ORGANIZACION DE LOS ESTADOS AMERICANOS
ORGANIZATION OF AMERICAN STATES

Comisión Interamericana de Telecomunicaciones
Inter-American Telecommunication Commission

**XXI MEETING OF PERMANENT CONSULTATIVE COMMITTEE I: TELECOMMUNICATIONS/ INFORMATION AND COMMUNICATION TECHNOLOGIES**
September 11 to 14, 2012
San Salvador, El Salvador

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## FINAL REPORT

**(Item on the Agenda: 5)**

**(Document submitted by the Drafting Group)**

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**FINAL REPORT**

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

The XXI Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies was held in San Salvador, El Salvador, September 11 to 14, 2012.

## I.      AGENDA [1]

1.       Approval of the agenda and calendar of activities.

2.       Establishment of the Drafting Group for the Final Report.

3.       Report and meeting of the Working Groups:

  3.1       Working Group on Policy and Regulation (WGPR).
  3.1.1     Rapporteurship on the Rights of users of public telecommunication services.
  3.1.2     Rapporteurship on Internet issues.
  3.1.3     Rapporteurship on Convergence.
  3.1.4     Rapporteurship on Roaming.
  3.1.5     Rapporteurship on Regulatory non-compliance practices and fraud Control in telecommunications/ICT.
  3.1.6     Rapporteurship on Mutual recognition agreements and conformity assessment procedures.
  3.1.7     Rapporteurship on Economic aspects of telecommunications/ICTs.
  3.1.8     Rapporteurship for the preparation of WTSA and WCIT.

  3.2.      Working Group on Development (WGD).
  3.2.1     Rapporteurship on the use of telecommunications in the prevention and mitigation of Catastrophes and Disasters.
  3.2.2     Rapporteurship on Matters of common interest to CITEL and other organizations.
  3.2.3     Rapporteurship on  ICTs for social inclusion.

  3.3.      Working Group on Deployment of Technologies and Services (WGDTS).
  3.3.1     Rapporteurship on Standards, Conformity and Interoperability.
  3.3.2     Rapporteurship on  Network Infrastructure and Service Deployment.
  3.3.3     Rapporteurship on Cybersecurity and Vulnerability Assessment.
  3.3.4     Rapporteurship on Telecommunications Numbering and Addressing.
  3.3.5     Rapporteurship on ICTs, Environment and Climate change.

    3.4       Ad Hoc Group on work methods.

4.       Agenda, venue and date for the XXI Meeting of PCC.I.

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[1]       CCP.I-TIC/doc.  2685/12 cor.1

5.     Approval of the Final Report.

6.     Other Business.


## II.     AUTHORITIES OF THE MEETING

**Alternate Chair:**          Mr. Héctor Carril (Argentina)
**ViceChairs:**               Mr. Oscar Atilio Estrada Valle (El Salvador)
                              Mr. Gonzalo Martín Ruiz Díaz (Peru)


**Executive Secretary:**      Mr. Clovis Baptista (OAS)

**Drafting Group:**

**Chair:**                    Ms. Martha de Saénz (El Salvador)

**Members:**                  Mr. Juan Manuel López Alcoba (Argentina)
                              Ms. Silvia Haro (Ecuador)
                              Mr. Jonathan Siverling (United States of America)

**PCC.I/RES. 205 (XXI-12)** [2]

**TECHNICAL NOTEBOOK "POLICIES FOR THE DEVELOPMENT OF BROADBAND IN THE REGION OF THE AMERICAS"**

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

**RECOGNIZING:**

a)      The impact of Information and Communication Technologies (ICTs) in the economic, cultural and social development of the nations, and the importance of promoting their access and fostering equal opportunities, taking into consideration the needs of the most underprivileged and vulnerable sectors;

b)      That in the context of United Nations, and according to the Millennium Development Goals agreed by all countries, ICTs are a fundamental tool that may contribute to the achieving of goals more important in nature;

c)      That currently the access to telecommunications services and the information and knowledge that may be gained from these has become a factor in social differentiation and positioning between those who have access and those who do not;

d)      That in the context of the Knowledge Society efforts must be oriented to the reduction of social, digital and educational breaches, promoting the use of these technologies as a way  to access information and knowledge;

e)      That the reduction of the digital divide in this context does not only cover the deployment of infrastructure but the generation of capabilities for their profitable use;

f)      Therefore, the States must not only promote access to ICTs but also look after the promotion of their proper use and facilitate their social appropriation;

g)      That, therefore, the use of ICTs must have a strategic position in the public agenda, taking into account that their use allows social inclusion and fosters the development of nations;

h)      That for this reason it is vital to count on the support, commitment and participation of the strategic social actors involved in the before mentioned process:government, private sector and civil society;

i)      And likewise, the International and regional Organizations not only have a key role in the spreading, technical cooperation and assessment of the results but also they provide a ground that enables exchange and mutual collaboration between the most and least developed countries,

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[2]      CCP.I-TIC/doc.  2826/12

**CONSIDERING:**

a)      That in the context of CITEL, the Mexico Declaration approved by the V Regular Meeting of the Assembly of CITEL stated that to continue to move forward in building the Information and Knowledge-based Society in the Americas, it is advisable to reaffirm our commitment to promoting the growth of telecommunication/ICT infrastructure through public and private investment, and to establish mechanisms access at affordable costs, benefiting, mainly the most disadvantaged sectors of the populace;

b)      That along those lines the Assembly approved modifications to the CITEL Statute and Regulations, defined new mandates and terms of reference for the Permanent Consultative Committees and approved the new CITEL Strategic Plan for the 2010-2014 period;

c)      That as a consequence of this, there is a need of uniting efforts and achieving more consensuses between the MemberStates and Associate Members of  CITEL to collaborate in the reduction of the digital divide existing among the countries of the region;

d)      That Item 2 of the new PCC.I Mandate, approved by the V Regular Meeting of the Assembly of CITEL establishes that the development of Telecommunication/ICT infrastructure and services must be encouraged and promoted in the region;

e)      That additionally Item 7 of the above mentioned Mandate establishes that the development and universalization of the Information and Communication Technologies (ICT) and the new convergent Telecommunications/ICT services based on the new technologies must be promoted and encouraged, foreseeing their constant evolution;

f)      That the Mexico Declaration of the V regular Meeting of the Assembly of CITEL stated that the access to broadband for the most part of the population of the Americas is one of the main challenges for Governments, and therefore CITEL as main telecommunications/ICT body of the region must act as a strategic pillar for the establishment of public policies favoring better regional development and integration;

g)      That in the contribution of the World Telecommunication Development Conference of 2010 (WTDC-10) to the Draft Strategic Plan  of the International Telecommunication Union (ITU) it was established that the access to broadband will be considered ever more as a basic service which every citizen must have access to, therefore governments are encouraged to promote policies fostering access network and broadband core network deployment and to share the best practices related to the deployment of the most adequate infrastructure technologies, as well as promoting policies on infrastructure investment and competition based on services,

**TAKING INTO ACCOUNT:**

a)      That the World Telecommunication Development Conference (WTDC-10) adopted Question 7-3/1 "Implementation of broadband access to universal services" as one of the issues to be analyzed by Study Group 1;

b)      That in the last years the States have assumed the internationally agreed commitments and have devoted themselves to the development of national policies and projects in order to promote the universal access to ICTs, in particular encouraging the development of broadband and favoring the development of the necessary infrastructure to foster connectivity and access to the technologies;

c)      That in the context of the above mentioned development-oriented national policies there are various strategies and action methods based on different economic, financial and politic models as well as different technological paradigms;

d)      That likewise these policies may vary according to geographical environments, sociodemographic characteristics; with approaches oriented to groups with special needs, isolated areas, etc;

e)      That finally, the above said models or policies may serve as useful benchmarks for less developed countries;

f)      That likewise the activities and progress assessment carried out to improve connectivity and ICT access may promote the improvement of the implemented policies;

g)      That it would be beneficial for the Member States and the Associate Members to have access to information related to public policies and private initiatives on broadband development and expansion in the region, with the goal of achieving common ground that allows establishing the main guidelines in the matter;

h)      That by virtue of the existence within the CITEL PCC.I of the format Technical Notebook, we understand that it would be beneficial for the region its utilization as data compilation and updating platform in this matter,

**RESOLVES:**

1.      To approve the creation of a Technical Notebook on "Policies for the Development of broadband in the region of the Americas Region", with the goal of providing updated and detailed information of the experiences that the Member States are developing in the matter, including infrastructure expansion and connectivity promotion.

2.      To designate Mrs. Gimena Delorenzi of the Administration of Argentina as Coordinator for this Technical Notebook, who will be in charge of compiling the information contributed by the MemberStates and Associate Members.

3.      To request to the Secretariat of CITEL the distribution of this Resolution among the Administrations so as to begin the information compilation process.

4.      To request Member States to establish a point of contact to exchange information and channel surveys and inquiries regarding the Index of the Technical Notebook on Policies for the Development of Broadband in the Region of the Americas, therefore allowing for a more efficient conveyance of information, in line with the Annex II form.

5.      To request those Member States which have already completed the Technical Notebook Index to update it in accordance with the progress achieved in their respective National Plans.

6.      To repeal Resolution PCC.I/RES. 199 (XX-12)

**ANNEXES TO RESOLUTION PCC.I/RES. 205 (XXI-12)**

**ANNEX I**

**TABLE OF CONTENT**

1. <u>**CURRENT SITUATION**</u>

   **1.1. Country (*We suggest including the following data*)**
   Population
   % rural/urban population
   Households
   Gross Domestic Product (GDP) (in US$)
   GDP per capita (in US$)

   **1.2. Market Indicators (*We request/suggest including the following data*)**

   **1.2.1. Fixed Telephony**
   Number of operators
   Number of lines installed
   Number of lines in service
   Changes over the past 5 years (*or Year-to-Year Changes*)
   Service penetration rate per 100 inhabitants (*Teledensity*)
   Service penetration rate (households)
   Number of public telephony lines

   **1.2.2. Mobile Telephony**
   Number of operators
   Number of lines in service
   Changes over the past 5 years (*or Year-to-Year Changes*)
   Service penetration rate (*Teledensity*)
   Service penetration rate (households)
   Distribution of Lines in Service: Postpayment vs. Prepayment
   Traffic: Voice, SMS and Data

   **1.2.3. Internet**
   Access to the Internet: volume and changes over past 5 years) ("Access to the Internet" comprises both "subscriber accounts" and "users with cost-free access")
   Distribution of "subscriber accounts" vs. "users with cost-free access"
   Number of active accounts/broadband connections (refers to the different types of connection allowing end-users access to the Internet)
   Distribution of broadband vs. Dial Up
   Changes vis-à-vis the year before
   (Broadband) service distribution by type of technology (*Cable modem, xDSL, Wi-Max, satellite, dedicated lines, FTTH, other wireless technologies*)
   Broadband service penetration rate per 100 inhabitants
   Broadband service penetration rate (households)
   Distribution by market segment: Residential vs. Corporate
   Distribution of connections by speed
   Mobile broadband:
   - Number of subscriptions

- Year-to-year changes
- Service penetration rate per 100 inhabitants
- Distribution by market segment: Residential vs. Corporate

1.3. Core regulations: *please specify your country's basic norms with respect to telecommunications, such as*
Framework Law on Telecommunications
Rules governing the provision of fixed and mobile telephony and Internet services
Licensing rules

2. **POLICY** (*This section should describe the strategies being implemented in your country to achieve the objectives put forward at the World Summit on the Information Society (WSIS) with respect to broadband: 1. To connect rural and remote areas and establish community access points; 2. to connect universities, colleges, secondary schools and primary schools, 3. to equip and connect scientific and research centers; 4. to connect public libraries, cultural centers, museums, post offices and archives; 5. to connect health centers and hospitals; 6. to connect all local and central government departments and establish websites and e-mail addresses; 7. To expand broadband access to the Internet. In each case, please specify the following:*

Beneficiaries (*here please provide details on whether a policy is differentiated for particular groups or sectors, such as women, indigenous peoples, youth, or persons with disabilities*)

2.1. Objectives and scope: here we suggest including:

- Policy goals
- Strategic pillars and their spheres of action
- Expected developments
- Impact on society and private players

2.2. Implementation process: *this should include data on:*

- Action Plan
- Planned stages
- Deadlines or proposed milestones
- Suggested metrics to track, based on Core ICT Indicators (ITU Partnership on Measuring ICT for Development):
  o Infrastructure and Access:
  o Fixed & Mobile Broadband subscribers – A4,A5
  o International Bandwidth per population - A6
  o Fixed Broadband tariffs – A8– PIACs (public Internet access centers) per localities by pop. – A10
  o Education:
    o Student to computer ratio – ED4bis.
    o % of schools with Broadband Internet – ED5
    o % of ICT qualified teachers – ED8
  o Business:
    o % of business using computers ( type of connectivity) – B1, B3
    o % of persons employed routinely using computers and Internet – B2, B4
    o % of business with web presence – B5
    o % of business placing and receiving orders over Internet – B7, B8
    o % of business using Internet (type of connectivity) – B9

- Households:
  - % of Households with computer, Internet access – HH4. HH6
  - % of Households w/ Broadband access (type of connectivity) – HH11.

2.3. Financial resources (*This should specify the resources to be tapped to finance the Plan; whether, for instance, they will be drawn from a pre-existing fund, whether it will be necessary to create a fee or tax, whether private sector participation is envisaged, and so on*)
- Total expected amount of investment for completion of the national broadband plan goals;
- Total amount of investment executed;
- Percentage of investment coming from public funds (budget or universal service funds - USF);
- Total amount cumulated by universal service funds – USF;
- Total amount expend yearly from universal service funds – USF;
- Main source of plan funds: tax contributions (total amount collected to USF); regular public budgets (treasury); others (describe and add total amount)

2.4. Strategic players (*Please specify here who will be participating in implementation of the Plan – any ministries or government secretariats, for instance; the private sector; international organizations; nongovernmental organizations, and so on*)

2.5. Specific rules (*Please mention any specific rule adopted to establish the policy*)

2.6. Relevance of the policy for attainment of the Millennium Development Goals (*In this field please specify whether the policy described is expected to have some impact on achievement of the MDGs*).

3. **INFRASTRUCTURE:** We recommend that this section include the following data:

   3.1. Regional Processing Centers (*CORE NETWORK*)
       3.1.1    Switching: Circuit/Packets/Mixed; Types of technology and Physical Devices

   3.2. Transportation (*from the regional center to the last mile*)
       3.2.1    Wired/Wireless; Physical Medium (*fiber optic, copper cabling, etc.*) or Frequency Band; Type of Technology (*WDM, SDH, etc Satellite, PDH, SDH*). and Capacity (Mbps)

   3.3. Access (*last mile*)
       3.3.1    Wired/Wireless; Physical Medium/Frequency Bands; Type of Technology (*ADSL, Cable Modem, FTTH, Wimax, Wifi, LTE, etc.*); Maximum Speeds (*Upload, Download, etc.*) and Subscriber Terminals (*in the case of wireless access only*)

4. **TECHNOLOGICAL INNOVATION**
   4.1. Existing programs for developing broadband technology and applications

**ANNEX II**

**APPLICATION FORM FOR INFORMATION ON THE INDEX OF THE TECHNICAL NOTEBOOK ON POLICIES FOR THE DEVELOPMENT OF BROADBAND IN THE REGION OF THE AMERICAS**

**General Information**

| | |
|---|---|
| Country: | |
| Applicant's name: | |
| Organization: | |
| Phone: | |
| E-mail: | |

**Contact Persons**

Please write down the names of the individuals and organizations in your country related to the Technical Notebook on Policies for the Development of Broadband in the Region of the Americas

| | |
|---|---|
| Country: | |
| Person in charge: | |
| Organization: | |
| Phone: | |
| E-mail: | |

**PCC.I/RES. 206 (XXI-12) [3]**

**AGENDA, VENUE AND DATE FOR THE XXII MEETING OF PCC.I**

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

**RESOLVES:**

1.      To hold the XXII Meeting of the Permanent Consultative Committee I: Telecommunications/ICT in Argentina in date to be confirmed in 2013.

2.      To adopt the Draft Agenda for the XXII Meeting of PCC.I attached to this Resolution.

**ANNEX TO RESOLUTION PCC.I/RES. 206 (XXI-12)**

**DRAFT AGENDA**

1.      Approval of the agenda and calendar of activities.

2.      Establishment of the Drafting Group for the Final Report.

3.      Report and meeting of the Working Groups:

      3.1      Working Group on Policy and Regulation (WGPR).
      3.2      Working Group on Development (WGD).
      3.3      Working Group on Deployment of Technologies and Services (WGDTS).
    3.4 Ad Hoc Group on work methods.

4.      Agenda, venue and date for the XXIII Meeting of PCC.I.

5.      Approval of the Final Report.

6.      Other Business.

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[3]      CCP.I-TIC/doc.  2843/12

## IV. DECISIONS

**PCC.I/DEC. 149 (XXI-12) [4]**

**EXPANDING PARTICIPATION IN CITEL TO INCLUDE THE ACADEMIC COMMUNITY**

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

**DECIDES:**

1.      To instruct the Secretariat of CITEL, in coordination with the Chair of PCC. I and the Rapporteurship on Matters of common interest to CITEL and other organizations, to request the Member States to provide a list of universities/faculties related to aspects in telecommunications/ICT with the goal to consider their participation in CITEL.

2.      To request the Member States to forward this information, as shown in the Annex, to the Secretariat of CITEL, with a copy to the Rapporteurship on Matters of common interest to CITEL and other organizations (msukenik@secom.gov.ar), by November 9, 2012

**ANNEX TO DECISION PCC.I/DEC. 149 (XXI-12)**

**REQUEST FOR INFORMATION TO EXPAND PARTICIPATION
IN CITEL TO INCLUDE THE ACADEMIC COMMUNITY**

Country/Administration: _____

Name of person completing form: _____

Entity/Institution: _____

Contact information: _____

Telephone: _____ Email: _____

Please indicate (use as much space as needed):

University / Faculty
Degree course
Dean/Rector/Director
City
Address
Telephone

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[4] CCP.I-TIC/doc. 2831/12 cor.1

E-mail
Does the university/faculty participate in the ITU Excellence Center project in the Region?
YES   NO
Is the university/faculty a Regional Training Center of CITEL?    YES   NO


**PCC.I/DEC. 150 (XXI-12) [5]**

**TECHNICAL NOTEBOOK 17 "USE OF TELECOMMUNICATIONS IN DISASTER PREVENTION AND MITIGATION"**


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

**DECIDES:**

1.      To thank the administration of Costa Rica for assuming the responsibility as Coordinator of the Technical Notebook 17 "USE OF TELECOMMUNICATIONS IN DISASTER PREVENTION AND MITIGATION" and for the significant improvement in this fundamental resource that has such an important impact on the entire region of the Americas.

2.      To invite the administration of Costa Rica to continue their essential role as Coordinator of the Technical Notebook 17.

3.      To invite the administrations of Colombia and the Dominican Republic to review and improve the "Best Practices in Policy and Regulation" section that describes the experiences of  those countries.

4.      To invite the administrations of  Peru and Chile to review and improve the information regarding regulations that were included as a part of Technical Notebook 17.

5.       To invite Member States to respond to the questionnaire "Telecommunications Management on Disaster Situations" adopted by Decision PCC.I/DEC. 127 (XIX-11) in order to update Technical Notebook 17.

6.      To invite Member States and PCC.I Associate Members  to review Technical Notebook 17  and to submit contributions for this Notebook to the next meeting of PCC.I.

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[5] CCP.I-TIC/doc.  2821/12 rev.2 cor.1

**REQUEST FOR INFORMATION ON A SUPPORT PROGRAM FOR NON-PROFIT COOPERATIVE ORGANIZATIONS PROVIDING TELECOMMUNICATION SERVICES**

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

**DECIDES:**

1.    To ask the Secretariat of CITEL, in coordination with the Chair of the Workgroup on Development and the Rapporteurship on ICTs for Social Inclusion, to send the attached questionnaire to the Member States in order to obtain information on non-profit cooperative organizations providing telecommunication services in the region.

2.    To ask the Member States to send their answers to this questionnaire to the Secretariat of CITEL by November 30, 2012.

**ANNEX TO DECISION PCC.I/DEC. 151 (XXI-12)**

**QUESTIONNAIRE ON A SUPPORT PROGRAM FOR NON-PROFIT COOPERATIVE ORGANIZATIONS PROVIDING TELECOMMUNICATION SERVICES**

Country/Administration: _____

Name of respondent: _____

Entity/Institution: _____

Contact information:

Telephone: _____ E-mail: _____

Please indicate:

1.   Are there any non-profit cooperative organizations providing telecommunication services in your country?

2.   What is the total number of such organizations in your country?

3.   What type of services do they mostly provide? (fixed telephony or landlines, mobile telephony, Internet, television)

4.   Of those services, which percentage of each market corresponds to non-profit cooperative organizations?

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[6] CCP.I-TIC/doc. 2828/12

5. Do non-profit cooperative organizations provide services under an exclusiveness model or do they compete with large operators?

6. What is the teledensity in your country?

7. Of the following training topics, please indicate which would interest cooperative organizations and how many people would be willing to take the training program.

| Topic | Number of people |
|---|---|
| Basic telecommunication regulations | |
| IP network engineering and design | |
| Data network technology | |
| Fiber optic networks | |
| Data and communication security | |
| 4G Network technology | |
| Broadband deployment | |
| Digital terrestrial television systems | |
| Accounting aspects of telecommunications | |
| Others: (provide details) | |

**PCC.I/DEC. 152 (XXI-12)** [7]

**ISSUE OF DISABILITY, INCLUDING PERSONS WITH AGE-RELATED DISABILITIES**

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

**DECIDES:**

1. To create, within the domain of the Rapporteurship on ICTs for Social Inclusion, an Issue that will deal with the topic of "Disability, including persons with age-related disabilities".

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[7] CCP.I-TIC/doc. 2829/12

2.      To designate the Administration of Argentina as the coordinator of this topic, who will be in charge of driving the data collection and following up on the activities carried out and achievements made with respect to access to Telecommunications/ICTs for people with disabilities, including persons with age-related disabilities.

3.      To ask the Secretariat of CITEL to send a liaison communication to the ITU Question 20-1/1 on the "Access to telecommunication/ICT services by persons with disabilities and with special needs", in order to count on updated information on the matter.

4.      To invite the Member States and Associate Members to propose measures and/or guidelines in addition to those established in document CCP.I-TIC/doc. 2765/12, tending to improve the access to telecommunications/ICTs for people with disabilities, in order to meet their special needs and moderate their consequences discrimination, among others.


## PCC.I/DEC. 153 (XXI-12) [8]

### QUESTIONNAIRE TO COMPILE INFORMATION ON POLICIES OR ACTIONS TO IMPROVE THE USE AND OWNERSHIP OF ICT BY WOMEN AND CHILDREN


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

**DECIDES:**

1.      To instruct the Secretariat of CITEL, in coordination with the Chair of the Working Group on Development and the Rapporteurship on ICT for social inclusion, to request from the Member States information on women and children in ICTs, as indicated in the attached questionnaire.

2.      To request the Member States to forward their replies to the questionnaire to the Secretariat of CITEL, with a copy to the Coordinator for compiling the information, Ms. María Victoria Sukenik (msukenik@secom.gov.ar) by October 26, 2012.

3.      To analyze the received responses in coordination with the Inter-American Commission of Women (CIM), an organization with which joint work is being undertaken on the issue.


### ANNEX TO DECISION PCC.I/DEC. 153 (XXI-12)

Below is a questionnaire whose main aim is to compile information on policies, programs, and initiatives being implemented by telecommunication/ICT organizations in the OAS Member States to promote the empowerment of women and children. The replies to this questionnaire will be used as main input for preparing recommendations and resolutions to facilitate the systematization of existing policies, programs, and initiatives.

This document will be made available primarily to telecommunication/ICT organizations and national women's mechanisms, and is expected to contribute to promoting discussions and exchange in the countries in this area.

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[8] CCP.I-TIC/doc. 2829/12

In addition to replying to the questionnaire using the form provided below, it is requested that relevant documents and photographs of different policies, programs, and initiatives be attached for inclusion in the final document prepared on this effort, and for dissemination through a space/forum that CITEL will make available to women and children.

## QUESTIONNAIRE FOR INFORMATION COMPILATION

| | |
|---|---|
| Country | |
| Name of institution | |
| Name of person completing questionnaire | |
| Position | |
| Email | |
| Telephone | |
| Website | |

1. Does your ministry/secretariat have statistics on the use and ownership of Information and Communication Technologies (ICT) that include the gender variable?

   a) Yes   _____ If so, please provide details.
   Size and age ranges of female population
   Educational level
   Income level

b) No _____  Please describe reasons:

2. Does your ministry/secretariat have a law or laws, decree or decrees, policy or policies, or specific government actions to improve access to and use of ICT by women and children?

   a. Yes_____Go to question 3
   b. No _____Go to question 4

3. If your country has a law or laws, decree or decrees, policy or policies, or specific government actions are in place to improve access to and use of ICT by women and children, please complete the table below.  Please note that the information on each case should be provided on different rows. *If there is more than one case, add as many rows as needed.*

| Law(s), decrees(s), policy(ies), program(s), government actions (verbatim title, and date of adoption). Please include a link to a web page. | Source | Objective(s) | Implementation time | How is it being implemented? Please indicate whether it has been evaluated, and the results | Observations |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |

4.      Does your ministry/secretariat have any strategy to promote access to and use of ICT by women and children in its programs, projects, and initiatives?

        a) Yes_____ Go to question 5
        b) No _____ Go to question 6

5.      Please describe the strategy or strategies now being implemented. *Use as much space as needed for your reply.*

_____
_____

6.      Please indicate the reasons why you think that a strategy has not been prepared in this area.  *Use as much space as needed for your reply.*

_____
_____

7.      If policies or government actions exist, do they take account of digital inclusion for women with disabilities?
        c.   Yes _____Go to question 8
        d.   No_____Go to question 9

8.      Please describe the policies or government actions now being implemented. *Use as much space as needed for your reply.*

_____
_____

8.      Please provide for each policy/program/project/initiative the name, objective, start date and duration, most important achievements/outcomes, partnerships and participating entities, amount of financial resources, etc. *If there is more than one case, add as many rows as needed.*

| Name of programs/projects/ policies/initiatives | Start date and duration | Objectives(s) | Achievements/ outcomes | Partnerships and participating entities | Amount of financial resources |
|---|---|---|---|---|---|
|  |  |  |  |  |  |
|  |  |  |  |  |  |

9.      Does your ministry/secretariat have any cooperative relations with your country's national mechanism for the advancement of women (lead entity on gender and policies for the advancement of women)

        a.   Yes_____Go to (c) below.
        b.   No_____Go to (d) below.

        e.   Please describe the cooperation. *Use as much space as needed for your reply.*

_____
_____

f.   What factors do you consider to have prevented such cooperation? *Use as much space as needed for your reply*

10.    Do you know of any existing network or networks, organization, and/or directory of women in the telecommunication/ICT area (government, civil society organizations, private sector) in your country?

11.    Do you know of companies in the telecommunication/ICT sector in your country that promote access to and use of ICT by women and children?

12.    In the academic area in your country, are their specialized degree courses in telecommunications/ICT?  Do these courses promote the incorporation of women?


## PCC.I/DEC. 154 (XXI-12) [9]

### INFORMATION FOR THE INTERNATIONAL TELECOMMUNICATION UNION (ITU) REGIONAL OFFICE


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

**DECIDES:**

1.    To request the CITEL Secretariat to forward a communication to the International Telecommunications Union (ITU) Regional Office informing of the initiative of the Permanent Consultative Committee I: Telecommunications/ICT (PCC.I), to work with aims to expand the participation to the academic sector within the scope of CITEL.

2.    To emphasize the importance of the collaboration received from the Center of Excellence of the Americas Region in training and development in the field of telecommunications/ICT in the region.

3.    To request the CITEL Secretariat to forward a communication to Ms. Melba Lucía de Reyes, former Director of the Center of Excellence of the Americas Region, recently retired, congratulating and thanking her for her work.


## PCC.I/DEC. 155 (XXI-12) [10]

### COOPERATION WITH THE DOMINIC FOUNDATION


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

**DECIDES:**

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[9]    CCP.I-TIC/doc.  2832/12
[10]    CCP.I-TIC/doc.  2833/12 rev.1

1.       To request from the Secretariat of CITEL to establish formal contact with the Dominic Foundation, to establish a process of cooperation to facilitate the exchange of information and the possibility of joint work on the matter of [disability].

2.       To request from the Rapporteurship on matters of common interest to CITEL and other organizations to identify issues of common interest to the Foundation to advance the process of cooperation mentioned above.

3.       To invite Member States and associate members to assist in the identification of issues of interest.


## PCC.I/DEC. 156 (XXI-12) [11]

### WORKPLAN FOR DIAGNOSTIC STUDY ON INTERNATIONAL ROAMING

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

**DECIDES:**

1.       To continue with the diagnostic study on international roaming in the framework of the Rapporteurship on Roaming.

2.       To invite Member States to submit their responses to the questionnaire on international roaming services, or if applicable, to complete and/or update the responses previously submitted, within the deadline described in the Workplan for Diagnostic Study on International Roaming.

3.       To approve the Workplan for Diagnostic Study on International Roaming, that is in the annex to this Decision.

4.       To instruct the CITEL Executive Secretary to communicate this Decision to the Member States.


### ANNEX TO DECISION PCC.I/DEC. 156 (XXI-12)

### WORKPLAN
### FOR THE DIAGNOSTIC STUDY ON INTERNATIONAL ROAMING

The Workplan for preparing the diagnostic study on international roaming for the Americas Region will be implemented according to the following specifications.

| Activity | Priority | Current Status | Estimated Deadline | | Relation to other groups & meetings | Responsibility (person, organization, Member State, etc.) |
|---|---|---|---|---|---|---|
| | | | | | | |

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[11]      PCC.I-TIC/doc  2835/12 rev.1

| Activity | Priority | Current Status | Estimated Deadline | | Relation to other groups & meetings | Responsibility (person, organization, Member State, etc.) |
|---|---|---|---|---|---|---|
| - Submission by Member States of questionnaires<br>- Update of information. | High | In progress | 4 months.<br>Deadline 15 January 2013. | | None. | - Member States that have not yet submitted the questionnaire<br>- Member States that submitted partially filled out questionnaires<br>- Member States that want to update their information |
| - Revision of the responses received from the Member States: prepare the diagnostic report. | High | Standby | 1 month<br>Deadline: 15 February 2013. | | None. | Administration of Peru in collaboration with administrations that wish to collaborate. |
| - Circulate draft diagnostic report for contributions and comments prior to presentation at XXII PCC.I Meeting. | High | Standby | 15 days.<br>Deadline: 28 February 2013. | | None. | Administration of Peru in collaboration with administrations that wish to collaborate. |
| - Present it to CITEL as a document for upcoming CCP.I Meeting. | High | Standby | March 2013. | | None. | Administration of Peru. |

## PCC.I/DEC.157 (XXI-12) [12]

## CREATION OF CORRESPONDENCE GROUP FOR THE REVIEW OF REGIONAL MEASURES FOR IMPROVEMENT OF THE ROAMING SERVICE IN THE REGION

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

**DECIDES:**

1.      To create a Correspondence Group within the Rapporteurship on Roaming of the Working Group on Policy and Regulation, which shall work electronically in between the XXI and XXII meetings of the PCC.1 to review the Draft Recommendation on Regional Measures for the Improvement of Roaming Service in the Region, contained in Document CCP.I-TIC/doc. 2838/12, coordinated by the Administration of Ecuador (Ms. Silvia Haro: silvia,haro@mintel.gob.ec) and the Administration of Peru

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(Mr. Gonzalo Ruíz: gruiz@osiptel.gob.pe and Mr. Alejandro Moscol: amoscol@osiptel.gob.pe), in its capacity as Rapporteurship of this Report.

2.      To invite Member States to forward their comments and contributions regarding the Draft Recommendation on Regional Measures for the Improvement of Roaming Service in the Region, contained in Document CCP.I-TIC/doc. 2838/12, to the Correspondence Group for review at the XXII meeting of the PCC.I.

3.      To instruct the CITEL Executive Secretary to submit this decision to the Member States.


## PCC.I /DEC. 158 (XXI-12) [13]

## TECHNICAL NOTEBOOK "INTERNATIONAL BEST PRACTICES OF MOBILE-TO-MOBILE TERMINATION RATES (MTM-MTR)"


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

**DECIDES:**

1.      To instruct that a technical notebook be created on "International Best Practices of Mobile-to-Mobile Termination Rates (MTM-MTR)[14] to provide updated and in-depth information on experiences in this area under way in the Member States and others regions of the world.

2.      To designate as Coordinators of this technical notebook Ms. Flavia Alves (flavia@tmgtelecom.com) of the Administration of United States of America and Mr. Gonzalo Ruiz Diaz (gruiz@osiptel.gob.pe) of the Administration of Peru.

3.      To create a correspondence group to work electronically between the XXI and XXII Meetings of PCC.I to review and finalize the draft recommendation on "International Best Practices for Mobile to Mobile Regulation," contained in document CCP.I-TIC/doc. 2779/12 rev. 1, coordinated by Ms. Flávia Alves of the Administration of United States of America, and by Mr. Gonzalo Ruiz Diaz and Mr. Alejandro Moscol Salinas of the Administration of Peru.

4.      To adopt the index to the technical notebook contained in the annex hereto.

5.      To instruct the Secretariat of CITEL to forward this Decision to the Member States for their information and dissemination.


### ANNEX TO DECISION PCC.I/DEC. 158 (XXI-12)


1.      Basic data on the market of the country
        a.   Number of operators

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[13]      CCP.I-TIC/doc.2842/12 rev.1
[14]      The technical notebook will be made available on the web page of CITEL.

       b.   Number of lines in service
       c.   Trend in the last five years (*or annual variation*)
       d.   Service penetration (teledensity)
       e.   Service penetration per household
       f.   Distribution of lines in service:  postpaid vs. prepaid
       g.   Traffic: voice, SMS, and data

2.    Regulatory framework on mobile interconnection
3.    Methods used to determine MTR
4.    Trends in the regulation of MTR in the countries
5.    Presentations on seminars, workshops, etc. in this area
6.    Studies and research
       a.     Final Report on Best Practices toward Mobile to Mobile Termination Rate (MTR) Regulation[15]

# PCC.I/DEC. 159 (XXI-12) [16]

## CANDIDACIES FOR STUDY GROUPS OF THE ITU TELECOMMUNICATION STANDARDIZATION BUREAU

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

**DECIDES:**

To support the candidacies thus far presented for the Study Groups of the International Telecommunication Union of the Telecommunication Standardization Bureau, indicated in the Annex to this Decision.

## ANNEX TO DECISION PCC.I/DEC. 159 (XXI-12)

| | 2-Operational aspects of service provision and telecommunications management | 3-Tariff and accounting principles including related telecommunication economic and policy issues | 5-Environment and climate change | 9-Television and sound transmission and integrated broadband cable networks | 11-Signalling requirements, protocols and test specifications | 12-Performance, QoS and QoE | 13-Future networks, including mobile and NGN | 15-Optical transport networks and access network infrastructures | 16-Multimedia coding, systems and applications | 17-Security | TSAG |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Chair | | | | USA | | | | USA | | | CANADA |
| Vice Chair | BRAZIL | ARGENTINA | ARGENTINA | | MEXICO | MEXICO | USA | BRAZIL | USA | BRAZIL | USA |

| | USA | BRAZIL | USA | USA | MEXICO |
|---|---|---|---|---|---|

| | SG 2 REGIONAL GROUP | SG 3 REGIONAL GROUP | SG5 REGIONAL GROUP |
|---|---|---|---|
| Chair | ARGENTINA (*) | | ECUADOR (To be confirmed) |
| Vice Chair | | TRINIDAD AND TOBAGO | BRAZIL PARAGUAY |

(*) To be established at the WTSA-12.

## PCC.I/DEC. 160 (XXI-12) [17]

## CLOSURE OF RAPPORTEURSHIPS

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

**DECIDES:**

1.	To close the following Rapporteurships of the Working Group on Policy and Regulation of PCC.I:
   • Rapporteurship on Convergence
   • Rapporteurship on Mutual recognition agreements and conformity assessment procedures

2.	To instruct the Secretariat of CITEL to duly update the documents that reflect the organizational structure of PCC.I.

## PCC.I/DEC. 161(XXI-12) [18]

## WORK PLAN FOR CHILD ONLINE PROTECTION AND HELP WEBSITE DEVELOPMENT CONTINUITY

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

**DECIDES:**

To approve the Work Plan for Child Protection and Help Website Development Continuity include in Annex A.

### ANNEX TO DECISION PCC.I/DEC. 161(XXI-12)

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[17]	CCP.I-TIC/doc.2844/12
[18]	CCP.I-TIC/doc.2834/12 rev.1

**Work Plan:**

**I.  Collection of Information:**

      a. To send a request for assistance to the Inter-American Children's Institute (IIN), who has expressed an interest in participating in this initiative.  Said request shall contain the information specified in Appendix I.

      b. To send a request for assistance to Child Helpline International (CHI) this request will include the data of the form presented in Appendix II.

      c. To send communications to the Rapporteur on Internet Issues (Mr. Oscar Messano, omessano@ccat.com.ar ) and to the representative of Genos Global, Panama, Ms. Arletty Pinel (APinel @ genosglobal.com), regarding the conditions to host the website.

**II.  Information processing:**

      a. To request the CITEL Secretariat to function as a recipient of the collected data.

      b. To request the CITEL Secretariat, to the extent possible, to collect the following information:

            o Type of child online help initiative.
            o Name of Institution.
            o Contact details.
            o Initiative summary.

**III.  Translation of texts into the prescribed languages:**

The following countries are proposed to assist in the translation of texts on this topic once partial data have been obtained:

Argentina: English/Spanish

Contact: Mr. Guillermo Montenegro (gmontenegro@cnc.gov.ar)

Brazil:   English/Portuguese

Contact: Mr. Tiago Sousa Prado (tiago.prado@anatel.gov.br)

Canada: English/French.

Contact: Mr. Oscar Avellaneda (Oscar.Avellaneda@ic.gc.ca)

**IV.  Website format:**

      a. Homepage: Hosted on the OAS server with the format established by that organization. Currently being developed by Microsoft Mexico.

      b. Content page: Should be in a readable format and oriented mainly towards children, it shall be conducted collaboratively between the following institutions that have expressed an interest in participating. Coordinator: Microsoft Mexico:

            o Microsoft Mexico.
            o Inter-American Children's Institute (IIN)
            o GSMA

**V.  Compilation of all work and development of the entire website.**

To date it is being developed by Microsoft Mexico, however, the eventual addition of new partners is expected.

**VI.  Meeting on child protection.**

Request the administration that will organize the XXII Meeting of the PCC.I to prepare in conjunction with the developers of the initiative, a short duration event related to the work in progress, with the aim of having its official launch, taking into account the progress of the project as of the date of planning of the meeting.

## VII.    Work schedule:

| Activity | Date |
| --- | --- |
| Research on initiatives according to Internet pages (CITEL) | From 20/09 to 20/10 (2012) |
| Gather information on country helplines (CHI) | October (2012) |
| Analyze and summarize information relating to children sent through the reporting channels (ARG) | October/November (2012) |
| Request Information by country on security campaigns for child online protection (IIN) | October (2012) |
| Analyze and summarize information sent by members (CITEL) | October/November (2012) |
| Submit information per country to developers to integrate it into the system (Microsoft - ... ..) | Nov. 2012 – Jan. 2013 |
| Request information related to security recommendations for children online | Nov. 2012 – Jan. 2013 |
| Adapt content for parents, governments, businesses and children (Collaborative Work) | Dec. 2012 – Feb. 2013 |
| Submit information per country to developers to integrate it into the system | Jan. 2013 – Mar. 2013 |
| Support for translation of documents into the official languages of the OAS. | Feb. 2013 – Mar. 2013 |

**Appendix I**

**Information on security campaigns for protecting children online**

The purpose of this section is to record information on the various child online protection campaigns carried out in different countries.

| Organization/unit | Website | Actions performed | Scope | Observations |
|---|---|---|---|---|
| (Name of Institution) | (URL of the institution in the child protection section) | Select the appropriate options<br><br>1. Research<br>2. Training for parents<br>3. Training for teachers<br>4. Training for children<br>5. Implementation of security software in schools<br>6. Preparation of materials:<br>   a. Guides<br>   b. Brochures, leaflets, posters<br>   c. Videos<br>7. Adaptation of curricula<br>8. Denunciation<br>9. Psychological support | Specify the scope of each action | |

**Appendix II**

**Data forms to be completed by CHI on child helplines**

| COUNTRY | CITY | NAME | ACCESS NUMBER | Name of the Organization | Telephone Number | Fax Number | Website | e-Mail | Is it locally accessible? |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | | | | | | | | | |

**SPECIFIC ASPECTS ON DEVELOPING YOUTH BY CITEL'S PCC.I**


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

**DECIDES:**

4.        To request CITEL's Secretariat to send out a communication to the Deputy Secretary General of the OAS to inform him of the specific aspects on developing youth by the PCC-I, which are:

   a.   To promote the use of the phone number 116 or 116111 for administrations to allocate it at a national level to the Children Help Service so as to have a unified regional number, and in that way help children memorize a unique number.

   b.   To develop a web page, within CITEL, that contains the relevant data on the on-line children help initiatives, so as to have another tool for children at risk to be able to ask for help, providing information on the help-lines number and guidelines for parents, children and entities aimed at protecting children on-line.

   c.   To foster the use of ICTs (Information and Communication Technologies) by Women and children, in collaboration with the Inter-American Commission of Women (CIM).

5.        To inform the Deputy Secretary General of the OAS that the following CITEL associate members have informed during the XXI Meeting of the PCC.I, that they are currently developing the following projects related with youth:

   a.   Intel-Brazil: Transformation of the education-investment in the future of youth and the countries (documents 1/188-E, 2/185-E) and other projects here: http://www.intel.com/content/www/us/en/education/master-programs-list.html

   b.   Microsoft-Mexico: Microsoft México – Program for the involvement of young women for their professional development in the area of technology (DigiGirlz), strengthening of technological capabilities among students (Dreamspark). Support for the development of new companies (Bizspark). Information on the projects aimed at young people in Mexico is available in: http://www.microsoft.com/about/diversity/en/us/programs/youth.aspx.

6.        To point out the intention of the Permanent Consultative Committee I Telecommunications/ICT to actively collaborate with matters related to youth.

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[19]        CCP.I-TIC/doc.2840/12 rev.1

# PCC.I/DEC. 163 (XXI-12) [20]

## INCORPORATION OF INFORMATION IN THE FINAL REPORT OF EACH MEETING OF PCC.I

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

**DECIDES:**

1.      To instruct the Secretariat of CITEL to include, as of this meeting and henceforth, in each final report of PCC.I the document numbers and hyperlinks for the reports of the working groups and ad hoc groups.

2.      To request the Executive Committee of CITEL (COM/CITEL) to review the structure of the final reports of the Permanent Consultative Committees (PCCs).

3.      To instruct the Secretariat of CITEL to inform the Permanent Consultative Committee II: Radiocommunications including Broadcasting (PCC.II) of this decision.

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[20]      CCP.I-TIC/doc.2846/12

## V.  LIST OF BASIC DOCUMENTS

| | |
|---|---|
| Summary Minutes of the Inaugural Session and the First Plenary Session: | CCP.I-TIC/doc.  2837/12 |
| Summary Minutes of the Second Plenary Session: | CCP.I-TIC/doc.  2848/12 |
| Summary Minutes of the Third Plenary Session and Closing Session: | CCP.I-TIC/doc.  2853/12 |
| Report of the Working Group on Policy and Regulation (WGPR) | CCP.I-TIC/doc.  2849/12 |
| Report of the Working Group on Development (WGD) | CCP.I-TIC/doc.  2850/12 |
| Report of the Working Group on Deployment of Technologies and Services (WGDTS) | CCP.I-TIC/doc.  2851/12 |
| Report of the Ad Hoc group on Methods of PCC.I | CCP.I-TIC/doc.  2852/12 |
| List of Documents: | CCP.I-TIC/doc.  2683/12 rev.4 |
| List of Participants: | CCP.I-TIC/doc.  2684/12 rev.1 |
| Final Report for the Meeting: | CCP.I-TIC/doc.  2854/12 rev.1 |