



ORGANIZACION DE LOS ESTADOS AMERICANOS
ORGANIZATION OF AMERICAN STATES

Comisión Interamericana de Telecomunicaciones
Inter-American Telecommunication Commission

**33 MEETING OF PERMANENT CONSULTATIVE
COMMITTEE I: TELECOMMUNICATIONS/
INFORMATION AND COMMUNICATION
TECHNOLOGIES**

August 20 to 24, 2018

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FINAL REPORT

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(Document submitted by the Secretariat of CITEL)

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FINAL REPORT

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

The 33 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies was held in Washington, DC, United States of America, from August 20 to 24, 2018.

I. AGENDA ¹

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 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.

¹ CCP.I-TIC/doc. 4631/18

II. AUTHORITIES OF THE MEETING

Chair of PCC.I: Mr. José Aguilar Reátegui (Peru)
Vice Chair of the PCC.I: Mr. Enrique Antonio Rosales Osegueda (El Salvador)
Vice Chair of the PCC.I: Mr. Andrés Manuel Gubetich Mojoli (Paraguay)
Executive Secretariat of CITEL: Mr. Oscar Leon (CITEL/OAS)

Draft Committee:

Chair:

Ms. Gladys Ponce Carvo (Peru)

Members:

Mr. Ethan Lucarelli (United States of America)
Ms. Adriana Bauzá (Uruguay)

Participants:

a. Member States

Argentina, Bahamas, Belize, Brazil, Canada, Chile, Colombia, Costa Rica, Dominican Republic, El Salvador, Ecuador, Mexico, Nicaragua, Panama, Paraguay, Peru, Trinidad & Tobago, United States of America, Uruguay.

b. Associate Members:

Argentina - GOOGLE ARGENTINA, SRL
Argentina - NOKIA SOLUTIONS AND NETWORKS ARGENTINA S.A.
Argentina - ONEWEB S.A.
Argentina - TELEFONICA DE ARGENTINA
Belgium - MOBILE WIRELESS FORUM (MWF)
Canada – ERICSSON CANADA
Colombia - MICROSOFT
Costa Rica – ASIET
Paraguay - COMPAÑIA PARAGUAYA DE COMUNICACIONES S.A. (COPACO S.A.)
United States of America – AMERICAN REGISTRY FOR INTERNET NUMBERS (ARIN)
United States of America – AT&T
United States of America – ATIS
United States of America – INTERNET SOCIETY (ISOC)
United States of America – SES AMERICOM
United States of America – VIASAT
Uruguay - REGISTRO REGIONAL DE DIRECCIONES DE INTERNET PARA AMERICA LATINA Y CARIBE (LACNIC)

c. International and Regional Organizations

Asia-Pacific Telecommunity – APT

Caribbean Telecommunications Union – CTU

Comisión Técnica Regional de Telecomunicaciones de Centroamérica – COMTELCA

Comunidad Andina

European Conference of Postal and Telecommunications Administrations – CEPT

Inter-American Development Bank – IDB

International Amateur Radio Union, Region 2 (IARU-2)

International Telecommunications Union – ITU

Internet Corporation for Assigned Names and Numbers – ICANN

Regional Commonwealth in the Field of Communications – RCC

d. OAS Permanent Observer Missions

Azerbaijan

Nigeria

Norway

III. RESOLUTIONS

PCC.I/RES. 295 (XXXIII-18)²

IMPROVEMENS OF THE MANDATE, TERMS OF REFERENCE AND AUTHORITIES FOR THE WORKING GROUPS AND RAPPORTEURSHIPS OF PCC.I (ANNEX II - RESOLUTION PCC.I/RES. 293 (XXXII-18))

The 33 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;
- 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 CITEL RES. 79 (VII-18) of the VII Regular Meeting of the Assembly, CITEL’s Strategic Plan for the 2018-2022 period was approved;
- d) That by Resolution PCC.I/RES. 293(XXXII-18) of the 32 Meeting of PCC.I, adopted the structure of PCC.I for the 2018-2022 period and invited the Member States and Associate Members of CITEL to propose, to the 33rd Meeting of PCC.I, improvements on the mandate, terms of reference, authorities and performance indicators for PCC.I Working Groups and Rapporteurships,

RESOLVES:

1. To approve the improvements of the mandate, terms of reference and authorities for the Working Groups and Rapporteurships of PCC.I, attached in the annex of this resolution.
2. To instruct the Secretariat of CITEL to amendment the Annex II of the Resolution PCC.I/RES. 293 (XXXII-18), as indicated in the annex of this resolution

² PCC.I-TIC/doc. 4623/18 rev. 1

ANNEX II TO RESOLUTION PCC.I/RES. 295 (XXXIII-18)

AMMENDMENT TO ANNEX II OF THE 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 United States of America

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 CITEL members.

Terms of Reference:

- a) Promote dialogue among CITEL 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 CITEL 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.

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 CITELE 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 CITELE 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 CITELE country members, and keep it updated.

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.

1.3. Rapporteurship on economic aspects of telecommunications/ICT

Authorities:

Rapporteurs: Peru

Associate Rapporteur: Brazil and Paraguay

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.

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 the digital divide and universal access to broadband, in order to promote actions and best practices aimed at achieving the inclusion and social appropriation of telecommunications/ICTs, 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 or remote 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 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.

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 the United States

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 CITELE 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.

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

Authorities:

Rapporteur: Peru

Associate Rapporteurs: Mexico and United States of America

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 reestablishment 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, 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.

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

Rapporteur: 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 World Summit on the Information Society (WSIS) and the Multi-stakeholder Advisory Group (MAG) of the Internet Governance Forum and other relevant groups and forums, 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 deployment and adoption 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.

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 of America

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.

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

Authorities:

Co-Rapporteurs: Colombia, Qualcomm and AT&T

Associate Rapporteurs: 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.

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. 296 (XXXIII-18)³

**JOINING EFFORTS AND COORDINATING THE WORK OF THE AD HOC GROUPS TO
COORDINATE THE STRATEGIC OAS INITIATIVES OF PCC.I AND PCC.II**

The 33 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communications Technologies (PCC.I),

CONSIDERING:

1. The report of the Ad Hoc Group to coordinate with PCC.II on coordinating strategic initiatives related to OAS radio communications, submitted for informative purposes at the 33rd Meeting of PCC.I, which approved that the Ad Hoc Group will concentrate its work on two projects and two activities:
 1. The Alternative Emergency Telecommunications Networks Project within the framework of the Strategic Response to Natural Disasters Initiative
 2. The Connecting the Disconnected Project within the framework of the Strategic Interconnectivity Initiative Of the Caribbean
 3. The activity to develop the Guide to Technical Solutions in Response to the Natural Disaster Relief Initiative
 4. The activity to develop the Video Bank on Successful Projects

³ PCC.I-TIC/doc. 4641/18

RECOGNIZING:

The need expressed by those responsible for the Ad Hoc Groups on Strategic OAS Initiatives of PCC.I and PCC.II to join efforts in order to coordinate the work of both groups, so as to lend continuity to selected projects, share experiences related to those projects and maximize inputs and outcomes to benefit citizen welfare in the member countries of the region,

RESOLVES:

1. To invite the chairs, co-chairs and vice-chairs of the Ad Hoc Groups on Strategic OAS Initiatives of PCC.I and PCC.II to the ITU Regional Office and the Executive Secretariat of CITELE, in order to strengthen their joint efforts to develop the projects and activities identified in the Work Plan for that PCC.II Group, as approved during its 31st Meeting in Guadalajara, described in the *considering* of this decision and received by this Ad Hoc Group of PCC.I,
2. To invite the Member States and Associate Members of CITELE to send inputs related to the projects and activities identified in the Work Plan described in the *considering* of this decision,
3. To request that the Rapporteurships on Broadband for Universal Access, Digital Inclusion and Gender Equity of Working Group 1 and on Disaster Prevention, Response and Mitigation, ICT and Climate Change, Environmental Protection Circular Economy of Working Group 2 send inputs related to the projects and activities identified in the Work Plan described in the *considering* of this decision.

PCC.I/RES. 297 (XXXIII-18) ⁴

AGENDA, SITE AND DATE OF THE 34 AND 35 MEETING OF PCC.I

The 33 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

RESOLVES:

1. To hold the 34 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies in Peru from May 6 to 10, 2019.
2. To hold the 35 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies in El Salvador from September 16 to 20, 2019.
3. To adopt the Draft Agenda for the 34 Meeting of PCC.I, attached in the annex of this Resolution.

⁴ PCC.I-TIC/doc. 4705/18

ANNEX TO RESOLUTION PCC.I/RES. 297 (XXXIII-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.
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 35 Meeting of PCC.I.
6. Approval of the Final Report.
7. Other business.

PCC.I/RES. 298 (XXXIII-18)⁵

CITEL INTER-AMERICAN CONTRIBUTIONS (IACs) TO STUDY GROUPS, WORKING PARTIES, RAPPORTEURS AND ADVISORY GROUPS OF THE DEVELOPMENT (ITU-D) AND STANDARDIZATION (ITU-T) SECTORS OF THE INTERNATIONAL TELECOMMUNICATION UNION (ITU)

The 33 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

CONSIDERING:

- a) That the CITEL Strategic Plan for 2018-2022 has established a greater linkage between the work of PCC.I and PCC.II and that of the Study Groups, Study Questions and Advisory Groups of the ITU;
- b) That it is difficult for CITEL administrations and Associate Members, considering the necessary personal and related costs, to participate on the work of all ITU Study Groups, Study Questions and Advisory Groups;
- c) That PCC.I/RES. 234 (XXV-14) approved a trial procedure for the consolidation of Inter-American Contributions (IAC) to be submitted to the Study Groups of the Telecommunications Development (ITU-D) , and the Telecommunications Standardization (ITU-T) Sectors of the International Telecommunication Union (ITU);
- d) That PCC.I/RES. 234 (XXV-14) dictated that the procedure listed on it shall be assessed for a period of 18 (eighteen) months and revised based on CITEL Members' experience after this period;
- e) That the 28th meeting of PCC.I successfully approved an IAC with the support of six Member States, which was presented to the June 2016 meeting of ITU-T Study Group 11;
- f) That the 7th CITEL Assembly meeting established Inter-American Contributions (IAC) in Article 83 of the Regulations of CITEL as a new Instrument of CITEL;
- g) That the 7th CITEL Assembly meeting decided that each Permanent Consultative Committee should approve the IAC procedure to be adopted on their working process.

RESOLVES:

To adopt the procedure described in the Annex for drafting, adopting, amending and presenting Inter-American Contributions (IACs) to the Study Groups, Questions and Advisory Groups of the Telecommunications Development sector (ITU-D) and the Telecommunications Standardization sector (ITU-T) of the International Telecommunication Union (ITU).

⁵ PCC.I-TIC/doc. 4668/18 rev.1 cor.1

ANNEX TO RESOLUTION PCC.I/RES. 298 (XXXIII-18)

PROCEDURE FOR THE DRAFTING, ADOPTION, REVISION AND PRESENTATION OF INTER-AMERICAN CONTRIBUTIONS (IACs) TO THE STUDY GROUPS, WORKING PARTIES, RAPPOREURS AND ADVISORY GROUPS OF THE DEVELOPMENT (ITU-D) AND STANDARDIZATION (ITU-T) SECTORS OF THE INTERNATIONAL TELECOMMUNICATION UNION (ITU)

1. SCOPE AND OBJECTIVE

- To establish the procedure for the drafting, adoption, revision and presentation of INTER-AMERICAN CONTRIBUTIONS (IACs) to a specific STUDY GROUP, WORKING PARTY, RAPPOREUR or ADVISORY GROUP.
- IACs developed for one group cannot and will not be submitted to the others.
- In using this procedure, every effort should be made to reach consensus among the CITELE Members.

2. DEFINITIONS

The following definitions are provided for purposes of this procedure:

- a) **ADVISORY GROUP:** Telecommunication Development Advisory Group (TDAG) or Telecommunication Standardization Advisory Group (TSAG).
- b) **CONTRIBUTION:** A proposal that is submitted to PCC.I for discussion with a view to becoming an INTER-AMERICAN CONTRIBUTION.
- c) **CORRESPONDENCE GROUP:** A temporary group open to all CITELE members created by PCC.I at one of its face-to-face meetings to discuss a specific DRAFT-IAC for possible presentation as an INTER-AMERICAN CONTRIBUTION to a STUDY GROUP, WORKING PARTY, RAPPOREUR GROUP or Advisory Group of ITU-T or ITU-D.
- d) **DRAFT INTER-AMERICAN CONTRIBUTION (DRAFT-IAC):** A CONTRIBUTION that, after being presented to PCC.I, has been agreed to be discussed in a specific correspondence group for the purpose of becoming an INTER-AMERICAN CONTRIBUTION.
- e) **INTER-AMERICAN CONTRIBUTION (IAC):** A CONTRIBUTION for which, at a regular PCC.I or an extraordinary PCC.I Plenary Session scheduled to review the output of a CORRESPONDENCE GROUP, there is a consensus that it be presented to a STUDY GROUP, WORKING PARTY, RAPPOREUR GROUP or ADVISORY GROUP of ITU-T or ITU-D.
- f) **QUESTION:** An area of work to be studied within an ITU-D or ITU-T study group.
- g) **RAPPOREUR GROUP:** the set of individuals who support the rapporteur, the person who is officially appointed by a STUDY GROUP, to investigate a QUESTION and to report on it.
- h) **RAPPOREURSHIP:** a PCC.I group that studies a specific area of work that could be related to an ITU-T/ITU-D Study Group, Working Party or Advisory Group.
- i) **STUDY GROUPS:** Study Groups of the Telecommunications Development sector (ITU-D) and the Telecommunications Standardization sector (ITU-T), and similar structures (e.g., Revision Committees; Focal Groups; Working Parties).

- j) **WORKING PARTY:** A subordinate unit of a study group to which the study group has entrusted a Question, a group of Questions or the maintenance of some existing ITU-T Recommendations within the study group's general area of responsibility.

A. DRAFTING OF INTER-AMERICAN CONTRIBUTIONS TO BE SUBMITTED TO THE MEETINGS OF THE RELEVANT STUDY GROUPS, WORKING PARTIES, RAPPOREUR GROUPS AND ADVISORY GROUPS.

A1. STEPS

The steps in the procedure for the presentation and adoption of INTER-AMERICAN CONTRIBUTIONS are:

Step 1. Presentation of a CONTRIBUTION

At the meeting of the relevant RAPPOREURSHIP, a CONTRIBUTION to be submitted to an ITU STUDY GROUP, WORKING PARTY, RAPPOREUR GROUP or ADVISORY GROUP meeting shall be discussed. The deadline for concluding the deliberations about the proposed contribution must take into account the date of the meeting to which it is to be submitted.

Step 2. Discussion of CONTRIBUTIONS in a Plenary Session of PCC.I

The Rapporteur/Chair of the PCC.I Working Group responsible for the RAPPOREURSHIP must inform the Plenary about the existence of CONTRIBUTIONS or DRAFT-IACs, so that the CITELE members attending can voice their support or opposition for the document.

If there is a consensus of CITELE administrations on the text of the CONTRIBUTION at the PCC.I Plenary Session, and no CITELE administration oppose it, the CONTRIBUTION is approved and becomes an IAC.

If there is support from, but not consensus of, CITELE administrations on the text of the CONTRIBUTION, and no CITELE administrations oppose it at the PCC.I Plenary Session, it becomes a DRAFT-IAC. In this case, PCC.I will establish a CORRESPONDENCE GROUP, open for participation to all CITELE members, to discuss and revise the text in an attempt to reach a consensus on the text.

Step 3. Discussion of the DRAFT-IAC in a Correspondence Group

One of the DRAFT-IAC supporters should be designated as the coordinator of the CORRESPONDENCE GROUP.

If consensus on the text is reached within the CORRESPONDENCE GROUP, the output should be submitted for approval at the next PCC.I Plenary Session, according to Step 2 above.

If the next PCC.I Plenary Session is scheduled after the deadline for contributions to the relevant STUDY GROUP, WORKING PARTY, RAPPOREUR GROUP or Advisory GROUP meeting, the Secretariat of CITELE will schedule an extraordinary PCC.I Plenary session to approve the output of the CORRESPONDENCE GROUP, following the Step 4 below.

This last CORRESPONDENCE GROUP meeting should be held at least 21 days prior to the deadline for submissions of proposals to STUDY GROUP, WORKING PARTY, RAPPOREUR GROUP or ADVISORY GROUP meetings.

Step 4. Finalizing an DRAFT-IAC in a extraordinary PCC.I Plenary Session

This extraordinary PCC.I Plenary Session can be held by electronic means, with the assistance of the Secretariat of CITELE, and, on this case, shall be recorded for further consultation (if needed) on the decisions taken.

If, at an extraordinary PCC.I Plenary Session, there is consensus of CITELE administrations on the text of the DRAFT-IAC, and no CITELE administrations oppose it, the Secretariat of CITELE will circulate the final text for at least two weeks to all CITELE administrations as a last call to express their support or opposition.

If no CITELE administration opposes the DRAFT-IAC during the last call, it becomes an IAC and the Secretariat of CITELE will submit the IAC to the ITU, in accordance with ITU rules, deadlines and procedures.

A2. SUPPORT

Members wishing to support a CONTRIBUTION, DRAFT-IAC or IAC under consideration, must do so, either orally in a PCC.I Plenary Session, in case of Step 2 of A1 above, or in writing, in reply to the pertinent circular sent out by the CITELE Secretariat, in case of Step 4 of A1 above.

A3. OPPOSITION

It is understood that administrations opposing a DRAFT-IAC or an IAC will clearly indicate the reasons for their opposition.

Administrations wishing to oppose a CONTRIBUTION, DRAFT-IAC or IAC, must do so during a PCC.I plenary meeting, orally or in writing, at the CORRESPONDENCE GROUP or in reply to the pertinent circular sent out by the CITELE Secretariat, in case of Step 4 of A1 above.

Likewise, it is understood that if a Member chooses to oppose a particular IAC at a STUDY GROUP, WORKING PARTY, RAPPOREUR GROUP or ADVISORY GROUP meeting, that Member will make every effort to inform the CORRESPONDENCE GROUP of its intention as soon as practical.

A4. GENERAL PROVISIONS

A4.1. Support Management

The Member(s) that originally submitted the CONTRIBUTION is (are) to undertake the task of coordinating and developing support for it so that it may become an IAC.

A4.2. Contact points

Communication with the interested Members should be channeled prior to last call through the contact points identified to the CORRESPONDENCE GROUP. Communication related to a last call shall be channeled through the CITELE Secretariat to a specific list of authorities for responding to last calls.

B. PRESENTATION OF AN IAC AT ITU.

One of the CITELE administrations supporting the IAC should be designated as the focal point to present the contribution at the STUDY GROUP, WORKING PARTY, RAPPORTEUR GROUP or ADVISORY GROUP meeting. In the absence of the focal point, other CITELE member that supported the IAC present at the meeting may present the document.

Other interested CITELE members should participate, preferably in person, in the STUDY GROUP, WORKING PARTY, RAPPORTEUR GROUP or ADVISORY GROUP meeting where the contribution will be submitted.

If it is not possible for an interested CITELE member to participate in person in the meeting, he/she should participate remotely in the STUDY GROUP, WORKING PARTY, RAPPORTEUR GROUP or ADVISORY GROUP meeting and indicate a point of contact for the IAC Focal point.

During the discussion at the STUDY GROUP, WORKING PARTY, RAPPORTEUR GROUP or ADVISORY GROUP meeting, the focal point of the IAC should contact the other interested CITELE members in order to coordinate the points of view, either in person or by electronic means through the CORRESPONDENCE GROUP created on Step 2 or 3 of A.1.

The CITELE member presenting the IAC should submit, in the PCC.I meeting that follows the relevant meeting of the STUDY GROUP, WORKING PARTY, RAPPORTEUR GROUP or ADVISORY GROUP, a report with the results of the discussions.

C. FINAL PROVISIONS

Any topic for which no provision is made in this procedure, must be resolved in a plenary session of PCC.I, after consultation with the RAPPORTEURSHIP.

IV. RECOMMENDATIONS

PCC.I/REC. 28 (XXXIII-18)⁶

DEVELOPMENT OF TELECOMMUNICATIONS INFRASTRUCTURE IN RURAL AND REMOTE AREAS TO REDUCE THE DIGITAL DIVIDE

The 33 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technology (PCC.I),

CONSIDERING:

- a) That the digital divide affects 3.8 billion people, 1.2 billion of whom are not covered by a broadband network.
- b) That in the Americas, and mainly in Latin America, more than 60 million people live in areas with no data coverage, which means they have no internet access of any kind in the areas where they live. That reaching these rural, remote, or underserved areas with data coverage to reduce the digital divide and promote the economic, social, cultural, and environmental development of the people who live there is a key challenge.
- c) That United Nations Sustainable Development Goal 9 indicates in its target 9.c that an effort must be made to provide universal and affordable access to the Internet and to substantially increase access to information and communication technology.

RECOGNIZING:

- a) That the Member States face a considerable challenge to develop public policy to promote infrastructure development and investment in rural, remote, or underserved areas.
- b) That regulations in rural, remote, or underserved areas must adapt to the challenges and realities of these areas incentivizing infrastructure deployment.
- c) That, by means of Resolution CCP.I/RES. 268 (XXVIII-16) on the “Implementation of Recommendation ITU-D 19 for the Americas Region”, it is asserted that, despite efforts of Member States over the past few years, the divide in telecommunication/ICT services remains. Nevertheless, on the basis of the development of telecommunication/ICT infrastructure in rural and remote areas, the innovative experience of various countries in the region has been recognized as a result of the participation of communities or small non-profit operators who have guaranteed the availability of affordable and accessible services.

⁶ CCP.I-TIC/doc. 4639/18 rev. 1 cor. 1

REMEMBERING:

- a) That through Resolution CCP.I/RES. 285 (XXXI-17) on “Guidelines for Digital Inclusion and Meaningful Broadband Adoption in the Americas”, the Member States must adopt actions to:
- i. Update public policy regarding the deployment of broadband infrastructure and also the use of spectrum, in line with technological development and innovation to reduce the digital divide.
 - ii. Implement spectrum management policies, especially tax policy, regulatory flexibility, and the need for coordination of various public entities for the development of the Digital Economy.
 - iii. Consider it state policy to deploy national networks based not only on securing a return on investments but also on providing greater coverage and broadband universalization.
- b) That the Member States, at the Seventh Regular Meeting of the Assembly of the Inter-American Telecommunication Commission (CITEL), through the Declaration of Buenos Aires, agreed:
- i. To strengthen cooperation in the drafting of strategies for the deployment of infrastructure and the development of telecommunications/ICT services and applications with the aim to improve connectivity and the social, economic, cultural and environmental development of the Americas.
 - ii. To foster regulatory frames that facilitates public investment and private investment, in addition to public-private partnerships in pursuit of the improvement of quality and diversity of telecommunication/ICT services, with emphasis on remote and underserved areas.
 - iii. To devote special attention to the vulnerable groups and those with specific needs, the indigenous peoples, remote, and/or hard-to-access populations, with the aim of increasing digital inclusion and with the possibility to include the participation of communities in the deployment of their networks.

RECOMMENDS:

1. That the Member States facilitate regulatory models to foster the deployment of infrastructure in rural, remote, or underserved areas, identifying the changes needed in a) Regulatory Policy and b) Models to achieve Universal Access, taking into consideration the examples of Annex 1.
2. That Member States and Associate Members contribute by documenting, compiling, and disseminating actions and experiences that were developed and/or are being developed in the countries of the region in order to incentivize the deployment of infrastructure in rural or remote areas and to reduce the coverage divide annually through the Rapporteurship on Broadband, universal access, digital inclusion and gender equality.

Annex 1

a) Regulatory Policy

- i. Facilitate infrastructure deployment in rural or remote areas by harmonizing, to the extent possible, rules among municipalities for the purpose of reducing impediments for obtaining permits, administrative approvals, and access to the available land and infrastructure.
- ii. Incentivize different models used by Member States that look for solutions to reduce the digital divide in order to provide coverage to rural and remote areas, as well as to indigenous communities, where investment and coverage are not planned or are not profitable for other companies
- iii. Foster conditions in the provision of services that are adapted to the realities, needs, and limitations of rural and remote areas.
- iv. Implement policies that guarantee access to telecommunication/ICT services in rural, remote, and underserved areas.
- v. Consider the participation of non-profit operators and community operators such as telecommunication service providers in order to provide coverage to rural and remote areas that do not have telecommunication/ICT services, as well as in indigenous communities, if that is the case, where investment and coverage are not being planned or are not profitable for other companies.

b) Models to achieve Universal Access

- i. Exchange best practices on models that are financially feasible in unserved areas, including those that are supported by public, private, and public-private programs such as, for example, those implemented through Universal Service Funds or access policies developed and implemented by the States themselves.
- ii. Incentivize the deployment of new networks and the strengthening of existing ones in rural or remote areas through adequate/innovative taxation arrangements
- iii. Identify tax incentives and sources of financing for infrastructure development projects in rural and remote areas.
- iv. Promote policies to use amounts already collected through Universal Service Funds for infrastructure development projects in rural and remote areas.

V. DECISIONS

PCC.I/DEC. 282 (XXXIII-18)⁷

QUESTIONNAIRE ON THE RIGHTS OF TELECOMMUNICATION SERVICE USERS

The 33 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communications Technologies (PCC.I),

DECIDES:

1. To request that the Member States answer the questionnaire that was approved by Resolution PCC.I/RES. 291 (XXXII-18), attached hereto as an annex.
2. To instruct the Secretariat to distribute the attached questionnaire among the Member States and set the deadline for responding at November 30, 2018.

ANNEX TO DECISION PCC.I/DEC. 282 (XXXIII-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? | () | () |
| 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:

⁷ PCC.I-TIC/doc. 4704/18

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:

7. Knowledge of users rights **Yes** **No**

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 they offer? | () | () |
| 7.5.3 Data security and/or privacy? | () | () |

PCC.I/DEC. 283 (XXXIII-18)⁸

CITEL INDEXES OF BROADBAND DEVELOPMENT IN THE AMERICAS REGION

The 33 Meeting of the Permanent Consultative Committee: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To request the Executive Secretary of CITEL to forward to all Members States, the document PCC.I-TIC/doc. 4683/18 rev.1 “CITEL INDEXES OF BROADBAND DEVELOPMENT IN THE AMERICAS REGION”, for their revision and comments.
2. To request Member States send their comments to document mentioned in Decides 1 to the Administration of Peru (relacionesinternacionales@osiptel.gob.pe) with copy to the Secretariat of CITEL (citel@oas.org) until February 8, 2019.
3. To instruct Rapporteurship on Economic Aspects of Telecommunication/ICTs to carry out the collection of information, analysis and precisions that may be necessary to document mentioned in Decides 1, for its submission to Executive Secretariat of CITEL.
4. To instruct the Executive Secretary of CITEL the publication of the document to be sent by the Administration of Peru, according to what it was mentioned in Decides 3.

PCC.I/DEC. 284 (XXXIII-18)⁹

**SUBMISSION OF DRAFT RESOLUTION FOR THE OAS GENERAL ASSEMBLY
“HEMISPHERIC EFFORTS TO COMBAT THE USE OF STOLEN, LOST OR TAMPERED
MOBILE TERMINAL DEVICES” TO THE 35 MEETING OF COM/CITEL”**

The 33 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

⁸ PCC.I-TIC/doc. 4701/18 rev.1 cor. 1

⁹ PCC.I-TIC/doc. 4649/18 rev.1 cor. 2

DECIDES:

- 1) To submit the Draft Resolution on “Hemispheric Efforts to Combat the Use of Stolen, Lost or Tampered Mobile Terminal Devices”, attached to this Draft Decision, to the 35 Meeting of the Permanent Executive Committee COM/ CITEL, for discussion and approval, so that it can be submitted for approval at the 49 Regular Session of the OAS General Assembly.
- 2) To instruct the Executive Secretary of CITEL to send the abovementioned Draft Resolution on “Hemispheric Efforts to Combat the Use of Stolen, Lost or Tampered Mobile Terminal Devices” to CITEL/OAS Member State Administrations, their Permanent Missions to the OAS and CITEL’s Associate Members; requesting to submit their comments by October 15, 2018. These comments will be incorporated into a working document to be drafted by the Secretariat, so that they are made available to the 35 Meeting of the Permanent Executive Committee (COM/CITEL) for discussion and adoption of a Draft Resolution that takes into consideration the consultation results.
- 3) That COM/CITEL is the CITEL body in which the text will be defined and adopted to submit to the OAS General Assembly for its approval.

ANNEX TO DECISION PCC.I/DEC. 284 (XXXIII-18)

**DRAFT RESOLUTION FOR THE OAS GENERAL ASSEMBLY
“HEMISPHERIC EFFORTS TO COMBAT THE USE OF STOLEN, LOST OR TAMPERED
MOBILE TERMINAL DEVICES”**

(Approved at _____ Plenary Session held on _____)

The GENERAL ASSEMBLY,

GIVEN both “CITEL’s Technical Report on the use of stolen, lost or tampered mobile terminal devices” (CP/doc. xxxx/18), as well as COM/CITEL’s Conceptual Framework through which this Resolution was submitted for consideration to the Permanent Council;

CONSIDERING:

The positive impact of mobile telecommunications and the technological developments it entails has meant an increase in the penetration of smart mobile devices, which in turn has brought about a dramatic increase in device theft, in life threatening assaults and crimes resulting in injured victims, turning this into a domestic and regional citizen safety concern with deep social repercussions;

The Judiciary and law enforcement authorities, who are combating this and other crimes, have identified the actions of international criminal organizations devoted to this illegal activity, which has become a lucrative business and a way to maintain communications anonymous;

Given the efforts and progress made internally in each of the Member States to combat this crime, the illegal traffic of stolen devices and parts has increased across borders;

Technological measures, such as blocking both domestic and international mobile networks in stolen devices, are dependent on the devices' security ID, which the criminals proceed to tamper with so as to reintroduce those devices in the market, thus rendering security measures less effective;

BEARING IN MIND:

that the Inter-American Telecommunication Commission - CITEI recognizes the seriousness of this issue, especially in connection with the social repercussions of mobile device theft, it has issued a document on "Regional Measures against Mobile Terminal Device Theft", within the framework of its 19 Meeting of the Permanent Consultative Committee COM/ CITEI I (Telecommunications/ Information and Communications Technologies) - PCC.I in September 2011: Resolution PCC.I/RES.189 (XIX-11). In said Resolution, among other measures, the PCC urges Member States to include provisions in their regulations to ban the activation and use of IDs reported as stolen or lost, or devices from illegal origin, included in domestic, regional or international lists;

RECOGNIZING:

The efforts and progress made by the Member States, the industry (mobile manufacturers and carriers/ operators) and the Judiciary and law enforcement authorities to combat mobile device theft and tampering or duplication;

The progress made in exchange of information on and blocking of stolen devices, with partial success among Member States, using technology and databases provided by the industry; and

The fact that there are applications available to enable users to protect their personal information and render the devices useless, in case of theft or loss.

TAKING INTO ACCOUNT THAT

The exchange of information on stolen or lost mobile devices, and the possibility to block them in mobile networks in all Member States is key to mitigate the consequences of this issue;

Tampering or duplication of stolen or loss devices' unique IDs evades blocking and generates an impact on manufacturers, importers, traders and users of genuine equipment, and therefore high device security standards are required to prevent such tampering, as well as to detect and block/ blacklist those devices with tampered or duplicated IDs.

It is necessary for users to adopt applications that protect their information, and enable them to render their devices useless in order to block access to internet networks and other uses.

Additionally to these technological measures, it is necessary for law enforcement, customs and Judiciary authorities to be part of this action to prevent use, sale, imports and exports of stolen, lost or tampered/ duplicated devices.

RESOLVES TO:

1. Urge Member States to exchange information, block stolen or lost mobile devices that have been reported in other states, and include provisions in their regulations to ban the activation or use of such devices.
2. Invite Member States to work together with the industry in order to increase adoption of anti-theft applications among users, so as to improve device security against ID tampering.
3. Provide incentives so that Member States implement processes to detect and control mobile devices with tampered or duplicated IDs.
4. Urge Member States to strengthen their regulatory frameworks and judicial/ law enforcement actions to combat imports, exports, sale or use of stolen, lost, tampered or duplicated devices.
5. Request Member States and industrial stakeholders to collaborate and assist other Member States in the adoption, strengthening and consolidation of controls to combat the use of stolen, lost, tampered or duplicated devices.
6. Urge Member States, through their CITEL Administrations, to submit biannual reports on this specific matter. These reports shall be analyzed by the relevant CITEL Groups, and as a result of this effort, a chapter on this matter will be included in CITEL's Annual Report, highlighting the following: a) The numbers on theft and life threatening assaults or incidents with injured victims; b) Technology advances that are being implemented to discourage these crimes; and, c) Legislative measures and/or government policies passed or adopted to support public or private efforts referring to this issue.

PCC.I/ DEC. 285 (XXXIII-18)¹⁰

**QUESTIONNAIRE ON THE CURRENT STATE OF PUBLIC POLICY REGULATIONS IN
DIGITAL ECONOMY ISSUES AND SMART CITIES**

The 33 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To invite the Member States to respond to the questionnaire attached to the Annex in this Decision.
2. To instruct the Rapporteur on Technology Innovation, Digital Economy, Internet of Things, Smart Cities and Communities to prepare a report with the results obtained from the questionnaire, and to

¹⁰ CCP.I-TIC/doc. 4642/18 rev. 2

present it at the 34 Meeting of the Permanent Consultative Committee I: Telecommunications / Information and Communication Technologies.

3. To instruct the Secretariat to distribute the questionnaire to the member states, establishing a deadline for their response on December 14, 2018.

ANNEX TO DECISION PCC.I/DEC. 285 (XXXIII-18)

- 1- What entity leads ICT-related policies in your country?
- 2- What entity in your country leads policies related to digital creative industries?
- 3- What entity leads innovation policies in your country?
- 4- What structure does your State have to address the digital economy?
- 5- Does your country have a public policy regarding ICTs? (If so, please provide a link or attach the document.)
- 6- Does your country have regulations/public policies regarding (multiple choice):
 - a. Collaborative Economy
 - b. FINTECH
 - i. Crowd funding
 - ii. Cryptocurrencies
 - iii. Online payment methods
 - iv. Others (describe)
 - c. Insuretech
 - d. Artificial intelligence
 - e. Smart cities
 - f. Virtual reality
 - g. Augmented reality
 - h. Blockchain
 - i. Cloud computing
 - j. 3D printing
 - k. Drones
 - l. Internet of Things
- 7- Does your country have regulations regarding network neutrality? (If so, please provide a link and a brief summary of the regulations.)
- 8- Does your country have regulations regarding personal data protection? (If so, please provide a link and a brief summary of the regulations on the digital environment.)
- 9- Does your country have regulations regarding digital consumer protection? (If so, please provide a link and a brief summary of the regulations.)
- 10- Does your country have regulations regarding algorithms? (If so, please provide a link and a brief summary of the regulations.)
- 11- Does your country have a policy that encourages technology-based ventures? (If so, please provide a link and a brief summary of the policy and the project impact figures)
- 12- Does your country measure the progress of the digital economy (if so, please provide a link and a brief summary of what is measured and how), or does it have an ongoing initiative to measure the progress of the digital economy?
- 13- Does your country have initiatives related to digital transformation of the private sector? (If so, please provide a link, a brief summary of the initiative and the project impact figures.)
- 14- Does your country have initiatives related to the promotion of digital talent? (If so, please provide a link, a brief summary of the initiatives, and their impact figures).
- 15- Does your country have regulations regarding taxes on e-commerce, digital means of payment or digital platforms?

- 16- Do the telecom operators in your country offer digital services? (If so, what services are offered?)
- 17- Please give the most recent penetration rates in your country for:
- a. Mobile telephony
 - b. Fixed Internet
 - c. Mobile Internet
 - d. Smart phones

PCC.I/ DEC. 286 (XXXIII-18)¹¹

QUESTIONNAIRE ON SHORT MESSAGE SERVICES IN CASE OF INCOMING DISASTERS

The 33 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

- 1) To request Member States to respond to the Questionnaire attached in the Annex of the Decision PCC.I/DEC.280 (XXXII-18).
- 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 an informative document with the results of the questionnaire, and to present that document to the 34 Meeting of the Committee.
- 3) To instruct the Secretariat to distribute the questionnaire attached in the Annex of the Decision PCC.I/DEC.280 (XXXII-18) to the member states, establishing February 28, 2019 as the deadline to respond.

ANNEX TO DECISION PCC.I/DEC. 286 (XXXIII-18)

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

Country:

Name of the person answering the survey:

Position/Organization:

Contact E-mail/Phone number:

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

¹¹ CCP.I-TIC/doc. 4702/18 cor. 1

PCC.I/DEC. 287 (XXXIII-18)¹²

**“UPDATED INFORMATION ON RESOLUCIONES, DECISIONS, AND RECOMMENDATIONS
APPROVED BY CITEL”**

The 33 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To establish an *Ad Hoc* Group on "PCC.I Resolutions, Decisions and Recommendations" with the following mandate:

a) To draw up a list of all the Resolutions, Decisions and Recommendations of PCC.I, including all information on the:

- Committee, (i.e., Assembly, COM/CITEL, PCC.I, PCC.II);
- approval date,
- document type (RES / DEC / REC);
- title;
- status (in effect/eliminated)
- instrument that eliminated the RES./REC./DEC. in question

b) To report to the 34 meeting of PCC.I on completion of work in Resolves 1 a);

2. To appoint as a Chair of this *Ad hoc* Group to Mr. João Zanon (zanon@anatel.gov.br) from Brazil and as a Vice-Chairs to Mr. Enrique Rosales Osegueda (enrique.rosales@siget.gob.sv) from El Salvador and Mr. Oscar Messano (cmendez@lacnic.net) from CCAT-LAT.

¹² CCP.I-TIC/doc. 4703/18 cor. 1

VI. LIST OF DOCUMENTS

| | |
|--|--------------------------------|
| Minutes of the Inaugural Session and First Plenary Session: | PCC.I-TIC/doc. 4707/18 rev. 1 |
| Minutes of the Second Plenary Session: | PCC.I-TIC/doc. 4713/18 |
| List of Documents: | PCC.I-TIC/doc. 4629t/18 rev. 3 |
| List of Participants: | PCC.I-TIC/doc. 4630t/18 rev. 2 |
| Final Report of the Meeting: | PCC.I-TIC/doc. 4714/18 |
| Report of the Working Group on Policies and Regulation (WGPR): | PCC.I-TIC/doc. 4708/18 |
| Report of the Working Group on Deployment of Technologies and Services (WGDTS): | PCC.I-TIC/doc. 4709/18 |
| Report of the Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF): | N/D |
| Ad Hoc Group to coordinate strategic initiatives of the OAS related to Telecommunications/ICT: | PCC.I-TIC/doc. 4710/18 |
