



**ORGANIZACION DE LOS ESTADOS AMERICANOS  
ORGANIZATION OF AMERICAN STATES**

**Comisión Interamericana de Telecomunicaciones  
Inter-American Telecommunication Commission**

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**32 MEETING OF PERMANENT CONSULTATIVE  
COMMITTEE I: TELECOMMUNICATIONS/  
INFORMATION AND COMMUNICATION  
TECHNOLOGIES  
May 21 to 24, 2018  
Lima, Peru**

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**FINAL REPORT**

**(Item on the Agenda: 6)**

**(Document submitted by the Secretariat of CITEL)**

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## FINAL REPORT

### 32 MEETING OF THE PERMANENT CONSULTATIVE COMMITTEE I: TELECOMMUNICATIONS/INFORMATION AND COMMUNICATION TECHNOLOGIES (PCC.I)

The 32 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies was held in Lima, Peru, May 21 to 24, 2018.

#### I. AGENDA <sup>1</sup>

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1. Approval of the agenda and calendar of activities.
2. Establishment of the Drafting Group for the Final Report.
3. Structure and Work Plan for PCC.I.
4. Working Group reports and meetings:
  - 4.1 Working Group on Policy and Regulation (WGPR)**
    - 4.1.1 Rapporteurship on protecting the rights of telecommunication service users
    - 4.1.2 Rapporteurship on Internet: ecosystem and international connectivity
    - 4.1.3 Rapporteurship on roaming
    - 4.1.4 Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices
    - 4.1.5 Rapporteurship on economic aspects of telecommunications/ICTs services
    - 4.1.6 Rapporteurship on telecommunication service quality
  - 4.2 Working Group on Development (WGD)**
    - 4.2.1 Rapporteurship on disaster prevention, response and mitigation
    - 4.2.2 Rapporteurship on Broadband for universal access and social inclusion
    - 4.3.3 Rapporteurship on follow-up of regional initiatives
  - 4.3 Working Group on Deployment of Technologies and Services (WGDTS)**
    - 4.3.1 Rapporteurship on Standards, conformity and interoperability
    - 4.3.2 Rapporteurship on Infrastructure, connectivity and service deployment
    - 4.3.3 Rapporteurship on Cybersecurity, vulnerability assessment and critical infrastructure
    - 4.3.4 Rapporteurship on Telecommunication numbering, portability and addressing
    - 4.3.5 Rapporteurship on Technological innovation and trends
  - 4.4 Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF)**
  - 4.5 Ad hoc Group for the implementation of ICTs as tools for the empowerment of women**
  - 4.6 Ad Hoc Group for the identification of work priorities, expected results, and possible improvements in the participation of associate members for the next PCC.I study period.**
  - 4.7 Ad Hoc Group to coordinate strategic initiatives of the OAS related to Telecommunications/ICT.**

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<sup>1</sup> CCP.I-TIC/doc. 4389/17 rev.1

5. Agenda, site and date of the 33 Meeting of PCC.I.
6. Approval of the Final Report.
7. Other business.

## **II. AUTHORITIES OF THE MEETING**

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**Chair of PCC.I:** Ms. Rosa Virginia Nakagawa Morales (Peru)  
**Vice Chair of the PCC.I:** Mr. Elmer Palma (El Salvador)  
**Vice Chair of the PCC.I:** Ms. Teresita Palacios (Paraguay)  
**Executive Secretariat of CITEL:** Mr. Oscar Leon (CITEL/OAS)

### **Draft Committee:**

#### **Chair:**

Mr. José Aguilar Reátegui (Peru)

#### **Members:**

Mr. Juan D. Martínez (United States of America)  
Ms. Adriana Bauzá (Uruguay)

### III. RESOLUTIONS

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#### PCC.I/RES. 291 (XXXII-18)<sup>2</sup>

#### QUESTIONNAIRE ON THE RIGHTS OF TELECOMMUNICATION SERVICE USERS

The 32 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communications Technologies (PCC.I),

#### CONSIDERING:

That the mandate of the Rapporteurship on the Rights of Users of Public Telecommunications Services includes the power to “Disseminate, among the Member States, best practices, regulations and procedures related to the rights of telecommunication service users.”

#### TAKING INTO ACCOUNT:

- a) That the Rapporteurship on the Rights of Users of Public Telecommunications Services proposes preparing a questionnaire on existing regulations related to user rights in the administrations of the region, attached hereto;
- b) That in 2015, studies on the legal and regulatory framework and on the behavior of consumers of telecommunication services in Latin America were conducted jointly with the ITU.
- c) That the 31st Meeting of Permanent Consultative Committee I: Telecommunications/ Information and Communication Technologies (PCC.I) approved updating the study conducted in 2015.

#### RESOLVES:

To request that the Secretariat of CITEC forward the annexed questionnaire to the administrations, asking them to send their replies to the Group Rapporteur with a copy to the CITEC Secretariat before August 1, 2018.

#### ANNEX TO RESOLUTION PCC.I/RES. 291(XXXII-18)

#### QUESTIONNAIRE ON THE “RIGHTS OF TELECOMMUNICATION SERVICE USERS”

##### 1. On disputes between telecommunication service providers and users

Yes No

1.1 Are there any specific procedures for the resolution of disputes between telecommunication service providers and users?

( ) ( )

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<sup>2</sup> CCP.I-TIC/doc. 4623/18 cor. 1

1.2 In general, are disputes between telecommunication service providers and users easily resolved (with successful outcomes for users)? ( ) ( )

1.3 What is the average time needed to resolve simple disputes between telecommunication service providers and users?

Answer:

**2. On institutions and tools to support consumer protection** **Yes No**

2.1 Does the main regulatory body have a call center to answer questions and receive complaints from users? ( ) ( )

2.1.1 If **Yes**, how many positions does the call center have? How does it work?

Answer:

2.2 Are there any general consumer protection institutions? ( ) ( )

2.3 What is the total number of complaints per month?

Answer:

2.4 What is the total number of complaints regarding telecommunication services per month?

Answer:

2.5 What are the main complaint resolution activities of consumer protection organizations?

Answer:

**3. On surveys to assess user satisfaction with telecommunication services** **Yes No**

3.1 Do telecommunication service providers conduct studies to measure user satisfaction with telecommunication services? ( ) ( )

3.1.1 Cite the names of the studies and the institutions that conduct them.

Answer:

3.2 Does the Telecommunications Regulator conduct studies to measure user satisfaction with telecommunication services? ( ) ( )

3.2.1 Cite the names of the studies.

Answer:

3.2.2 How often does the Telecommunications Regulator conduct the main survey to measure user satisfaction?

Answer:

3.2.3 What are the key findings of the main survey by the Telecommunications Regulator to measure user satisfaction?

Answer:

**4. On surveys to measure user knowledge of telecommunication services** **Yes** **No**

4.1 Do the telecommunication service providers conduct studies to assess user knowledge of telecommunication services? ( ) ( )

4.1.1 Cite the names of the studies and the institutions that conduct them.

Answer:

4.2 Does the Telecommunications Regulator conduct research to assess user knowledge of telecommunication services? ( ) ( )

4.2.1 Cite the names of the studies.

Answer:

4.2.2 How often does the Telecommunications Regulator conduct the main survey to assess user knowledge?

Answer:

4.2.3 What are the key findings of the main survey by the Telecommunications Regulator to assess user knowledge?

Answer:

**5. About the legal framework** **Yes** **No**

5.1 Does your country have service quality requirements? ( ) ( )

5.1.1 If **Yes**, please provide the related data and state whether the government or the service providers make them known.

Answer:

5.2 Cite the main norms and resolutions in force that apply to the rights of telecommunication service users.

Answer:

**6. On user behavior** **Yes** **No**

6.1 Do telecommunication service users habitually seek information on their consumer rights and duties? ( ) ( )

6.2 Do telecommunication service users habitually demand that their rights be respected? ( ) ( )

6.3 What are the main concerns and complaints of consumers?

Answer:



<b>7. Knowledge of users rights</b>	<b>Yes</b>	<b>No</b>
7.1 Does the Telecommunications Regulator hold awareness-building campaigns on the rights of telecommunication service users?	( )	( )
7.2 Are telecommunication service users aware of their rights?	( )	( )
7.3 Do telecommunication service users generally know the means or procedures for demanding their rights?	( )	( )
7.4 What procedures do users follow to submit complaints regarding telecommunication services to entities prior to consumer protection?		
Answer:		
7.5 Do telecommunication service providers inform their consumers about:		
7.5.1 Their rates?	( )	( )
7.5.2 The services offered?	( )	( )
7.5.3 Data security and/or privacy?	( )	( )

**PCC.I/RES. 292 (XXXII-18)<sup>3</sup>**

**WORKSHOP TO EMPOWER WOMEN AND GIRLS THROUGH ICTs**

The 32 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

**CONSIDERING:**

a) That the 31 Meeting of the PCC.I held in Mexico approved Resolution 288 “Terms of Reference of the Ad Hoc Group for the Implementation of ICTs as tools for the Empowerment of Women” and Resolution 289 “Workshop to Empower Women and Girls through ICTs”.

**RECOGNIZING:**

a) The importance of advancing gender equality in the Americas and promoting equal rights for women and girls as the most effective way to reduce poverty and empower women economically;

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<sup>3</sup> CCP.I-TIC/doc. 4620/18

- b) The United Nations 2030 Agenda for Sustainable Development, specifically Goal No. 5 “Achieve gender equality and empower all women and girls”, which promotes women in leadership positions, women participating in political decision-making roles, ensuring a life free of violence, and enhancing women’s reproductive health and rights;
- c) The urgent need to close the gender wage gap by fostering the use of ICTs to empower women and girls in micro-, small- and medium-sized enterprises owned and/or managed by women.
- d) The need to enhance equal access to digital technologies for women and girls, and empower women and girls with the necessary skills and education to become ICT creators and to enroll in STEM (Science, Technology, Engineering and Mathematics) fields of study.

**RESOLVES:**

1. To approve to conduct a workshop on the empowerment of women and girls through ICTs, consisting of a maximum of two panels, within the framework of the appropriate Rapporteurship of the 33 Meeting of the PCC.I to be held in 2018.
2. To organize such workshop/seminar free of all costs for CITEL, and subject to obtaining the necessary financial resources.
3. To appoint the Rapporteur as the main coordinator of the workshop, who will work in close coordination with the Chair of the PCC.I and the Executive Secretariat of CITEL host administration of the 33 Meeting of the PCC.I.
4. To instruct the Rapporteurship to develop the workshop agenda in close collaboration with CITEL administrations, CITEL Associate Members, civil society organizations, the private sector, and academic experts in gender matters who are interested in this workshop.

**PCC.I/RES. 293 (XXXII-18)<sup>4</sup>**

**STRUCTURE AND TERMS OF REFERENCE FOR THE WORKING GROUPS AND  
RAPPORTEURSHIPS OF PCC.I**

The 32 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

**CONSIDERING:**

- a) That Resolution CITEL RES. 85 (VII-18) “ESTABLISHMENT OF THE PERMANENT CONSULTATIVE COMMITTEES” emanating from the VII Regular Meeting of the CITEL Assembly established the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I), its objective and mandate;

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<sup>4</sup> CCP.I-TIC/doc. 4626/18 rev. 2

b) That the objective of PCC.I is to promote debate, cooperation and regional coordination in matters related to policies, development and standardization of telecommunications / information and communication technologies (ICT), with a view to improving social, economic, cultural and environmental development in the Americas, and contributing to the implementation of the 2030 Agenda for sustainable development.

c) That by Resolution CITELE RES. 79 (VII-18) of the VII Regular Meeting of the Assembly, CITELE's Strategic Plan for the 2018-2022 period was approved;

d) That it is necessary to adopt a structure for PCC.I in accordance with its objective, mandate and the CITELE Strategic Plan for the 2018-2022 period,

#### **RESOLVES:**

1. To approve the structure for the Working Groups and Rapporteurships of PCC.I, as detailed in Annex I.
2. To preliminarily approve the mandate, terms of reference, authorities and performance indicators for the Working Groups and Rapporteurships of PCC.I, as detailed Annex II.
3. To request the Chairmen of Working Groups for period 2018-2022, to present their Working Plans in the 33 Meeting of PCC.I.
4. To revoke Resolution PCC.I/RES. 225 (XXIV-14).

#### **INVITES MEMBER STATES AND ASSOCIATE MEMBERS OF CITELE**

To propose improvements to the 33 Meeting of PCC.I on the mandate, terms of reference, authorities and performance indicators for the Working Groups and Rapporteurships of PCC.I, as detailed Annex II.

### **ANNEX I TO RESOLUTION PCC.I/RES. 293 (XXXII-18)**

#### **STRUCTURE FOR THE WORKING GROUPS AND RAPPORTEURSHIPS OF PCC.I**

##### **WORKING GROUP 1: Working Group on Policies and Regulation (WGPR).**

- 1.1 Rapporteurship on protecting the rights of telecommunication services users
- 1.2 Rapporteurship on telecommunication service quality
- 1.3 Rapporteurship on economic aspects of telecommunication/ICTs
- 1.4 Rapporteurship on Broadband, universal access, digital inclusion and gender equality
- 1.5 Rapporteurship on conformance, fraud and illegal or irregular mobile terminal devices control

##### **WORKING GROUP 2: Working Group on Deployment of Technologies and Services (WGDTS).**

- 2.1 Rapporteurship on disaster prevention, response and mitigation, ICT and climate change, environmental protection and circular economy.
- 2.2 Rapporteurship on interoperability, infrastructure, connectivity, numbering, services and applications, including Internet and international connectivity.

- 2.3 Rapporteurship on cybersecurity, privacy and data protection, vulnerability assessment and confidence building.
- 2.4 Rapporteurship on technological innovation, digital economy, Internet of Things, smart cities and communities.

**WORKING GROUP 3: Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF).**

**ANNEX II TO RESOLUTION PCC.I/RES. 293 (XXXII-18)**

**MANDATE, TERMS OF REFERENCE AND AUTHORITIES FOR THE WORKING GROUPS AND RAPPORTEURSHIPS OF PCC.I**

**WORKING GROUP 1: WORKING GROUP ON POLICIES AND REGULATION (WGPR).**

**Authorities:**

Chair: Paraguay

Vice-chairs: Brazil, Colombia and the United States

**Mandate:**

Group 1 will foster discussions, the exchange of information, and actions concerning policies, regulations, and technical aspects regarding: the protection of users' right, service quality, economic aspects of telecommunication services, broadband and the universalization of telecommunications/ICT, digital inclusion and gender equality, conformity and fraud control, and illegal or tampered mobile devices, among others, in order to draw up studies, reports, recommendations, resolutions, and best practices guides for CITELE members.

**Terms of Reference:**

- a) Promote dialogue among CITELE members on policies, regulations, and technical aspects of networks and telecommunication services, so as to gather best practices and generate recommendations on how to implement an effective, fair, functional, pragmatic, and adaptable framework that will be useful to the countries of the region that responds to the changing technological conditions, and promotes infrastructure development, innovation, healthy competition, and legal certainty.
- b) Generate recommendations and best practices that promote a better relationship between users and service providers.
- c) Urge coordination, planning and consensus among the Members of CITELE as regards the defense and dissemination of the rights of users and consumers of telecommunication services.
- d) Examine the different aspects of performance, quality of service (QoS), and quality of experience (QoE) in order to formulate recommendations and proposals that lead to objective and subjective measurements, dissemination, and affordability to the benefit of the users of telecommunication services.

- e) Identify and promote inter-regional measures and agreements that allow greater affordability of international mobile roaming services, reducing their prices as much as possible, starting by adjusting and/or removing additional charges, and including specific actions to meet the reality and needs of border areas.
- f) Identify measures for the reduction of prices of telecommunication services in the region, including international mobile roaming services, through the coordination, planning and consensus of the Member States, and regional measures and agreements with respect to pricing and economic aspects, such as healthy competition and pricing principles for telecommunication /ICT services.
- g) Analyze and look into issues related to the universalization of access through broadband and the reduction of the digital divide in order to promote actions and good practices directed towards the social inclusion and appropriation of telecommunication /ICT services, taking into account gender equality and the needs of minority or vulnerable social groups.
- h) Examine the aspects related to the prevention, detection, and control in terms of fraud in telecommunication services, recommending best practices that will allow minimizing impacts on the Member States, users, and operators.
- i) Examine mechanisms and methodologies that contribute to assessing conformity of networks and products with the existing standards.
- j) Promote the review, discussion, and adoption of measures for the control of stolen, counterfeit, tampered and non-compliant mobile devices.
- k) Improve the collaboration and coordination concerning cross-cutting themes related to telecommunications and the use of ICTs within the Organization of American States (OAS).
- l) Examine the regulatory context; exchange better practices on the experiences of CITELE members, and consider alternatives intended for regulatory simplification.
- m) Follow up on the discussions of the topics addressed within the scope of this working group in the Study Groups of ITU-D and ITU-T, generating and approving CIT positions and Inter-American Contributions (IACs) to be submitted to such Study Groups.
- n) Contribute with proposals, actions, and initiatives for the achievement of the Sustainable Development Goals adopted by the 2030 Agenda for Sustainable Development from the different rapporteurships of Study Groups 1 and 2, which are pertinent to the nature of the rapporteurship and that of the SDGs. Telecommunications/ICTs are significant enablers to achieve these important goals, the commitment of our countries made to achieve sustainable human development by 2030.

**Performance Indicators:**

To be defined.

**RAPORTEURSHIPS OF WORKING GROUP 1:**

**1.1. Rapporteurship on protecting the rights of telecommunication services users**

**Authorities:**

Co-rapporteurs: Mexico and Peru

**Mandate:**

To disseminate among CITEL members the best practices, regulations and procedures related to the right of users of telecommunication services.

**Terms of Reference:**

- a) Support the improvement of the current regulations concerning the rights of users of telecommunication services of CITEL Member States.
- b) Identify the mechanisms, research, activities and regulations of the different countries and international organizations in relation to the protection to users.
- c) Review aspects relating to the procedures and the handling of users' claims, terminal devices, service provision agreements, as well as user-oriented approach policies.
- d) Develop recommendations on regional policies and/or models that comprise the interest of all stakeholders in favor of users, as beneficiaries of the public policy in this regard.
- e) Identify the actions and training needs of human resources in topics relating to the protection of the rights of users.
- f) Identify mechanisms that encourage the generation and dissemination of useful information aimed at the protection of the rights of users and their empowerment.
- g) Promote the use of the User Technical Folder among CITEL country members, and keep it updated.

**Performance Indicators:**

To be defined

**1.2. Rapporteurship on telecommunication service quality****Authorities:**

Rapporteur: Mexico

Associate Rapporteurs: Brazil and Colombia

**Mandate:**

To study the different Performance, Quality of Service (QoS) and Quality of Experience (QoE) aspects in order to make recommendations and proposals leading to their objective and subjective measurement, dissemination and affordability to the advantage of users of telecommunication services.

**Terms of Reference:**

- a) Conduct, publish, and update, on an ongoing basis, regional benchmarking on network performance, end-to-end quality of service, and quality of experience, that would make it possible to gather and share best practices as an incentive to operators to improve service quality in the region.
- b) Gather information from the Member States on issues that give rise to greater user dissatisfaction and claims relating to quality of telecommunication services.
- c) Gather information on the methodologies used and the results of end-to-end quality of service and quality of experience measurements by the Member States.

- d) Study strategies to recommend the Member States to establish regulatory frameworks on the quality of telecommunication services, which should include regulatory principles, implementation mechanisms, key regulatory indicators, as well as mechanisms to allow users learn about quality of service issues.
- e) Study end-to-end quality of service and quality of experience assessment scenarios, methodologies and measurement tools that can be used by regulators in the different Member States.
- f) Study sampling methodologies to allow Member States to carry out, through regulators and other responsible bodies, end-to-end quality of service measurements, identifying such methodologies to be implemented at local, regional and/or national level.
- g) Study strategies to inform users about end-to-end quality of service and quality of experience of telecommunication services provided by telecommunication operators.
- h) Study the relation between the results of end-to-end quality of services and quality of experience measurements.
- i) Draw up recommendations on indicators that should be measured to assess end-to-end quality of telecommunication services and to provide references on network quality of experience and key performance indicators to assess the quality of services.
- j) Follow up on the activities of the relevant ITU-T Study Group creating and adopting CITELE positions and inter-American proposals that will be forwarded to these Study Groups.
- k) Follow up on the activities of the pertinent ITU Study Groups, in particular ITU-T Study Group 12 on “Performance, Quality of Service and Quality of Experience”, generating and adopting CITELE positions and Inter-American Contributions (IACs) that will be submitted to these Study Groups.

**Performance Indicators:**

To be defined.

**1.3. Rapporteurship on economic aspects of telecommunications/ICT**

**Authorities:**

Co-rapporteurs: Paraguay and Peru

Associate Rapporteur: Brazil

**Mandate:**

To develop studies on economic and charging aspects, to identify mechanisms to reduce the prices of telecommunications services, including international roaming. This, in order to make recommendations on best regulatory practices that benefit users.

**Terms of reference:**

- a) Review the definition of economic performance indicators that facilitate the follow-up and comparability of the evolution of the sector: scale of markets, investment levels, average price or revenue per service, methodologies for the analysis of quality-adjusted prices (cable, Internet), connection volumes and use levels.

- b) Encourage the adoption of regulatory frameworks conducive to public and private investment, in addition to public-private partnerships, seeking to improve the quality and diversity of telecommunications/ICT services, especially broadband and Internet, with a focus on remote or under-served areas.
- c) Study and evaluate the regulatory and economic aspects (related to rates and prices, access charges, interconnection, etc.) of the next-generation network services in the countries of the region, including inter-regional measures and agreements that allow greater affordability of international mobile roaming services, reducing their prices as much as possible, starting by adjusting and/or removing additional charges.
- d) Advance measures that promote greater transparency, affordability and elimination of additional charges to the end user of international mobile roaming services, paying particular attention to the realities and needs in the border areas.
- e) Study and evaluate the different factors of telecommunication-related activities, their incidence and impact on economic development.
- f) Analyze the competitiveness of telecommunications markets, in particular, the effects of anti-competitive practices and regulatory measures to prevent them.
- g) Promote the sharing of case law on unfair competition and non-competitive practices proceedings in the provision of telecommunications services.
- h) Promote the exchange of best practices of subsidy and/or incentive policies aimed at facilitating the access of low-income households to telecommunications services.
- i) Explore and evaluate cost models for the different telecommunications/ICT services; attaching priority to the experience in the region and the needs of the member countries, considering the impact of new technologies.
- j) Review and evaluate the design of policies aimed at increasing competitive intensity levels, such as the classification of important operators and specification of obligations, the regulation of infrastructure sharing agreements, and economic rules for the operations of mobile virtual network operators, among others.

**Performance Indicators:**

To be defined.

**1.4. Rapporteurship on Broadband, universal access, digital inclusion and gender equality**

**Authorities:**

Rapporteur: Dominican Republic

Associate Rapporteurs: Canada, Mexico and Telefónica

**Mandate**

To review and research the major issues related to universal access through the broadband and the digital divide for purposes of promoting actions and best practices aimed at achieving the inclusion and social appropriation of telecommunications/ICT, taking into consideration gender equality and the needs of minority or vulnerable social groups.

**Terms of reference:**



- a) Promote the gathering, analysis, conduction of studies, and exchange of best practices in terms of public policies, national broadband plans, affordability and accessibility issues in the countries of the region that enable to bridge the digital divide, enhance coverage, universalize the telecommunications and broadband services, and achieve digital inclusion.
- b) Encourage the study, creation, and strengthening of public policies, regulatory frameworks and incentives conducive to new service mechanisms in non-served or under-served areas, particularly in rural areas involving the participation of indigenous peoples, other peoples, community operators, non-profit operators, and small operators.
- c) Promote the preparation of recommendations for public policies, exchange of information and best practices facilitating an enabling environment, including regulations for fully taking advantage of the access to telecommunication and broadband services and for their use by everybody, particularly by persons with disabilities and with specific needs.
- d) Promote the creation of local content and applications that enable the growing use of broadband access, fostering cultural exchange and digital inclusion, taking into consideration the needs of the different social and vulnerable groups.
- e) Define and propose metrics, indicators and methodologies to measure the penetration of broadband in the countries of the region, identifying investments and public-private partnerships in the field of community networks, especially in Landlocked Developing Countries and Small Island Developing States.
- f) Identify and promote mechanisms, initiatives and actions for capacity building in telecommunications/ICT, with special attention to the minority and vulnerable social groups, so that they can use and take advantage of them for their human development, coordinating actions with actors in the private sector, the academy, the civil society and governmental entities.
- g) Coordinate with ITU regional office the design, implementation and follow-up on Regional Initiatives 3 and 4, approved in the World Telecommunication Development Conference 2017 (WTDC-17) for the Americas Region, coordinating the necessary efforts with the Working Group for the Preparation and Follow-Up of the WTSA, WCIT and WTDC of the PCC.I and with ITU Development Sector; and encourage and promote an increased participation by the countries of the region and Associate Members in ITU-D activities.
- h) Build capacity and understanding within CITELE administrations and in the region on how to design innovative policies, programs and projects that enable to build capacities and empower women and girls through the ICTs, working closely and fostering partnerships with CITELE Associate Members, civil society organizations, the private sector and experts in gender matters focusing on the following topics, without limitation:
  - Policies: General frameworks of digital policies that take into account gender matters, with a focus on digital rights and online accountability for women and girls;
  - Accessibility: Enhance equal access to digital technologies by women and girls, including affirmative actions, when appropriate;
  - Skills: Empower women and girls with the capacities and education they need to become ICT creators and enroll in STEM (Science, Technology, Engineering and Mathematics) fields of study;
  - Leadership: Promote women and girls as leaders in ICT matters, role models, decision-makers, and business entrepreneurs;
  - Safe and inclusive online spaces: Develop mechanisms to support safe spaces online for women and girls and reduce online violence against women.

- Safety: Promote the development of national initiatives that use ICTs as an instrument to prevent violence against women and girls.
- Promote actions in Telecommunications/ICT matters that contribute to attaining Sustainable Development Goal No. 5: Gender Equality.

**Performance Indicators:**

To be defined.

**1.5 Rapporteurship on conformance, fraud and illegal or irregular mobile terminal devices control**

**Authorities:**

Rapporteur: Colombia

Associate Rapporteurs: Brazil and Qualcomm

**Mandate:**

To compile and recommend best practices to prevent, detect and control fraud in telecommunications and the use of stolen, tampered, and counterfeit devices not complying with standards and regulations.

**Terms of reference:**

- a) Share information, experiences and best practices against telecommunications fraud, recommending actions in order to reduce its impact on governments, industry and users.
- b) Share experiences and identify best practices, and provide recommendations to prevent, detect and control the use, at national and regional level, of stolen, tampered, counterfeit and non-compliant mobile devices.
- c) Share experiences and identify best practices, and provide recommendations against the tampering of unique identifiers of mobile devices.
- d) Promote the inclusion in regulatory frameworks and the exchange of databases for the control of stolen, adulterated, tampered, counterfeit and non-compliant devices among CITEL members.
- e) Invite Member States and Associate Members to adopt mechanisms to prevent the alteration of the unique identifier of mobile terminal devices, as well as to encourage the use of tools that protect unauthorized access to user information and allow disabling stolen terminal devices.
- f) Recommend measures to restrict the transnational trafficking in and commercialization of stolen, tampered, counterfeit and non-compliant mobile devices (or their parts).
- g) Consider mechanisms and methodologies that contribute to assessing conformity of networks and products with the existing standards.
- h) Promote the exchange of information on conformity assessment processes that meet the future needs of users of such networks throughout the region.
- i) Follow up the activities of the pertinent ITU Study Groups, developing and approving CITEL positions and inter-American contributions (IAC) that will be forwarded to these Study Groups.

## **WORKING GROUP 2: WORKING GROUP ON DEPLOYMENT OF TECHNOLOGIES AND SERVICES (WGDTS)**

### **Authorities:**

Chair: Canada

Vice-chairs: Peru and United States of America

### **Mandate**

The Working Group on Deployment of Technologies and Services will promote the deployment of current and emerging technologies and services in providing an interoperable, innovative and reliable telecommunications/ICTs infrastructures and encourage their use - taking into account such aspects as network interconnection, connectivity, cybersecurity, services, applications, infrastructure, standards from ITU-T and other standards-setting bodies.

### **Terms of reference:**

- a) To identify and evaluate technical issues relating to the service, architecture and protocol standards, required for interconnection and interoperability of existing, emerging and future communications networks (wireline and wireless) across the Region.
- b) To develop frameworks, architectures and scenarios to foster an enhanced understanding of new infrastructures, services and related technologies in the Region of the Americas, taking into account such aspects as the convergence and evolution of networks, services and applications.
- c) To study the security aspects relating to telecommunication networks and ICTs, both governmental and nongovernmental, their role in supporting other critical infrastructures, the role of the private sector in securing the communication network, and the domestic and regional approaches required in the Region of the Americas on this matter.
- d) To promote the exchange of information, development of telecommunications/ICT policies on disaster management in the region and study the ICT sector to adapt to the effects of environmental challenges, including climate change.
- e) To encourage coordination, planning and consensus among Member States with respect to building trust and security in the use of information and communication technologies (ICTs), privacy and data protection in the region, including cybersecurity.
- f) To identify and evaluate technical issues related to network addressing and Numbering Plans for the network evolution and new services, and to meet the demand of numbering resources to support convergent networks.
- g) To study the Internet ecosystem, including Internet governance, management of IPv4/IPv6 addresses and exchanging experiences on ccTLD, gTLDs and IP address block management
- h) To study emerging technologies and technological trends, seeking to promote capacity building among Member States and foster a better understanding of their innovative impact on network users.
- i) To study the ITU-T standards development activities, as well as other standardization organizations, for information and communication technology (ICT) standards and to focus on the ongoing evolution toward converged networks to ensure the interoperability of network equipment and services.
- j) To analyze which are the actors, how they interact, which emerging technologies are relevant, and what regulatory and public policy challenges we face with the digital economy in the public, private and academic sectors.

- k) Examine the regulatory context; exchange better practices on the experiences of CITEL members, and consider alternatives intended for regulatory simplification.
- l) Follow up on the discussions of the topics addressed within the scope of this working group in the Study Groups of ITU-D and ITU-T, generating and approving CIT positions and Inter-American Contributions (IACs) to be submitted to such Study Groups.
- m) Contribute with proposals, actions, and initiatives for the achievement of the Sustainable Development Goals adopted by the 2030 Agenda for Sustainable Development from the different rapporteurships of Study Groups 1 and 2, which are pertinent to the nature of the rapporteurship and that of the SDGs. Telecommunications/ICTs are significant enablers to achieve these important goals, the commitment of our countries made to achieve sustainable human development by 2030.

**Performance Indicators:**

1. Number of publications on best practices that support the interconnection and interoperability of existing and future communications networks (wireline and wireless) across the Region
2. Number of seminars/workshops aimed to encourage the use of telecommunications and ICTs services
3. Number of recommendations on standards, regional connectivity, security in telecommunication/ICT and critical infrastructure.

**2.1 Rapporteurship on disaster prevention, response and mitigation, ICT and climate change, environmental protection and circular economy.**

**Authorities:**

Rapporteur: Peru

Associate Repporteurs: Mexico and United States

**Mandate:**

To promote the exchange of information and the generation of national and regional policies on telecommunications/ICTs for disaster mitigation at all stages, that is, preparation, disaster response/relief, and the rehabilitation of telecommunication networks, as well as the management of electronic waste, taking into account the role played by telecommunications/ICTs in climate change, environmental protection, and in the circular economy, particularly for small island developing states (SIDS) and least developed countries (LDC).

**Terms of Reference:**

1. To identify suitable technologies for emergency communications.
2. To improve communication, liaisons, and exchange of emergency communications in order to maximize resources and give way to innovative, effective programs for the region, promoting, among others, coordinated actions in border areas.
3. To help in the design of national and sub-regional emergency communications plans and early warning systems, paying special attention to SIDS and LDC.
4. To contribute to the development of public policies and regulatory frameworks that take into account international best practices in emergency communications, bearing in mind the impact of climate change, environmental protection, and the circular economy.

5. To foster, among the Member States, greater deployment, updating and maintenance of the emergency communications infrastructure.
6. To promote the temporary availability of emergency communications equipment in the region during the initial disaster intervention stage, as part of ITU's cooperation in cases of emergency.
7. To follow up on the implementation and achievement of the objectives related to the AMS1 Regional Initiative, adopted during the 2017 World Telecommunication Development Conference.

**Performance Indicators:**

1. Number of Recommendations

**2.2 Rapporteurship on interoperability, infrastructure, connectivity, numbering, services and applications, including Internet and international connectivity.**

**Authorities:**

Rapporteurs: LACNIC and Peru

Associate Rapporteurs: Argentina and Nokia

**Mandate:**

To develop frameworks, architectures and scenarios to promote a better understanding of the new networks and related technologies in the region, their inter-relation and their contribution to network and service convergence and evolution. To make recommendations and provide related policy guidelines that best serve the current and future needs of the users of telecommunication networks throughout the region. To study the Internet ecosystem, including Internet governance, management of IPv4/IPv6 addresses and exchanging experiences on ccTLD, gTLDs and IP address block management.

**Terms of reference:**

1. To develop frameworks, architectures and scenarios to promote a better understanding of new networks and related technologies in the region, their inter-relation and their contribution to network and service convergence and evolution.
2. To investigate, inform and raise awareness about new network technologies, such as next-generation networks, broadband access and advanced services - in particular those supported by IP, such as cloud computing and smart grids, and their applications.
3. To develop recommendations and related guidelines that best serve the current and future needs of telecommunication network users in the region.
4. To identify, on a timely and ongoing basis, the obstacles that could prevent full interoperability of networks throughout the region and draft reports to inform the Member States on these.
5. To establish liaisons with other industry forums, as necessary, to advance the work.
6. To develop recommendations about connectivity.
7. To identify and evaluate technical issues related to addressing and Numbering Plans for the evolution of networks and new services and to meet the demand for numbering resources to support convergent networks
8. To follow up on the activities of the United Nations Secretary-General's Working Group on Internet Governance (WGIG) and Multi-stakeholder Advisory Group (MAG) in coordination with the Rapporteurship on economic aspects of telecommunications/ICTs services.

9. To create an environment conducive to debating the salient aspects of Internet Governance.
10. To hold seminars and workshops to keep PCC.I Member States and associate members informed and trained in aspects of the Internet and its technologies.
11. To promote and foster the adoption of IPv6, disseminate experiences acquired in implementing IPv6-based services and applications and compile the requirements and needs of the countries in their transition to IPv6.
12. To work in coordination with regional Internet Registries (RIRs) of the region (LACNIC and ARIN), local technical communities, national education and research networks, and industry to promote facilitation of the deployment of IPv6.
13. To identify best practices to reduce costs of international connectivity to Internet (transit and peering) and disseminate regional policies with this aim, including the deployment of regional IXPs.
14. To identify and disseminate studies on the cost structure of international connectivity to Internet, especially for developing countries, with emphasis on the influence and effect of modes of connectivity (transit and peering) and the availability and costs of the physical infrastructure for the backhaul and long-distance connection network.
15. To create and uphold an exchange of information on work, studies and progress achieved in this area in ITU-T Study Group 3 and ITU regional Group for Latin America and the Caribbean (SG3RG-LAC), as contributions to the Committee's work.
16. To identify and propose opportunities for training and technical assistance to encourage and promote the creation and development of regional interconnection infrastructures as platform to Internet traffic exchange.
17. To draw up and promote strategies to increase the development of local content in the Internet.
18. To identify and assess technical issues related to information and communication technology (ICT) standards required for the inter-connectivity and interoperability of existing and future networks (wireline and wireless) across the Region. To monitor and draw on the work of existing standards-setting bodies, including ITU-T, IETF, and other forums, as appropriate.

**Performance Indicators:**

1. Number of workshops or seminars
2. Number of recommendations

**2.3 Rapporteurship on cybersecurity, privacy and data protection, vulnerability assessment and confidence building.**

**Authorities:**

Rapporteurs: Dominican Republic

Associate Rapporteur: Brazil, Paraguay and the United States

**Mandate:**

To study security aspects related to the role of the private sector to build confidence in communication networks, in the region. To assess the current work done by the OAS, ITU, and other forums on issues that are relevant for security of communication networks.

**Terms of reference:**

1. To develop domestic and regional approaches to network security, deployment strategies, information exchange, and outreach to the public and private sectors.

2. To compile regional best practices for network communication and infrastructure protection, taking into account ongoing activity in the ITU-T and ITU-D sectors.
3. To review the various frameworks and guidelines on cybersecurity and their applicability in the Americas Region.
4. To study aspects of privacy and data protection as it relates to telecommunications networks and services.
5. To foster cooperation among Member States on aspects related to network security. To help Administrations encourage network and service providers to implement technical standards for network security.
6. To identify and evaluate implementation and policy issues relating to standards required for the security of existing and future communication networks (wireline and wireless) across the region. This task shall draw primarily on the work of ITU-T and other standards-setting bodies, as appropriate, including the IETF and regional standard development organizations (SDOs).
7. To identify, on a timely and ongoing basis, the obstacles to implementation of security measures in the networks of the Region. To establish liaisons with other standards bodies and industry forums, as necessary, to advance the work.

**Performance indicators:**

1. Number of input documents on cybersecurity, privacy and data protection
2. Number of case studies/best practices reviewed
3. Number of updates to the Technical Notebooks based on relevant input

**2.4 Rapporteurship on technological innovation, digital economy, Internet of Things, smart cities and communities.**

**Authorities:**

Co-Rapporteurs: Colombia y Qualcomm

Associate Rapporteurs: AT&T, ISOC, Peru

**Mandate:**

The Rapporteurship on Technological Innovation, Digital Economy, Internet of Things, Smart Cities and Communities will promote the discussion and exchange of information on aspects related to technological innovation and the digital ecosystem, in order to promote the development of the digital economy, the Internet of Things, and the Smart Cities. For this, it is proposed to analyze which are the actors, how they interact, which emerging technologies are relevant, and what regulatory and public policy challenges we face with the digital economy in the public, private and academic sectors. It is proposed to elaborate and/or share surveys, studies, reports, recommendations, resolutions and guides of best practices for the Member States.

**Terms of reference:**

1. To identify world and regional trends regarding the evolution and development of telecommunication and ICT services.
2. Promote debate and analysis of the impact of emerging technologies.

3. Promote debate and analysis of the regulation and public policy of the digital economy to develop recommendations and guidelines to support Member States to generate related policies to meet in the best possible way current and future needs of users of telecommunications and ICT services.
4. Promote debate and analysis of the needs and behavior of the digital consumer.
5. To conduct activities for capacity strengthening of the Member States in the technological trends of telecommunications and ICT.
6. To follow up on the work of ITU-T and other international forums specializing in technological innovation, new services and digital economy.
7. To study and evaluate technical issues for the implementation of new technologies, the Internet of Things and Smart Cities.
8. To study and evaluate policies, plans and regulatory measures for the adoption of new technologies and services.
9. To establish liaisons with actors of the digital economy ecosystem, such as operators, service providers, standards bodies and industry forums, as needed, in order to anticipate possible innovations in technologies and services.

#### **Performance Indicators:**

1. Number of workshops or seminars, aimed to report on trends in technologies, services and digital economy.
2. Number of recommendations aimed at defining or framing new functions or services.

### **WORKING GROUP 3: WORKING GROUP FOR THE PREPARATION AND FOLLOW-UP OF THE WTSA, WCIT AND WTDC (WGCONF)**

#### **1. Authorities:**

Chair: Mexico

Vice-chair: Canada

#### **2. Mandate:**

To discuss and develop common proposals with a regional scope on telecommunications/ICTs matters, for presentation at international forums under the auspices of the International Telecommunication Union (ITU). Likewise, to collaborate in the review of ITU programs, structure and work methods on telecommunications/ICTs matters.

#### **3. Terms of reference:**

1. To develop common positions and draw up Inter-American proposals on the telecommunications/ICT topics of global and/or regional assemblies and conferences convened under the auspices of the International Telecommunication Union (ITU) in the areas of telecommunication standardization, telecommunications development, and international telecommunications regulations.
2. To coordinate relations and information exchanges with other regions on the matters of their competency.



3. To identify the matters that are relevant to the region with respect to the activities of the ITU Telecommunication Standardization Sector (ITU-T) and the ITU Development Sector (ITU-D), for the purpose of discussing possible solutions and drafting proposals to tackle these matters.
4. To coordinate the designation of spokespersons for the presentation and defense of inter-American proposals to the ITU assemblies and conferences, as well as representatives of CITELE to other regional organizations, including relations and information exchanges on the matters of their competency.
5. To coordinate the work of CITELE during regional and global telecommunications/ICTs conferences such as the World Telecommunication Standardization Assemblies, the World Conferences on International Telecommunications, and the World Telecommunication Development Conferences.
6. To coordinate with other PCC.I working groups on topics of mutual interest.
7. To provide follow-up for the results of the regional meetings and world assemblies and conferences. Regarding the regional initiatives approved by WTDC, to work in coordination with the Working Group on Development of PCC.I.
8. To review ITU-T and ITU-D programs, structure and work methods in order to present contributions.

**PCC.I/RES. 294 (XXXII-18)<sup>5</sup>**

**AGENDA, SITE AND DATE OF THE 33 MEETING OF PCC.I**

The 32 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

**RESOLVES:**

1. To hold the 33 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies in Washington, D.C., United States of America from August 20 to 24, 2018.
2. To adopt the Draft Agenda for the 33 Meeting of PCC.I, annexed to this Resolution.

**ANNEX TO RESOLUTION PCC.I/RES. 294 (XXXII-18)**

**DRAFT AGENDA**

1. Approval of the agenda and calendar of activities.
2. Establishment of the Drafting Group for the Final Report.
3. Structure and Work Plan for PCC.I.

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<sup>5</sup> CCP.I-TIC/doc. 4615/18 rev. 1

4. Working Group reports and meetings:
  - 4.1 Working Group 1: Working Group on Policies and Regulation (WGPR)**
    - 4.1.1 Rapporteurship on protecting the rights of telecommunication services users
    - 4.1.2 Rapporteurship on telecommunication service quality
    - 4.1.3 Rapporteurship on economic aspects of telecommunication/ICTs
    - 4.1.4 Rapporteurship on Broadband, universal access, digital inclusion and gender equality
    - 4.1.5 Rapporteurship on conformance, fraud and illegal or irregular mobile terminal devices control
  - 4.2 Working Group 2: Working Group on Deployment of Technologies and Services (WGDTS).**
    - 4.2.1 Rapporteurship on disaster prevention, response and mitigation, ICT and climate change, environmental protection and circular economy.
    - 4.2.2 Rapporteurship on interoperability, infrastructure, connectivity, numbering, services and applications, including Internet and international connectivity.
    - 4.2.3 Rapporteurship on cybersecurity, privacy and data protection, vulnerability assessment and confidence building.
    - 4.2.4 Rapporteurship on technological innovation, digital economy, Internet of Things, smart cities and communities.
  - 4.3 Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF)**
  - 4.4 Ad Hoc Group to coordinate strategic initiatives of the OAS related to Telecommunications/ICT.**
5. Agenda, site and date of the 34 Meeting of PCC.I.
6. Approval of the Final Report.
7. Other business.

## IV. RECOMMENDATIONS

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### PCC.I/REC. 27 (XXXII-18)<sup>6</sup>

#### PROMOTION AND DEPLOYMENT OF IPv6

The 32 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

#### CONSIDERING:

- a) That the Internet Protocol (IP) addresses are essential resources that constitute indispensable tools for the future development of IP-based telecommunication/ICT networks, and for the development of new service offerings provided via the internet.
- b) That the Internet protocol Ipv4 is in its final phase, and its reserves are nearly exhausted, at a time when the internet is expanding, extending its coverage to new regions, there is proliferation of devices, and a great potential for the emergence of new service modes.
- c) That at a time when running out of Ipv4 resources would restrict the possibilities to allocate new IP addresses, essential for the growth and deployment of Internet of Things (IoT) solutions, which require availability of more resources, and Ipv6 is one of the solutions to that end.

#### RECOGNIZING:

- a) That by virtue of WTDC-17 Resolution 63 on “Allocation of IP addresses and facilitating the transition to Ipv6 in the developing countries”, Member States resolved to cooperate with the relevant international and regional organizations, particularly the Regional Internet Registries (RIR), regarding training and expansion of technical knowledge on Ipv6.
- b) That as a way of continuing with the growth and stability of the internet at the regional and global level, it is necessary to promote and establish mechanisms that provide incentives for the adoption of Ipv6 in our region.
- c) That, to that effect, CITELE Member States have discussed and approved some Recommendations referring to the actions necessary for the deployment of Ipv6:
  - Recommendation PCC.I/REC.2 (XII-08) “Implementation of Ipv6”, where CITELE Member States recommend taking actions to collaborate with the private sector in the timely deployment of protocol Ipv6 in their respective countries.

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<sup>6</sup> CCP.I-TIC/doc. 4598/18 rev. 1

- Resolution CITEL RES.58 (V-10) “Transition towards Ipv6”, where Member States recognize the positive role of Regional Internet Registries (RIRs) in the fair allocation of IP addresses. At the same time, they are determined to work in a coordinated fashion with these organizations, local technical communities, national research and education networks, and the industry to promote facilitation of deployment of Ipv6.
- Recommendation PCC.I/REC. 7 (XVIII-11) “Ipv6-compliant procurement and updates in CITEL Member States” to foster coexistence and transition towards the use of Ipv6 through the adoption of standards, guidelines and recommendations so that medium and long term network updates and procurement are both Ipv4 and Ipv6 compliant, taking into consideration the role of governments as the main technology purchasing party.
- Recommendation PCC.I/REC. 15 (XX-12) “Regional Policies for the adoption and coexistence of Ipv4-Ipv6 in CITEL Member States”, encouraging most countries to adopt measures that foster the implementation of joint policies towards the adoption of Ipv6.

d) That the Member States of Argentina, Colombia, Costa Rica, Ecuador, Mexico, Peru, and the Dominican Republic have been able to make progress in the promotion of Ipv6 deployment, as a result of definitions relative to legal and regulatory frameworks, coalitions and/or task forces, involving different stakeholders in the internet ecosystem so as to foster and provide incentives for the development of this protocol in the region.

e) That the Regional Internet Registries (RIR) members of CITEL have supported and organized seminars and/or training sessions on Ipv6 related technical topics in the region.

f) That the deployment of Ipv6 is not a technological or commercial issue exclusively reserved for operators anymore, but it has become a strategic matter to develop telecommunication networks and to connect the disconnected.

## **RECOMMENDS:**

a) That the Member States continue in the process of promoting and providing incentives for Ipv6 deployment in the countries of the region, taking into account the following aspects:

### *i. Improvement of Governmental Networks*

IT equipment and service acquisition shall require procurement specifications that are compatible with Ipv6, which 1) will pave the way at government offices for an adequate deployment, 2) will generate a business case for the industry, laying the foundation for future services such as “Smart Cities”, Internet of Things (IoT), e-Gov, and 3) will attract the attention and engage academia, an indispensable step for the generation of professional who are experts in this topic.

It is critical for government services that are offered online to be Ipv4 and Ipv6 compliant, so as to provide incentives for Ipv6 deployment. In turn, this will make

Ipv6 available to users for direct native access, without the need for intermediary “translating” equipment.

*ii. Imports of “Ipv6 Ready” Equipment*

Our region runs the risk of receiving significant amounts of IT equipment that only support the Ipv4 protocol, turning our countries into receivers of obsolete and outdated technology. The recommendation is to establish a plan to limit or reject imports of equipment that only support Ipv4 and provide incentives to import equipment that is Ipv4 and Ipv6 compliant, following the standards defined by the IETF.

*iii. Preserve digital security for our citizens.*

By deploying Ipv6, countries improve internet transaction traceability in cybercrime cases.

In this sense, internet service providers (ISP) that implement Ipv6 will be able to improve transaction traceability, enabling the mapping of IP addresses to a reduced number of subscribers, something that is impossible in practice with Ipv4, when operators use mechanisms such as Carrier-Grade NATs (CGNs).

The recommendation is for service providers to implement Ipv6, following the technical specifications defined in RFC 7721, in order to reduce security and privacy concerns.

*iv. That the Member States in need of expanding their technical knowledge on deployment of Ipv6 coordinate the necessary measures through their RIRs in order to increase Ipv6 knowledge in the region.*

## V. DECISIONS

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### PCC.I/DEC. 277 (XXXII-18)<sup>7</sup>

#### QUESTIONNAIRE ON ROAMING AGREEMENTS

The 32 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

#### DECIDES:

1. To invite the Member States to respond to the questionnaire attached in the Annex to this Decision.
2. To task the Rapporteur on Roaming with drawing up a report with the results obtained from the questionnaire; and submits it in the 34 Meeting of the Permanent Consultative Committee I.
3. To task the Secretariat with distributing the questionnaire to the Member States, establishing March 31, 2019 as the deadline for responding.

#### ANNEX TO DECISION PCC.I/DEC. 277 (XXXII-18)

Country:

Name of the person answering the questionnaire:

Position/Organization:

Contact E-mail/Phone number:

1. List the mobile operators rendering services in your country.
2. As regards the international roaming service, state whether:
  - (a) Your country has entered into agreements with other countries setting forth specific terms for the provision of the service, or failing that, whether it is considering the execution thereof.
  - (b) In your country, it is the operators who enter into the roaming commercial agreements.
3. If your country has entered into agreements with other countries, please specify:
  - (a) The name of the country.
  - (b) The date of execution of the agreement.
  - (c) The commitments undertaken in the agreement by each country
  - (d) The level of implementation of the agreement.Mention the applicable regulatory framework based on the agreements signed.

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<sup>7</sup> CCP.I-TIC/doc. 4622/18 rev. 1

4. In relation to the economic conditions for providing the roaming service, indicate if your country is considering some kind of methodology
5. Provide the name of the Agency responsible for coordinating the roaming international service agreements with other countries, if any.
6. If, in your country, the conditions for providing the international roaming service are established only by the commercial offer of mobile operators, state whether:
  - a) There are exclusive international roaming rates for border areas.
  - b) There are commercial offers in which the roaming rate is equivalent to that of a local call made by users from their mobile rate plan.

**PCC.I/DEC. 278 (XXXII-18)<sup>8</sup>**

**INITIATIVE TO RAISE AWARENESS AND PUBLICIZE ITU ACTIVITIES IN CONNECTION WITH THE QUALITY OF TELECOMMUNICATION SERVICES IN ORDER TO COLLECT INFORMATION FROM MEMBER STATES AND PROMOTE THEIR PARTICIPATION IN THE ITU-T STUDY GROUPS**

The 32 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

**DECIDES:**

1. To request State Members to send their responses to the questionnaire on the status of national regulatory frameworks that Study Group (SG) 12, in the area of standardization (ITU-T), has drafted as part of the Operational Plan for Resolution 95 (Hammamet, 2016)<sup>9</sup>. This WTSA Plan deals with *ITU Telecommunication Standardization Sector initiatives to raise awareness on best practices and policies related to service*. The questionnaire that refers to quality of service (QoS), quality of experience (QoE) and user satisfaction is available at <https://www.research.net/r/sg12-servicequality>. In order to better understand the maturity level of QoS regulatory frameworks in CITELE Member States and identify specific needs in connection with quality standard frameworks, SG 12 requests input and contributions via the abovementioned questionnaire until September 30, 2018.

2. Invite Member States and Associated States to contribute with their input to the recommendations that ITU-T SG 12 is working on, in order to define reference quality measurement frameworks (E.RQUAL), as well as mobile service QoS and QoE measurement methodologies (E.MTSM). To see the latest versions go to:

E.MTSM: <https://www.itu.int/md/T17-SG12-180501-TD-GEN-0537/en>  
E.RQUAL: <https://www.itu.int/md/T17-SG12-180501-TD-GEN-0434/en>

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<sup>8</sup> CCP.I-TIC/doc. 4624/18

<sup>9</sup> Available at <https://www.itu.int/pub/T-RES-T.95-2016>.

**PCC.I/DEC. 279 (XXXII-18)<sup>10</sup>**

**DEADLINE EXTENSION TO RESPOND TO THE QUESTIONNAIRE ON THE IMPLEMENTATION OF THE RECOMMENDATION ITU-D 19 IN THE AMERICAS REGION**

The 32 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

**CONSIDERING:**

1. That during the 31 Meeting of Permanent Consultative Committee I: Telecommunications/ICTs, held in Mexico City, Mexico, Decision PCC.I/DEC. 274 (XXXI-17) was adopted, instructing to submit to the Member States the questionnaire on “The implementation of the Recommendation ITU-D 19 in the Americas region”.
2. That, to date, contributions have been received from seven countries: Nicaragua, Paraguay, Mexico, Chile, Dominican Republic, Brazil, and Costa Rica.
3. That some other Administrations have expressed their interest in responding to the questionnaire.

**DECIDES:**

- 1) To extend the deadline to receive responses to the questionnaire “The implementation of the Recommendation ITU-D 19 in the Americas region” until July 15, 2018.
- 2) To ask the Executive Secretariat to send the questionnaire “The implementation of the Recommendation ITU-D 19 in the Americas region” again to the Member States, encouraging them to respond in order to collect the biggest possible number of contributions.
- 3) Designate Mrs. Karla Velasco Ramos ([karlavelascor@gmail.com](mailto:karlavelascor@gmail.com)) from the Mexican Delegation as Coordinator for the collection of the information referred to in this draft decision.
- 4) Instruct the Coordinator to update and present the corresponding report during the 33 Meeting of Permanent Consultative Committee I (PCC.I).

**PCC.I/DEC. 280 (XXXII-18)<sup>11</sup>**

**QUESTIONNAIRE ON SHORT MESSAGE SERVICES IN CASE OF INCOMING DISASTERS**

The 32 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

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<sup>10</sup> CCP.I-TIC/doc. 4625/18 cor. 1

<sup>11</sup> CCP.I-TIC/doc. 4614/18 rev. 1



**DECIDES:**

1. To request Member States to respond to the Questionnaire attached in the Annex of this Decision.
2. To task the Rapporteur of the Rapporteurship on disaster prevention, response and mitigation, ICT and climate change, environmental protection and circular economy to prepare a report with the results of the questionnaire, and to present the results of this report to the 33 Meeting of the Committee.
3. To instruct the Secretariat to distribute the attached questionnaire to the member states, establishing July 31, 2018 as the deadline to respond.

**ANNEX TO DECISION PCC.I/DEC. 280 (XXXII-18)**

Country:

Name of the person answering the survey:

Position/Organization:

Contact E-mail/Phone number:

- 1) How does your country deal with incoming disasters and hazardous areas in terms of telecommunication services? Which solutions are provided to the population?
- 2) How are the alert messages sent to the population? Are they sent through broadcasting or other technologies?
- 3) Do the solutions described above apply to foreigners? Are the messages translated to other foreign languages?

**PCC.I/DEC. 281 (XXXII-18)<sup>12</sup>**

**CHAIR OF THE AD HOC GROUP TO COORDINATE STRATEGIC INITIATIVES OF THE OAS RELATED TO TELECOMMUNICATIONS/ICT.**

The 32 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

**DECIDES:**

1. That the Dominican Republic and ISOC will chair the AD HOC GROUP TO COORDINATE STRATEGIC INITIATIVES OF THE OAS RELATED TO TELECOMMUNICATIONS/ICT created by means of DEC. 269 (XXX-17).

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<sup>12</sup> CCP.I-TIC/doc. 4616/18

## VI. LIST OF BASIC DOCUMENTS

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Summary Minutes of the Inaugural Session and the First Plenary Session:	CCP.I-TIC/doc. 4613/18
Summary Minutes of the Second Plenary Session:	CCP.I-TIC/doc. 4627/18
List of Documents:	CCP.I-TIC/doc. 4544t/18 rev. 2
List of Participants:	CCP.I-TIC/doc. 4545t/18 rev. 2
Final Report for the Meeting:	CCP.I-TIC/doc. 4628/18
Report of the Working Group on Policy and Regulation (WGPR)	CCP.I-TIC/doc. 4617
Report of the Working Group on Development (WGD)	CCP.I-TIC/doc. 4618/18 rev. 2
Report of the Working Group on Deployment of Technologies and Services (WGDTTS)	CCP.I-TIC/doc. 4619/18
Report of the Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF)	N/A

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