandemic, there is an urgent need to accelerate the implementation of connectivity solutions to serve all citizens.
b) The importance of technological neutrality.

c) That the availability of spectrum and orbit resources are an extremely important input to bridge the connectivity divide and should be developed as recommended by the ITU-R and other similar organizations.

d) That the administrations may have different priorities, legal and regulatory requirements, social and economic-financial conditions and availability of radioelectric spectrum.

e) That it is necessary to consider new alternatives, technologies, means of access, and services that can solve in the short term the lack of connectivity and Telecommunication/ICT services in areas that do not have them or that are not affordable.

INVITES THE MEMBER STATES:

That CITEL administrations that wish to develop projects or initiatives for the expansion of Telecommunications/ICTs in rural, unserved or underserved areas, observing the regulatory provisions applicable in each country, consider the following initiatives:

1. Promoting the use of universal service funds or assistance funds for connectivity projects aimed at remote or underserved rural areas and ensuring they have the facilities that would make it possible for them to gain access to all kinds of operators.

2. Fostering and supporting the implementation of business models that motivate the entry of new economic agents and promote their financial sustainability.

3. Encouraging the discussion, in the region’s countries, of the analysis of fiscal measures to favor connectivity.

4. Rural connectivity policies should give priority to technologies and projects that show sustainability, efficiency, and rapid implementation in rural areas.

5. Boosting public and private investment, as well as public-private ventures, partnerships, and the sharing of infrastructure in rural areas.

6. Promoting local innovation ecosystems, as well as strategies for ownership of technology in rural areas.

7. Providing incentives for the participation of small and community operators in providing services to unserved areas, through specific licensing measures, access to key infrastructure, and social coverage promotion programs.

8. Promoting cooperation and dismantling barriers to the deployment of infrastructure between central and local government to resolve the issues of permits and rights of way.

9. Promoting the drafting of Guides on Best Practices for the deployment of infrastructure, as well as the standardization of local requirements and regulations.
10. Periodically examining the regulation applicable to rural connectivity in order to respond quickly to the specific demands and needs of connectivity in rural areas.

11. Adapting minimum standards of service quality, speed, and continuity of service in rural communities.

12. Promoting specific incentives for rural areas (investment, rates, contributions, etc.).

13. Continually measuring the progress of projects in order to foster connectivity, publishing their reports systematically and continually, measuring their impact, and adopting necessary corrective measures, if any.

14. Fostering the development of a connectivity mapping system that identifies the places where there is installed infrastructure and connectivity.

15. Creating a regulatory environment that fosters innovation and investment for technological development, analyzing all the technological offers for connectivity in accordance with the needs of each country.

16. Analyzing the relevance of allowing operators to allocate partially or totally the due contribution amount to access and universal services funds for rural connectivity projects defined by connectivity policies in accordance with the needs of each country.

17. Considering the possibility, if the policies and laws of the country allow it, for enterprises that have deployed connectivity in rural areas to be exempted from the mandatory contribution to the universal access and service fund.

18. Consider incentives for suitable use of the radioelectric spectrum to expand the coverage of affordable, quality Telecommunication/ICT services, implementing flexible regulatory frameworks that facilitate access to service and the use of radioelectric spectrum, in order to encourage investment in these areas and promote compliance with service coverage obligations.

19. Consider alternative, innovative models for assignments, licensing and payment for the use of radioelectric spectrum that aim to facilitate the expansion of coverage.

20. Consider policies to promote targeted investments aimed at satellite, and terrestrial solutions including, aeronautical and stratospheric platforms, among others that could provide Telecommunication/ICT services in the short term.

21. Consider implementing new technologies and techniques for dynamic management of licensed and license-exempt radioelectric spectrum to enable its flexible or shared use.
FORWARDING THE RECOMMENDATION TO THE OAS ENTITIES “IMPORTANT ISSUES TO BE CONSIDERED WHEN MAKING REGULATORY TELECOMMUNICATION POLICIES DURING AND FOLLOWING THE COVID-19 PANDEMIC”

The 37 Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

DECIDES:

1. To bring recommendation PCC.II/Rec. 62, attached hereto, to the attention of the appropriate OAS entities on behalf of CITEL.

2. To instruct the Executive Secretary of CITEL to take the steps necessary to implement the mandate contained in this decision.

ANNEX I TO DECISION COM/CITEL DEC. 109 (XXXVII-20)

RECOMMENDATION PCC.II/REC. 62 (XXXVI-20)

“IMPORTANT ISSUES TO BE CONSIDERED WHEN MAKING REGULATORY TELECOMMUNICATION POLICIES DURING AND FOLLOWING THE COVID-19 PANDEMIC”

TAKING INTO ACCOUNT:

a) That CITEL is an entity of the Organization of American States (OAS) specializing in telecommunications and information and communication technologies (ICT) that joined in the actions undertaken by the OAS to build up capacity in the region by sharing best practices and exchanging experiences that contributed to member states using telecommunications/ICT as key and indispensable tools to tackle the challenge posed by the pandemic;

CONSIDERING:

a) that the advent of COVID-19 has increased current economic and social inequalities;

b) that telecommunications/ICT are a key activity for the economic, social, and cultural development of countries;

c) that global telecommunication/ICT infrastructure is a key and indispensable input for regional and national economies and for the well-being of all societies;

d) that telecommunication/ICT services play a valuable role in offsetting COVID-19’s adverse impacts on equity;

10 COM/CITEL doc. 298/20 rev. 2
e) that exchange forums where participants can share their experiences in order to examine procedures and practices that promote a comprehensive vision that would enable them to better address the challenges stemming from the pandemic have proven to be of great value;

f) that it is essential for information and communication systems to continue to be functional and even to be expanded during the COVID-19 pandemic emergency and recovery phases;

g) that, during crisis conditions, there was an excellent collaboration between the different sectors (for example, health, education, security, etc.) and the telecommunication/ICT sector, as well as between the public and private sectors;

h) that it is likely that the COVID-19 phenomenon shall speed up the achievement of many sector reforms and innovations that were already under way, for example, allocating and sharing spectrum for specific applications, updating and implementing digital infrastructure, sharing infrastructure, and rolling out new generations of communication technologies;

i) that, for social reasons, it is best to move forward with the rollout of improved digital infrastructure, a harmonized allocation of spectrum, and new generations of technological standards,

RECOGNIZING:

a) that the exchange of experiences taking place in the series of round tables and forums coordinated by the CITEL Secretariat contributed positively to the responses of OAS member states to better address the COVID-19 pandemic;

b) that telecommunication/ICT infrastructure, tools, and knowledge have made it possible for the response to COVID-19 to be more effective and decisive than it would have been otherwise possible;

c) that a greater rollout of telecommunication infrastructure can promote access to essential services, such as health, education, and employment;

d) that better access to telecommunication/ICT services can lead to economic and social inclusion and gender equality;

e) that public-private cooperation is a key element for the rollout of telecommunication/ICT infrastructure and access to affordable services, which are vitally necessary for economic and social recovery;

f) that increasing the affordability, availability, and accessibility to public services supports digital connectivity and might ensure access to information and promote social cohesiveness during lockdown.

g) that the temporary assignment of spectrum has been a crucial element for greater connectivity for the connected and the unconnected; and

h) that the innovations that have been seen in the regulatory sector, such as the digitization and streamlining of administrative paperwork, guidelines for telecommuting, technological convergence, among others, made positive contributions to mitigating the pandemic’s impacts,
RECOMMENDS TO MEMBER STATES

To bear in mind the following aspects when drawing up regulatory policies for telecommunications during and after the COVID-19 pandemic:

1. Promoting actions to make spectrum resources available where the existing radio networks are congested or require tackling greater traffic demand, in order to restore access to service where it has been suspended, giving priority to the connections to critical government functions, vital services, and strategic connectivity points.

2. Boosting actions that make it possible to increase affordability, availability and accessibility of services and devices to guarantee the continuity of services, supporting digital connectivity to guarantee access to information and promote social cohesiveness during lockdown.

3. Granting and keeping, to the extent possible, the essential service status to telecommunications/ICT services to that field activities can continue, such as infrastructure installation and maintenance.

4. Promoting actions that allow telecommunications operators to deploy and maintain a network infrastructure that is resilient, stable and safe to support the entire population, including emergency services.

5. Fostering the drafting and implementation of national emergency telecommunication plans that include response actions to tackle an emergency in a timely, appropriate, and effective way, safeguarding reliable information and communications in the four phases of disaster risk management: mitigation, preparedness, response and recovery.

6. Supporting the use of online services, especially by children and vulnerable populations, respecting the right to privacy and promoting trust and security in the use of data, while observing the regulatory framework applicable in each country.

7. Empowering the safe exchange of digital contents to support electronic education, telehealth, digital agriculture, electronic financial services and mobile payments, as well as electronic government platforms.

8. Promoting in increase in connectivity, facilitating spectrum access for the provision of ICT services, the rapid rollout of infrastructure, access to communication equipment, and the transit of telecommunication/ICT staff, taking into account elements such as administrative simplification to grant state and/or municipal permits, maintaining the verification of terms and conditions, and other ways to exert a positive impact on service delivery.

9. Motivating coordination between businesses and the government in order to undertake joint actions in response to the pandemic and tackle the rise in the demand for connectivity, ensuring that strategic and essential services are provided with quality and continuity.

10. Enabling universal service funds or assistance funds for connectivity projects in rural, remote, or underserved areas, as well as access to essential services promoting incentives that facilitate access to spectrum use.

11. Implementing information campaigns aimed at the general population regarding phone and text scams, as well as the importance of telecommunication infrastructure, emphasizing that there is no connection whatsoever between telecommunication transmission antennas and the risk of COVID-19 spreading.
12. Enabling virtual assistance channels and telephone lines with short numbers to answer inquiries or information requests from the population in case of an emergency.
V. LIST OF DOCUMENTS

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<th>Minutes of the Inaugural Session and First Plenary Session:</th>
<th>COM/CITEL doc. 302/20 rev. 1</th>
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VI. REVOKED INSTRUMENTS AT THIS MEETING

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<th>COM/CITEL RES. 232 (XXIV-10):</th>
<th>MODIFICATION OF THE STRUCTURE AND MANDATES OF THE CONFERENCE PREPARATORY WORKING GROUP TO ADDRESS REGIONAL PREPARATIONS FOR WORLD CONFERENCES AND MEETINGS</th>
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