



ORGANIZACION DE LOS ESTADOS AMERICANOS
ORGANIZATION OF AMERICAN STATES

Comisión Interamericana de Telecomunicaciones
Inter-American Telecommunication Commission

**XXII MEETING OF PERMANENT CONSULTATIVE
COMMITTEE I: TELECOMMUNICATIONS/
INFORMATION AND COMMUNICATION
TECHNOLOGIES
May 20 to 23 2013
Buenos Aires, Argentina**

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**FINAL REPORT
(Item on the Agenda: 5)
(Document submitted by the Drafting Group)**

Table of Contents

I. AGENDA	5
II. AUTHORITIES OF THE MEETING	6
III. RESOLUTIONS	7
PCC.I/RES. 207 (XXII-13)	7
SEMINAR ON INFORMATION AND COMMUNICATION TECHNOLOGY SERVICE QUALITY, CONTROL AND SUPERVISION	7
PCC.II/RES. 208 (XXII-13)	9
SUPPORT FROM THE ADMINISTRATIONS FOR CONTINUITY OF THE REGULAR FUND BUDGET FOR CITEL AND FOR THE HOLDING OF THE VI REGULAR MEETING OF THE ASSEMBLY OF CITEL	9
PCC.I/RES. 209 (XXII-13)	12
AGENDA, VENUE AND DATE FOR THE XXIII MEETING OF PCC.I	12
PCC.I/RES. 210 (XXII-13)	13
INTERNATIONAL ROAMING SERVICE RATES DATABASE	13
PCC.I/RES. 211 (XXII-13)	35
TECHNICAL NOTEBOOK ON INTERNATIONAL CROSS-BORDER ROAMING	35
PCC.I/RES. 212 (XXII-13)	37
TECHNICAL NOTEBOOK ON CONFORMANCE AND INTEROPERABILITY	37
PCC.I/RES. 213 (XXII-13)	38
SEMINAR ON TOOLS, ROLES AND OTHER CONSIDERATIONS FOR COMBATING SPAM	38
PCC.I/RES. 214 (XXII-13)	41
SEMINAR ON WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE OR E-WASTE)	41
PCC.I/RES. 215 (XXII-13)	44
CREATION OF AN AD HOC GROUP TO DISCUSS AND DEVELOP CITEL PROPOSALS TO THE ITU-T REVIEW COMMITTEE	44
IV. RECOMMENDATIONS	45
PCC.I/REC.17 (XXII-13)	46
UTILIZATION OF TECHNOLOGY TO FACILITATE COMMUNICATION WITH CHILD HELPLINES	46
PCC.I/REC. 18 (XXII-13)	47
PREMISES FOR THE CREATION AND/OR UPDATING OF REGULATIONS RELATED TO QUALITY OF SERVICE (QoS) FOR TELECOMMUNICATION SERVICES	47
PCC.I/REC. 19 (XXII-13)	48

INTERNATIONAL BEST PRACTICES FOR MOBILE TO MOBILE TERMINATION RATES REGULATION	48
PCC.I/REC. 20 (XXII-13)	51
REGIONAL MEASURES TO IMPROVE THE INTERNATIONAL ROAMING SERVICE IN THE REGION .51	
PCC.I/REC. 21 (XXII-13)	54
TELECOMMUNICATIONS IN THE EVENT OF DISASTERS AND/OR CATASTROPHES	54
PCC.I/REC. 22 (XXII-13)	56
STRATEGIES FOR THE DEPLOYMENT OF BROADBAND PLANS IN THE AMERICAS REGION.....	56
V. DECISIONS	59
PCC.I/DEC. 164 (XXII-13)	59
QUESTIONNAIRE ON NUMBERING AND ADDRESSING IN MACHINE-TO MACHINE (M2M) COMMUNICATION	59
PCC.I/DEC. 165 (XXII-13)	61
INFORMATION TO COMPLETE THE CONTENTS OF THE CHILD PROTECTION AND HELP WEBSITE 61	
PCC.I/DEC. 166 (XXII-13)	62
CONCLUSION OF THE TECHNICAL NOTEBOOK 15 ON “NUMBER PORTABILITY - TECHNICAL AND STANDARDS OVERVIEW” AND TECHNICAL NOTEBOOK 16 ON “ENUM”	62
PCC.I/DEC. 167 (XXII-13)	62
TECHNICAL NOTEBOOK 20 “BEST INTERNATIONAL PRACTICES ON MOBILE TO MOBILE TERMINATION RATES (MTM-MTR)”	62
PCC.I/DEC. 168 (XXII-13)	63
CITEL CONTRIBUTION TO ITU-T REVIEW COMMITTEE	63
PCC.I/DEC. 169 (XXII-13)	64
DEPLOYMENT OF INTERNET CONNECTIVITY INFRASTRUCTURE IN THE AMERICAS REGION.....	64
PCC.I/DEC.170 (XXII-13)	65
REPORT ON DIAGNOSTIC OF INTERNATIONAL ROAMING.....	65
PCC.I/DEC. 171 (XXII-13)	65
ACKNOWLEDGING THE ACTIVE INVOLVEMENT OF ACADEMIA IN THE FRAMEWORK OF CITEL ..65	
PCC.I/DEC. 172 (XXII-13)	66
II CONTINENTAL SUMMIT OF INDIGENOUS COMMUNICATION.....	66
PCC.I/DEC. 173 (XXII-13)	66
TERMINATION OF THE PROJECT “COMPENDIUM OF IPv6 INTEROPERABILITY ISSUES”	66
PCC.I/DEC. 174 (XXII-13)	67
UNITED STATES EXAMPLES OF TECHNICAL GUIDELINES FOR GOVERNMENTAL INFRASTRUCTURE TOPICS ON CLOUD COMPUTING	67
PCC.I/DEC. 175 (XXII-13)	67
NATIONAL PLAN CURUGUATY - PARAGUAY.....	67
PCC.I/DEC. 176 (XXII-13)	68

ENCOURAGING CONTRIBUTIONS ON THE TECHNICAL NOTEBOOK 8 “PROTECTION OF TELECOMMUNICATIONS CRITICAL INFRASTRUCTURE”	68
PCC.I/DEC. 177 (XXII-13)	68
INVITATION TO MEMBER STATES TO CONSIDER RECENT UNITED STATES OF AMERICA GOVERNMENT ACTIVITIES TO PROTECT CRITICAL INFRASTRUCTURE AND INFORMATION SYSTEMS IN THEIR COUNTRY	68
PCC.I/DEC. 178 (XXII-13)	69
INVITATION TO MEMBER STATES TO CONSIDER REPORTS DEVELOPED IN ITU-D STUDY GROUP 1, Q22/1 (CYBERSECURITY) ON NATIONAL COMPUTER SECURITY INCIDENT RESPONSE TEAMS (CSIRTs) AND PUBLIC-PRIVATE PARTNERSHIPS	69
PCC.I/DEC. 179 (XXII-13)	70
CANDIDACIES FOR THE REGIONAL GROUPS FOR THE AMERICAS OF THE STUDY GROUPS OF THE TELECOMMUNICATION STANDARDIZATION BUREAU (ITU-T)	70
VI. LIST OF BASIC DOCUMENTS	71

FINAL REPORT

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

The XXII Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies was held in Buenos Aires, Argentina, May 20 to 23, 2013.

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 CITELE and other organizations
 - 3.2.3 Rapporteurship on ICTs for social inclusion
 - 3.3 Working Group on Deployment of Technologies and Services (WGDTTS)
 - 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 XXIII Meeting of PCC.I.

¹ CCP.I-TIC/doc. 2859/13 rev.2

5. Approval of the Final Report.
6. Other Business.

II. AUTHORITIES OF THE MEETING

Alternate Chair:	Mr. Héctor Carril (Argentina)
ViceChairs:	Mr. Gonzalo Martín Ruiz Díaz (Perú)
Executive Secretary:	Mr. Clovis Baptista (OAS)
Drafting Group:	
Chair:	Ms. Solana Solana de Aspiazu (Argentina)
Members:	Mr. Peter L Chau (Canada) Mr. Fernando Hernández (Uruguay)

III. RESOLUTIONS

PCC.I/RES. 207 (XXII-13)²

SEMINAR ON INFORMATION AND COMMUNICATION TECHNOLOGY SERVICE QUALITY, CONTROL AND SUPERVISION

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

CONSIDERING:

- a) That certain Member States are considering conducting studies that would lead to the implementation of measures in line with the current situation of information and communication technologies (ICT) services with respect to the quality, control and surveillance that these services require in their countries;
- b) That CITELE has made efforts to regularly schedule seminars on a variety of subjects of interest for all the countries;
- c) That one of the mandates of PCC.I is to promote coordination, planning, and harmonization among Member States with regard to general technical standards and service quality in coordination with relevant international standards;
- d) That one of CITELE's duties requires it to conduct studies on public policymaking in telecommunications/ICT;
- e) That it would be useful to hold a Seminar on ICT Service Quality, Control and Surveillance in the Americas Region to exchange viewpoints among CITELE members and to assess dynamic models that would lead to effective ICT service control and surveillance and also to look for inputs to design an information and communication technology service quality model,

RECOGNIZING:

- a) The usefulness of seminars as an effective mechanism to focus attention on important current issues and raise the level of knowledge about them;
- b) That Administrations and other organizations are constantly providing information on the best way to conduct ICT service control and surveillance activities in their countries;
- c) That it is very beneficial to exchange information among CITELE Member States, their Associate Members and Permanent Observers to the OAS about the design of a standard model for ICT service quality and a model for the control and surveillance of these services in the Americas Region and to draw up the methodology to implement this work in the framework of PCC.I,

² CCP.I-TIC/doc. 2898/13 rev.2

RESOLVES:

1. To commend and thank the Administration of Colombia for its initiative of holding a Seminar on Information and Communication Technology Service Quality, Control and Surveillance.
2. To hold a one day Seminar on “Information and Communication Technology Service Quality, Control and Surveillance” on November 4, 2013 in Colombia.
3. To request the chair of PCC.I to invite and urge CITELE Member States and Associate Members of PCC.I to attend this event and submit information and contributions about their experiences and measures adopted for Information and Communication Technologies (ICT) service quality, control and surveillance in their countries.
4. To request CITELE Member States and Associate Members to share their experiences and research about this matter.
5. To inform CITELE Member States, Associate Members and Permanent Observers interested in attending this seminar that they can contact CITELE to coordinate their participation.
6. The results and conclusions of the seminar will be presented at the next meeting of Permanent Consultative Committee I (PCC.I).
7. Establish that this Seminar will be organized in collaboration with the International Telecommunication Union.
8. That this Seminar will not generate costs for PCC.I.

INSTRUCTS THE EXECUTIVE SECRETARY OF CITELE:

To send a request of collaboration to organize this Seminar to the International Telecommunication Union.

ANNEX TO RESOLUTION PCC.I/RES. 207 (XXII-13)

Seminar on ICT Service Quality, Control and Supervision

November 4, 2013

Proposed Agenda

1. Opening (Introductory words, organization and appointment of moderators)
2. The situation in Colombia and Presentation of the Colombian ICT Control and Surveillance Model
3. Contributions by guest experts on ICT Control and Supervision
4. Views of the companies of the sector
5. Panel on perspectives for the development of models for control and supervision of ICT services
 - Control and Supervision Policy
 - Technical Audits
 - Report Verification

- Administration of Improvement Plans
 - Publicizing Quality Outcomes
 - Quality Control Resources
 - Penalty System
6. Contribution by experts on quality of mobile services and Mobile Cellular Telephony
 7. Panel on quality of ICT services provision
 - Policy on Quality of ICT services
 - Views of the industrial sector
 - Penalty System
 8. Conclusions
 9. Closure

PCC.II/RES. 208 (XXII-13)³

**SUPPORT FROM THE ADMINISTRATIONS FOR CONTINUITY OF
THE REGULAR FUND BUDGET FOR CITEL AND FOR
THE HOLDING OF THE VI REGULAR MEETING OF THE ASSEMBLY OF CITEL**

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

CONSIDERING:

- a) That the Organization of American States (OAS), as stipulated in Article 1 of its Charter, was founded with the objective of achieving in its Member States “an order of peace and justice, to promote their solidarity, to strengthen their collaboration, and to defend their sovereignty, their territorial integrity, and their independence”;
- b) That CITEL is a high-level specialized advisory body of the OAS, leader in the region in all aspects involving telecommunications/information and communication technologies (ICTs), representing to the world the aspirations and cultural diversity of different regional players, with the aim of achieving the region’s full integration into the Information and Knowledge-based Society;
- c) That the mission of CITEL is to facilitate and promote the integral and sustainable development of telecommunications/ICTs in the Americas based on the principles of universality, solidarity, transparency, equity, reciprocity, nondiscrimination, technological neutrality, and resource optimization, taking account of the environment and sustainable human development to benefit society in every country of the region;
- d) That the 2012 Annual Report of CITEL considered the budgetary constraints of the OAS and presented Resolution COM/CITEL RES. 249 (XXVI-12), on “Securing financial sustainability during 2013 and beyond”;

³ CCP.I-TIC/doc. 2984/13

e) That Resolution COM/CITEL RES. 247 (XXVI-12), adopted by the XXVI meeting of COM/CITEL last December 2012, deals with “Preparations for the Sixth Regular Meeting of the CITEL Assembly” which is programmed for February 2014, in the Dominican Republic;

f) That by Resolution AG/RES. 2702 (XLII-O/12), “Use of Telecommunications/Information and Communication Technologies to Build an Inclusive Information Society,” approved by the OAS General Assembly, at its forty-second regular session, held in Cochabamba, Bolivia, June 3 to 5, 2012, established that:

“MINDFUL that CITEL continues to occupy an ideal position as an inclusive regional forum for information exchange, coordination, debate, and harmonization of national, regional, and international telecommunication/ICT strategies and policies, and for information exchange on international telecommunication/ICT with a view to achieving access to telecommunications/ICT; and

REAFFIRMING the nature, objectives, and functions of CITEL, whose mission is “to facilitate and promote the integral and sustainable development of telecommunications/ICTs in the Americas based on the principles of universality, solidarity, transparency, equity, reciprocity, nondiscrimination, technological neutrality, and resource optimization, taking account of the environment and sustainable human development to benefit society in every country of the region,”

RESOLVES:

1. To urge the Member States to promote and encourage the existence of appropriate telecommunications/ICT that contribute to sustainable development in the region, with special interest in underserved areas, sharing experiences and initiatives on telecommunications/ICT through seminars, workshops, and other hemispheric forums to encourage the dissemination of best practices and avoid duplication of effort.

2. To instruct CITEL to remain a forum for dialogue, coordination, and cooperation in the telecommunication area in the Hemisphere and to maintain a high level in providing technical assistance and capacity-building in the Member States, as appropriate and in accordance with the Plan of Operations for 2012, which includes activities in the following areas: preparation of inter-American proposals for the World Radiocommunication Conference, the World Telecommunication Standardization Assembly, and the World Conference on International Telecommunications of the International Telecommunication Union; promotion and development of and debate on new services and technologies; and coordination, planning, and consensus-building among the Member States with regard to tariff and economic matters and harmonization of radio spectrum use, taking special account of the need to prevent and avoid harmful interference, and of protection against the electromagnetic non-ionizing emissions.

3. To encourage the promotion of nondiscriminatory access to telecommunication/ICT media, services, and applications, including applied research with a view to meeting the demand for modern telecommunication/ICT services and applications.

4. To instruct the General Secretariat of the OAS to continue to provide the Secretariat of CITEL the support necessary to ensure continuity in the implementation of its mandates.

5. To instruct CITEL to continue conducting, organizing, or sponsoring the studies necessary to highlight the contribution of ICTs and their applications in integral development.

6. To request the General Secretariat to report to the General Assembly, at its forty-third regular session, on the implementation of this Resolution. Execution of the activities envisaged in this Resolution will be subject to the availability of financial resources in the program-budget of the Organization and other resources.”

g) That to hold the VI Regular Meeting of the Assembly of CITEL, a cooperation agreement is signed between the host Administration and the OAS,

RECOGNIZING:

That in recent years, expenditure priorities from the annual budget from the OAS have had to be assigned in a more detailed and focused manner, taking account of the needs and political Decisions of the countries, and

BEARING IN MIND:

a) That for some years, Administrations have taken the initiative of arranging through their respective Ministries of Foreign Affairs for their Permanent Missions to the OAS to seek to ensure that the financial support that is necessary to continue the work of CITEL is maintained and to hold the Sixth Regular Meeting of the Assembly of CITEL;

b) That the Sixth Regular Meeting of the Assembly of CITEL will be held from February 10 to 13, 2014,

RESOLVES:

1. To encourage all Member States to request their respective Permanent Missions to the OAS to propose the continued allocation of budgetary resources to CITEL from the Regular Fund of the OAS and for the necessary fund for the holding of the Sixth Regular Meeting of the Assembly of CITEL, programmed for February 10 to 13, 2014, based on the spirit of Resolution AG/RES. 1224 (XXIII-O/93) and pursuant to Article 52 of the Organization’s Charter.

2. To request the Chair of PCC.I to forward this Resolution through the corresponding channels for the information of the Administrations and of the Permanent Executive Committee of CITEL (COM/CITEL) at its next meeting.

INSTRUCTS THE EXECUTIVE SECRETARY OF CITEL:

To forward this Resolution to the Chair of the Permanent Consultative Committee II (PCC.II) for his information and corresponding purposes.

PCC.I/RES. 209 (XXII-13) ⁴

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

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

RESOLVES:

1. To hold the XXIII Meeting of the Permanent Consultative Committee I: Telecommunications/ICT in Mendoza, Argentina, October 8 to 14, 2013.
2. To adopt the Draft Agenda for the XXIII Meeting of PCC.I attached to this Resolution.

ANNEX TO RESOLUTION PCC.I/RES. 209 (XXII-13)

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 (WGDTTS)
 - 3.4 Ad Hoc Group on work methods
 - 3.5 Ad Hoc Group of the Plenary on the Structure and the VI Assembly
 - 3.6 Ad Hoc Group on ITU-T Review Committee
4. Agenda, venue and date for the XXIV Meeting of PCC.I.
5. Approval of the Final Report.
6. Other Business.

⁴ CCP.I-TIC/doc. 3015/13

INTERNATIONAL ROAMING SERVICE RATES DATABASE

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

RECOGNIZING:

- a) The importance that Member States may have information on the rates that are been applied by the international roaming service (voice, SMS and data) between Member States by the various operator companies offering mobile service, in such a way that their behavior in time may be assessed;
- b) The usefulness of having a database concentrating rate information applicable to the roaming service, which will be made available to all Member States so that they may use the information in the evaluations they wish to make,

CONSIDERING:

- a) That one of the topics of special interest in the issue of international roaming service refers to the level of rates that operator companies have been collecting;
- b) That in order to carry an evaluation of the rates that have been applied to international roaming it becomes necessary to initiate compilation thereof among Member States;
- c) That, as a pilot experience, compilation may be initiated of international roaming service rates, where the postpaid contractual modality applies as well as for international roaming communications between Member States, so as to later broaden the compiled information scope, depending on obtained outcomes,

TAKING INTO ACCOUNT:

That it will be beneficial for Member States to have a database of international roaming service rates, which is updated periodically, in order to evaluate its behavior,

RESOLVES:

- 1. To approve the creation of an international roaming service rate database.
- 2. To approve the International Roaming Rates Information Delivery Form, included in Annex, which includes information on the lowest rate applied to outgoing and incoming calls and SMSs to and from the country of origin, as well as the lowest rate applied to data service for 1 Mbyte. Member States may attach technical notes in the Roaming Rates Information Delivery Form so as to clarify the estimation methodology adopted.
- 3. To provide that the rates information to be delivered by Member States be the one in force by March 31, June 30, October 31, and December 31 of each year, which delivery must be fulfilled no later

⁵ CCP.I-TIC/doc. 2951/13 rev.1

than thirty (30) calendar days after the above mentioned dates. First delivery will be that of October 31, 2013 and will be submitted not later than November 30, 2013.

4. To designate Mr. Gonzalo Ruiz Díaz, Chairman of the Peru Administration (gruiz@osiptel.gob.pe), as the Coordinator of international roaming rates information compilation.

5. To request that CITEC Executive Secretary distribute among Members States the International Roaming Rates Information Delivery Form.

6. To request that CITEC Member States respond the International Roaming Rates Information Delivery Form.

ANNEX I TO RESOLUTION PCC.I/RES. 210 (XXII-13)

INTERNATIONAL ROAMING RATES FORM

MEMBER STATE	: (Member State providing information. The user is the traveler)
INFORMATION DATE	: (Rates compiled with MONTH-YEAR Format)
CONTRACTUAL MODALITY	: POST-PAID
TYPE OF COMMUNICATION	: OUTGOING CALL TO OWN COUNTRY (per minute)

The lowest rate applied must be included. Do not include promotions. Include taxes in US\$.

COUNTRY VISITED	Operator 1 of Member State	Operator 2 of Member State	...
Antigua and Barbuda			
Operator 1			
Operator 2			
...			
Argentina			
Operator 1			
Operator 2			
...			
Bahamas (Commonwealth of)			
Operator 1			
Operator 2			
...			
Barbados			
Operator 1			
Operator 2			
...			
Belize			
Operator 1			
Operator 2			
...			
Bolivia			
Operator 1			
Operator 2			
...			
Brazil			
Operator 1			
Operator 2			
...			

Canada			
Operator 1			
Operator 2			
...			
Chile			
Operator 1			
Operator 2			
...			
Colombia			
Operator 1			
Operator 2			
...			
Costa Rica			
Operator 1			
Operator 2			
...			
Cuba			
Operator 1			
Operator 2			
...			
Dominica (Commonwealth of)			
Operator 1			
Operator 2			
...			
Dominican Republic			
Operator 1			
Operator 2			
...			
Ecuador			
Operator 1			
Operator 2			
...			
El Salvador			
Operator 1			
Operator 2			
...			
Grenada			
Operator 1			
Operator 2			
...			
Guatemala			
Operator 1			
Operator 2			
...			
Guyana			
Operator 1			
Operator 2			
...			
Haiti			

Operator 1			
Operator 2			
...			
Honduras			
Operator 1			
Operator 2			
...			
Jamaica			
Operator 1			
Operator 2			
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Mexico			
Operator 1			
Operator 2			
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Nicaragua			
Operator 1			
Operator 2			
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Panama			
Operator 1			
Operator 2			
...			
Paraguay			
Operator 1			
Operator 2			
...			
Peru			
Operator 1			
Operator 2			
...			
Saint Kitts and Nevis			
Operator 1			
Operator 2			
...			
Saint Vincent and the Grenadines			
Operator 1			
Operator 2			
...			
Saint Lucia			
Operator 1			
Operator 2			
...			
Surinam			
Operator 1			
Operator 2			
...			
Trinidad and Tobago			
Operator 1			

Operator 2			
...			
United States of America			
Operator 1			
Operator 2			
...			
Uruguay			
Operator 1			
Operator 2			
...			
Venezuela (Bolivarian Republic of)			
Operator 1			
Operator 2			
...			

MEMBER STATE	: (Member State providing information. The user is the traveler)
INFORMATION DATE	: (Rates compiled with MONTH-YEAR Format)
CONTRACTUAL MODALITY	: POST-PAID
TYPE OF COMMUNICATION	: INCOMING CALL FROM OWN COUNTRY (per minute)

The lowest rate applied must be included. Do not include promotions. Include taxes in US\$.

COUNTRY VISITED	Operator 1 of Member State	Operator 2 of Member State	...
Antigua and Barbuda			
Operator 1			
Operator 2			
...			
Argentina			
Operator 1			
Operator 2			
...			
Bahamas (Commonwealth of)			
Operator 1			
Operator 2			
...			
Barbados			
Operator 1			
Operator 2			
...			
Belize			
Operator 1			
Operator 2			
...			
Bolivia			
Operator 1			
Operator 2			
...			
Brazil			
Operator 1			
Operator 2			
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Canada			
Operator 1			
Operator 2			

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Chile			
Operator 1			
Operator 2			
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Colombia			
Operator 1			
Operator 2			
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Costa Rica			
Operator 1			
Operator 2			
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Cuba			
Operator 1			
Operator 2			
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Dominica (Commonwealth of)			
Operator 1			
Operator 2			
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Dominican Republic			
Operator 1			
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Ecuador			
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El Salvador			
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Grenada			
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Guatemala			
Operator 1			
Operator 2			
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Guyana			
Operator 1			
Operator 2			
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Haiti			
Operator 1			
Operator 2			
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Honduras			
Operator 1			
Operator 2			
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Jamaica			
Operator 1			
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Mexico			
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Nicaragua			
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Panama			
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Paraguay			
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Peru			
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Saint Kitts and Nevis			
Operator 1			
Operator 2			
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Saint Vincent and the Grenadines			
Operator 1			
Operator 2			
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Saint Lucia			
Operator 1			
Operator 2			
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Surinam			
Operator 1			
Operator 2			
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Trinidad and Tobago			
Operator 1			
Operator 2			
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United States of America			

Operator 1			
Operator 2			
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Uruguay			
Operator 1			
Operator 2			
...			
Venezuela (Bolivarian Republic of)			
Operator 1			
Operator 2			
...			

MEMBER STATE	: (Member State providing information. The user is the traveler)
INFORMATION DATE	: (Rates compiled with MONTH-YEAR Format)
CONTRACTUAL MODALITY	: POST-PAID
TYPE OF COMMUNICATION	: OUTGOING SMS TO OWN COUNTRY (per message)

The lowest rate applied must be included. Do not include promotions. Include taxes in US\$.

COUNTRY VISITED	Operator 1 of Member State	Operator 2 of Member State	...
Antigua and Barbuda			
Operator 1			
Operator 2			
...			
Argentina			
Operator 1			
Operator 2			
...			
Bahamas (Commonwealth of)			
Operator 1			
Operator 2			
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Barbados			
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Belize			
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Bolivia			
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Costa Rica			
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Cuba			
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Trinidad and Tobago			
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Uruguay			
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Venezuela (Bolivarian Republic of)			
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MEMBER STATE	: (Member State providing information. The user is the traveler)
INFORMATION DATE	: (Rates compiled with MONTH-YEAR Format)
CONTRACTUAL MODALITY	: POST-PAID
TYPE OF COMMUNICATION	: INCOMING SMS TO OWN COUNTRY (per message)

The lowest rate applied must be included. Do not include promotions. Include taxes in US\$.

COUNTRY VISITED	Operator 1 of Member State	Operator 2 of Member State	...
Antigua and Barbuda			
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Operator 2			
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Argentina			
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Operator 2			
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Bahamas (Commonwealth of)			
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Operator 2			
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Barbados			
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Operator 2			
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Belize			
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Bolivia			
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Canada			
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Colombia			
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Costa Rica			
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Cuba			
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Dominica (Commonwealth of)			
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Trinidad and Tobago			
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United States of America			
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Uruguay			
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Venezuela (Bolivarian Republic of)			
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MEMBER STATE	: (Member State providing information. The user is the traveler)
INFORMATION DATE	: (Rates compiled with MONTH-YEAR Format)
CONTRACTUAL MODALITY	: POST-PAID
TYPE OF COMMUNICATION	: DATA (per 1 Megabyte)

The lowest rate applied per Megabyte must be included. Do not include promotions. Include taxes in US\$.

COUNTRY VISITED	Operator 1 of Member State	Operator 2 of Member State	...
Antigua and Barbuda			
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Bahamas (Commonwealth of)			
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TECHNICAL NOTEBOOK ON INTERNATIONAL CROSS-BORDER ROAMING

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

RECOGNIZING:

- a) That the aim of the work of the Rapporteurship on Roaming is to provide the Member States with tools to obtain elements necessary for developing specific policies to improve international roaming services provided;
- b) That one aspect of general international roaming issues is the specific consideration of cross-border roaming, which is directly associated with, among other things, problems of unintentional roaming;
- c) That Member States efforts must be joined in order to obtain information on progress made by other entities or organizations regarding measures that might be adopted specifically to address cross-border roaming to benefit those living in border areas;
- d) That it is also important to gain awareness of experiences of Member States or other countries regarding binational or multinational agreements and/or treaties for the implementation of cross-border roaming measures;
- e) That information and experiences must be shared to enable the Member States to evaluate the implementation of possible solutions in addressing international roaming services in border areas,

CONSIDERING:

- a) That the terms of reference of the Rapporteurship on Roaming includes, among other activities, identifying and evaluating experiences and international agreements of Member States of CITELE that promote the development of cross-border international roaming services;
- b) That it is necessary for the Member States to have information on studies and consulting assignments, as well as regulatory measures being adopted and international agreements signed by Member States on international cross-border roaming,

TAKING INTO ACCOUNT:

- a) That it would benefit the Member States to have centralized information on all initiatives on international cross-border roaming being developed and adopted in the different entities and/or organizations;
- b) That one of the objectives of the Rapporteurship on Roaming is to provide the Member States with tools needed to take steps to improve international roaming services provided;

⁶ CCP.I-TIC/doc. 2952/13 cor.1

c) That this compilation of experiences and documents is a first step in evaluating best practices and establishing a regional work plan, based on similar criteria, promoting non-discriminatory treatment between countries;

RESOLVES:

1. To approve the creation of a Technical Notebook on “International Cross-border Roaming” to provide updated and detailed information on any experiences, measures, and studies implemented, and/or binational and/or multinational agreements developed by the Member States of CITELE.
2. To designate as Coordinator of this Technical Notebook the Administration of Peru, represented by Mr. Gonzalo Ruiz Díaz from the Administration of Peru (gruiz@osiptel.gob.pe), who will be tasked with compiling the information contributed by the Member States and Associate Members, as well as the ongoing update thereof.
3. To approve the Table of Contents of the Technical Notebook contained in the Annex hereto.
4. To request the Secretariat of CITELE to distribute this Resolution to the Administrations to launch the information-compilation process.
5. To request the Member States of CITELE to provide information for inclusion in the Notebook.

ANNEX TO RESOLUTION PCC.I/RES. 211 (XXII-13)

**TABLE OF CONTENTS OF THE TECHNICAL NOTEBOOK
ON INTERNATIONAL CROSS-BORDER ROAMING**

1. Information on studies prepared by the regulatory agency, ministry, or other state entity of the Member State.
2. Information on studies carried out by other countries, international entities.
3. Information on international agreements signed by the Member States.
4. Information on regulatory measures on cross-border roaming adopted (standards, legal measures).

TECHNICAL NOTEBOOK ON CONFORMANCE AND INTEROPERABILITY

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

CONSIDERING:

- a) That conformance and interoperability discussions have been ongoing within the Working Group on Deployment of Technologies and Services (WGDTS) since early 2010;
- b) That the ongoing mandate of the Rapporteur Group on Standards, Conformance and Interoperability includes:
 - i) studying ICT standards development activities and the conformance of products and network deployments to ICT standards,
 - ii) focusing on the continued evolution toward converged networks with the intent to ensure interoperability of network equipment, networks, and services, and,
 - iii) producing documentation (e.g., Technical Notebooks) that facilitate information sharing and raises awareness of the standards development, conformity assessment and interoperability activities that best serve the current and future needs of the users of these networks throughout the Region,
- c) That, since 2010, successive CITEI PCC.I meetings have examined conformance and interoperability in the Americas Region (testing programs, inter-american proposals (IAP) development) as well as the progress of the Conformance and Interoperability Testing (CIT) Program at the International Telecommunication Union (ITU);
- d) That CITEI IAPs on Interoperability were forwarded to the ITU Plenipotentiary Conference (PP-10) (Guadalajara, October 2010) and to the World Telecommunications Standardization Assembly 2012 (WTSA-12) (Dubai, November 2012), and that the IAPs promoted the analysis of conformance and interoperability mechanisms to prove their viability and, prior to implementation, follow a “step-by-step” approach - the first step being the identification of interoperability and conformity problems in the Americas Region;
- e) That recent Global Standards Collaboration (GSC) meetings have provided additional insight and experiences regarding interoperability in various Regions (including the Americas) as well as assessments of the ITU CIT Program, and
- f) That ITU representatives have provided a number of presentations to PCC.I on the content and progress of the ITU CIT Program and these presentations have detailed the ITU’s interoperability consultation meetings, conformity assessment program, interoperability events program, capacity building and testing facilities in developing countries, and the development of a CIT business plan,

⁷ CCPI-TIC/doc. 3009/13

RESOLVES:

1. To create a Technical Notebook on “Conformance and Interoperability” as a repository of relevant and current Conformance and Interoperability reference material for PCC.I information sharing and as source material for future external communications (e.g., liaisons, inter-american proposals (IAPs)).
2. To urge the Member States and Associate Members to contribute to the contents of this Notebook and utilize it for the purposes of sharing information, raising awareness, and drafting future documents on this topic.

ANNEX TO RESOLUTION PCC.I/RES. 212 (XXII-13)**RECOMMENDED CONTENTS OF THE TECHNICAL NOTEBOOK ON
CONFORMANCE AND INTEROPERABILITY**

The Technical Notebook should include relevant reference material from:

- a) CITEL PCC.I (documents, presentations, IAPs) ;
- b) Regional Standards Development Organizations (especially from within the Americas Region);
- c) ITU CIT Program (program elements, presentations, action plan, ITU Resolutions).

Contents of the Technical Notebook should provide information on:

- a) issues and impediments in assessing product conformance with standards and in ensuring interoperability;
- b) mechanisms and methodologies that assist in the evaluation of product and network conformance to existing standards (test specifications, protocol implementation conformance statements);
- c) the selection of standards/options that maximize interoperability and the testing programs that verify particular interworking and interoperability scenarios.

PCC.I/RES. 213 (XXII-13)⁸**SEMINAR ON TOOLS, ROLES AND OTHER CONSIDERATIONS FOR COMBATING SPAM**

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

RECOGNIZING:

- a) That the Inter-American Telecommunication Commission (CITEL) of the Organization of American States (OAS) and the Internet Society have entered into a Cooperation Agreement (“Agreement”) to cooperate with each other on matters of common interest within the scope of their general objectives;

⁸ CCPI-TIC/doc. 2930/13 rev.2

- b) That specific areas for possible cooperation under the Agreement include Access and Multilingualism, Internet policy, Internet security and Internet and development. In particular,
- i. Promoting access to Internet in OAS Member States, especially by communities that are currently deprived from access to Internet (Rural and Remote communities, Women, the Disabled, etc.);
 - ii. Promoting the increasing use of the languages of the OAS Member States on the Internet;
 - iii. Organizing joint activities to increase the awareness of policy makers on Internet policy issues;
 - iv. Organizing Internet policy discussions and debates;
 - v. Assisting member countries to participate in worldwide Internet policy discussions;
- c) The Inter-American Telecommunication Commission (CITEL) of the Organization of American States (OAS) relationship with the International Telecommunication Union (ITU);
- d) That the World Conference on International Telecommunications (WCIT-12) in 2012 has added to the International Telecommunication Regulations a new Article 7 on the subject of unsolicited bulk electronic communications: “Member States should endeavor to take necessary measures to prevent the propagation of unsolicited bulk electronic communications and minimize its impact on international telecommunication services. Member States are encouraged to cooperate in that sense.”;
- e) That the World Telecommunication and Standardization Assembly of 2012 (WTSA-12) Resolution 52 “Countering and combating spam” (Dubai, 2012) resolves to continue to support ongoing work, in particular in Study Group 17, related to countering spam (e.g. e-mail) and to continue collaboration with the relevant organizations in order to continue developing, as a matter of urgency, technical Recommendations with a view to exchanging best practices and disseminating information through joint workshops, training sessions, etc.;
- f) That the challenges of improving Internet access are multifaceted, particularly in developing countries. They include, for example, access to technical skills and knowledge, the regulatory and policy environment for information and telecommunications services, and broader economic and market factors, language diversity, and the diffusion and reliability of basic exchanges of information and experiences related to Internet services and infrastructure management;
- g) That there is a need for both policy approaches, industry best practices, partnerships and technical tools that will empower developing regions so that they can better manage the amount of unwanted and unsolicited forms of spam that impact their Internet access;
- h) The Internet depends on actions and partnership between many stakeholders to address unwanted and unsolicited forms of spam;
- i) That increasing access to the Internet while reducing the cost to users is a priority for CITEL,

RECOGNIZING FURTHER:

- a) That the Internet Society has served as the international organization for global coordination and cooperation on the Internet since 1992, promoting a broad array of activities focused on the Internet's development, availability, and associated technologies throughout the Americas and in other regions;
- b) That CITEL and the Internet Society have the shared goal of building the capacity of the OAS Member States to face the challenges and benefits of a global and technology-driven economy;

- c) That one of the objectives of CITEL's PCC.I is to serve as a telecommunication advisory body of CITEL with respect to new policy, regulatory, and economic matters arising as a result of the rapid evolution of telecommunications;
- d) That ITU is the United Nations specialized agency for information and communication technologies (ICTs) and is also a global Standards Developing Organization (SDO) that develops technical standards to counter spam and build confidence and security in the use of ICTs;
- e) That the format of the Seminar proposed by the Internet Society is a six hour program for high-level policy-makers and key regional stakeholders focusing on spam mitigation, tools and risks. The Seminar will address unwanted and unsolicited forms of communications known as spam and the roles of policy makers, the role of the technical community and the industry considerations that need to be taken into account;
- f) That the Seminar is designed to promote regional awareness of the tools, approaches and partnerships that can be used to mitigate spam;
- g) That the Seminar will introduce existing technical experts who are involved in spam mitigation so that a dialogue among the participants can occur to gain a better understanding of what exists to address the proliferation of spam;
- h) That this activity is of interest to the Rapporteur Group on Internet Issues;
- h) That this proposed collaboration will positively contribute to the Working Group on Policy and Regulatory,

NOTING:

That the topics suggested by the Internet Society for the Seminar involve issues capable of generating a significant impact in the Americas and which are within CITEL's PCC.I mandate,

BEARING IN MIND:

That a Seminar examining the spam mitigation techniques, policy considerations and technical roles, along with the collaboration needed to consider issues concerning spam and the management of unwanted and unsolicited communications that flow over the Internet in the Americas is both relevant and timely,

RESOLVES:

1. To hold a Seminar on "Tools, Roles and other considerations for Combating Spam" the day before the XXIII meeting of PCC.I, jointly offered and organized by the Internet Society, the ITU and the PCC.I. The attached Annex offers a draft description of said Seminar.
2. To appoint the Rapporteur on Cybersecurity and Vulnerability Assessment and Mr. Andres Piazza of LACNIC as Coordinators of the Seminar in representation of PCC.I., who will work together with Mr. Sebastian Bellagamba from Internet Society and ITU
3. That this Seminar will be held without using CITEL's financial resources.

ANNEX TO PCC.I RESOLUTION PCC.I/RES. 213 (XXII-13)

DRAFT DESCRIPTION

The Workshop will begin with an introductory discussion of “definitions” – the goal is to demonstrate that spam or unwanted and unsolicited forms of communications is a complex subject that has many meanings. This will also help to frame the workshop’s discussion to unwanted traffic and not free speech or other content control aspects as those are out of scope for this workshop.

Three highly interactive panels of expert’s discussion tracks will follow:

- Role of Tools – discussion of what software and equipment options that governments and network operators can consider implementing as part of a spam, malware, and botnet mitigation program.
- Role of Governments – discussion of policy development based on existing examples and models of what other countries have adopted to mitigate spam, malware and botnets. The Policy Makers will discuss legislative approaches, regulatory processes, and enforcement criteria with a government that has enacted spam legislation.
- Role of Industry and the Technical Community – discussion of existing industry organizations where technical experts from network operators, Internet Service Providers (ISPs), other applications, services and email providers develop practices and codes of conduct to mitigate spam and its impact to Internet access. Including establishment of a trust community, introduction to Industry Standards and Best Practices, partnerships with Governments, risks associated with spam mitigation, and establishing relationships to mentor and assist stakeholders facing unwanted consequences from mitigation adoption.

PCC.I/RES. 214 (XXII-13)⁹

SEMINAR ON WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE OR E-WASTE)

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

CONSIDERING:

- a) The importance of strengthening coordinated action between environmental and health authorities, authorities regulating telecommunications, and the private and academic sectors to manage waste electrical and electronic equipment (WEEE or e-waste);
- b) The relevance/need of developing and implementing policies, legislation, rules and regulations, standards, strategies, programs and projects related to electrical and electronic waste -including ICTs- in an environmentally responsible manner;

⁹ CCPI-TIC/doc. 3014/13

- c) The need to provide training on the handling of e-waste and to promote an environmentally sound management of electronic equipment that has completed its life cycle by means of guidelines based on sustainable development, overhauling and repair of used information technology equipment, and the environmentally sound recycling and recovery of computer components that have reached the end of their life cycle;
- d) The actions undertaken by the PCC.I through its Rapporteurship group on that matter,

TAKING INTO ACCOUNT:

- a) The Central American Workshop on the Environmentally Responsible Management of Waste Electrical and Electronic Equipment (WEEE or e-waste) held in El Salvador on March 21, 2013 that adopted the Central American and Caribbean Agenda on Environmentally Responsible Management of Electrical and Electronic Waste;
- b) The importance of Resolution 79 (Dubai, 2012) on e-waste adopted by the World Telecommunication Standardization Assembly urging the ITU to undertake activities associated to capacity-building and the implementation of recommendations, methodologies, and other publications on the environmentally responsible activities related to e-waste;
- c) ITU expertise in the execution of projects, including those aimed at reducing the standardization gap of e-waste by means of ITU-T international standards and the ITU tool-kit on the handling of equipment at the end of their life cycle,

RECOGNIZING:

- a) The commitment undertaken at the World Summit on The Information Society (WSIS) (Geneva 2003, Tunisia 2005) and its follow-up, which prioritizes the environmentally responsible and global management of e-waste;
- b) The actions carried out by the United Nations Environment Programme (UNEP) in cooperation with the Partnership for Action on Computer Equipment (PACE);
- c) The importance of reutilizing and recovering material that contributes to the continuous operation of the equipment and reinstates the economic value of all the equipment or parts of equipment collected;
- d) That the issue includes all types of wire and wireless telecommunication equipment;
- e) That the ITU has offered to co-organize a seminar with the PCC.I,

RESOLVES:

1. To hold a Seminar on “electrical and electronic waste – (e-waste)” during the XXIII meeting of the PCC.I.
2. To appoint Mr. Eduardo Gabelloni from the Administration of Argentina as Coordinator of the Seminar in coordination with the ITU.
3. To propose as draft agenda the one under the Annex hereof.
4. To announce that the Seminar will be free of charge for CITEL.

5. To invite PCC.I members to participate actively in this event and to submit contributions on the given topic.

6. To include in the seminar agenda organizations and institutions currently addressing the issue, and encourage them to participate in the event. Examples of organization such as:

- Cooperation agencies like the United Nations Environment Programme (UNEP);
- Equipment manufactures and major e-waste recycling experts.

INSTRUCT THE EXECUTIVE SECRETARY OF CITEL:

To disseminate widely the Seminar among Administrations and Associate Members, and among the regional sector organizations familiar with the topic and with the activities carried out by CITEL.

ANNEX TO RESOLUTION PCC.I./RES. 214 (XXII-13)

DRAFT AGENDA

The main purpose of the workshop is presenting a best-practice scenario for international policies, regulation and standardization with a view to improving e-waste management. Discussions will approach the waste electrical and electronic equipment (WEEE) negative environmental and human health consequences, but also the opportunities afforded in job creation, health prevention, reduction of greenhouse gases, as well as the economic incentives to recover valuable metals based on information and communication technologies (ICT) scrap, surplus or obsolete material.

08.30 - 09.30 a.m.

Registration

09.30 - 10.00 a.m.

Opening ceremony

10.00 - 11.00 a.m.

Session 1 – The complexity of the RAEE (or e-waste) issue

The electronic industry has revolutionized the world: electrical and electronic products are technologies which have invaded the world. Widespread use of electrical and electronic equipment (EEE) has sensitized the population on their positive effects, such as the reduction of the digital divide, but also the deleterious effects for health and the environment, entailed in inefficient waste management once EEE life cycle has come to an end (WEEE or e-waste).

This session will present the steps now being taken to solve the e-waste problem throughout the world.

11.00 - 11.30 a.m.

Coffee break

11.30 a.m. - 1.00 p.m.

Session 2 – The role of policies and standards in e-waste management

ITU will present, among other things, ITU-T Recommendations on e-waste management, including its own universal-charger standard and the tool to manage ICT equipment at the end of their life cycle, which is part of ITU's environmental sustainability tool.

The session will also approach the importance of the legal and regulatory framework for e-waste.

1.00 - 2.30 p.m.

Lunch

2.30 - 4.00 p.m.

Session 3 – What to do now with e-waste resources?

Alarming reports have been received on poor e-waste management in many countries, in particular those which are less developed or with transition economies. E-waste is one of the major environmental consequences stemming from ICT industries, and it is urgent to take global measures in order to solve this problem if the industry is to fulfill its commitment to a sustainable future.

This session will offer a discussion platform on what to do as of now with e-waste.

4.00 - 4.30 p.m.

Coffee break

4.30 - 5.00 p.m.

Closing ceremony

PCC.I/RES. 215 (XXII-13)¹⁰

CREATION OF AN AD HOC GROUP TO DISCUSS AND DEVELOP CITEL PROPOSALS TO THE ITU-T REVIEW COMMITTEE

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

CONSIDERING:

- a) That the World Telecommunications Standardization Assembly held in Dubai, November 2012 (WTSA-12), approved Resolution 82 “Strategic and structural review of the ITU Telecommunication Standardization Sector” which is available at <http://www.itu.int/pub/T-RES-T.82-2012>;
- b) That Resolution 82 establishes a new committee, called the Review Committee (RevCom), which will report through the Telecommunication Standardization Advisory Group (TSAG) to the World Telecommunication Standardization Assembly (WTSA-16);
- c) That through its terms of reference, the Review Committee (RevCom) will:
 - examine the adequacy of the current structure of Telecommunication Standardization Sector (ITU-T) to facilitate the Sector’s continued evolution;
 - review the current coordination and collaborations mechanisms with other standards bodies and propose improvements;
 - work with the existing International Telecommunication Union (ITU) regional groups, including the regional groups of the ITU-T Study Groups, and take into consideration their contributions;

¹⁰ CCPI-TIC/doc. 2982/13 rev.1

- d) That RevCom will meet at least once each year immediately prior to TSAG;
- e) That RevCom meetings not adjacent to TSAG may take place in the ITU regions, associated with an ITU event;
- f) That the work of RevCom on ITU-T structure and relations with other standards development organizations is of critical importance to PCC.I;
- g) That much of the future strategic direction of the ITU-T will be influenced by RevCom and it is essential that the voice of the Americas region be heard,

RESOLVES:

To establish a CITEI PCC.I Ad Hoc Group on the ITU-T Review Committee for the discussion and development of CITEI proposals to this Committee.

ANNEX TO RESOLUTION PCC.I/RES. 215 (XXII-13)

AD HOC GROUP ON THE ITU-T REVIEW COMMITTEE

1. MANDATE

To discuss and develop CITEI proposals to the ITU-T Review Committee.

2. AUTHORITIES

Chair: Mr. Jim MacFie (Canada)

Vice-chair: Ms. Maria Victoria Sukenik (Argentina)

Vice-chair: Mr. Tiago Sousa Prado (Brazil)

3. TERMS OF REFERENCE

The Ad hoc Group on the ITU-T Review Committee (AGRC) will:

Be responsible for the discussion and development of CITEI proposals to the ITU-T Review Committee;

- Examine the adequacy of the current structure of ITU-T to facilitate the Sector's continued evolution;
- Review the current coordination and collaboration mechanisms with other standards bodies and propose improvements;
- Report to PCC.I;
- Normally meet face-to-face at each meeting of PCC.I;
- Work by correspondence between face-to-face meetings.

IV. RECOMMENDATIONS

**UTILIZATION OF TECHNOLOGY TO FACILITATE COMMUNICATION WITH CHILD
HELPLINES**

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

CONSIDERING:

That, in the framework of the Working Group on Deployment of Technologies and Services, several studies have been carried out regarding the feasibility of identifying one single regional phone number for child helpline services,

RECOMMENDS:

That the Administrations promote the use by mobile service providers of a smart phone application to automatically dial a child helpline-service number, containing a database of all the numbers dedicated to said service in the region, and that will select the number on the basis of location.

INSTRUCTS THE SECRETARIAT OF CITEL:

1. To circulate the application and to submit it to all Administrations via its webpage, once it has been developed by the team created by the Working Group on Deployment of Technologies and Services.
2. To inform that for consultations please contact the coordinator of this subject Mr. Guillermo Montenegro (gmontenegro@cnc.gov.ar) from the Administration of Argentina.

¹¹ CCPI-TIC/doc. 2995/13

PREMISES FOR THE CREATION AND/OR UPDATING OF REGULATIONS RELATED TO QUALITY OF SERVICE (QoS) FOR TELECOMMUNICATION SERVICES

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

CONSIDERING:

- a) That the topics related to the technology used for the development of different telecommunication services have been studied within the Working Group on Deployment of Technologies and Services, creating different technical notebooks that include topics related to Networks to access telecommunication services, network interoperability and network infrastructure, among others;
- b) That also, within the study of the different telecommunication services, it has been observed that it is becoming increasingly frequent to establish traffic of different services through the same network infrastructure;
- c) That an important aspect of regulation is to establish Quality of Service parameters for the telecommunication services;
- d) That to this end there are different Recommendations, technical documents, etc. from organizations that create standards (Telecommunication Standardization Sector (ITU-T), the European Telecommunications Standards Institute (ETSI), etc.) that could serve as basis for the identification of these parameters;
- e) That the Telecommunication Standardization Bureau (TSB) of the International Telecommunication Union (ITU) has been working on quality of service and quality of experience (users' perceived quality) and safety;
- f) That the World Telecommunications Development Conference (WTDC), through Resolution 64 (Hyderabad, 2010) instructed, *inter alia*, the Director of the Telecommunication Standardization Bureau to continue the ongoing coordination activities with the Telecommunication Standardization Sector of ITU with regard to quality of service and quality of experience (perceived quality);
- g) That, in general, Administrations have drafted Quality Regulations associated to each service which no longer reflect the technical or market situation in terms of telecommunications,

RECOGNIZING:

- a) The stipulations of the International Telecommunications Regulations, approved at the World Conference on International Telecommunications (Dubai, 2012) in its articles 3.1, 3.4, 4.1, 4.2 and 4.3;
- b) The reports submitted by Study Group 12 (SG-12) of ITU-T during the last World Telecommunication Standardization Assembly (Documents 11 and 12 of the WTSA-12) (Dubai 2012), expressing the importance of establishing Quality of Service and Quality of Experience (Perceived Quality) parameters for the multiple telecommunication services currently provided;

¹² CCPI-TIC/doc. 2989/13 rev.1

RECOMMENDS:

1. That the Member States direct their efforts to develop Quality of Service standards, establishing parameters that reflect market quality;
2. That these parameters include the users' perspective and expectations, taking into account the attributes most important for them;
3. That the Member States study the possibility to tend to have only one text for Regulations establishing the quality parameters for multiple telecommunication services;
4. That the procedures and methodology used to measure parameters be grouped according to each modality and specific service;
5. That they evaluate the possibility of publishing the values of the measures of the quality parameters obtained in their respective institutional web pages.

PCC.I/REC. 19 (XXII-13)¹³

INTERNATIONAL BEST PRACTICES FOR MOBILE TO MOBILE TERMINATION RATES REGULATION

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

TAKING INTO ACCOUNT:

- a) That the Rapporteurship on "Economic aspects of telecommunications/ICTs" resolved to establish a Study Question for the to assess the status of Mobile Termination Rates (MTR) in the Region in order to produce an: "assessment of the status of MTR in the Region; identification and assessment of cost models and methodologies used in the Region for the purposes of setting MTR, where applicable; study and assessment of the competitive impact of MTR in the Region; and identification of best practices for regulation and opportunities for harmonized approaches, where applicable;"¹
- b) That, in the framework of Resolution PCC.I/RES. 178 (XVII-10), a preliminary work plan was established for the Study Question, which included, among other tasks, to develop a Report, based in part on responses to a Questionnaire on Termination Rates from mobile to mobile; as well as to identify the critical regulatory and economic issues associated with setting MTRs from mobile to mobile;

¹³ CCPI-TIC/doc. 2873/13

¹ PCC.I/RES. 178 (XVII-10) "Development of a study on Mobile Termination Rates (MTR) in the region."

c) That within the timeframe between the XVIII and the XXII PCC.I meetings, responses to the Questionnaire on the MTRs regulation were received from 21 Member States, out of 35 countries in the Americas;²

d) That, pursuant to the mandate of the Study Question, and having received answers to the Questionnaire from various Member States³, the United States of America, as Co-coordinator, submitted a comprehensive document entitled “Report based on the Responses to the Questionnaire on MTR” at the XIX Meeting of PCC.I in Salta, Argentina⁴;

e) That the XIX Meeting of PCC.I decided to convene a half-day Seminar on MTRs Regulation in conjunction with the XX Meeting of PCC.I in Buenos Aires, Argentina to share experiences from regulators and the industry, and raise awareness of regulatory developments within the Region⁵,

CONSIDERING:

a) That the conclusions of the Seminar on MTR Regulation are included in the final report of the Policy and Regulatory Group (WGPR) of the XX Meeting of the PCC.I⁶;

b) That the XX Meeting of the PCC.I decided that the Co-coordinators of the Study Question would update the Final Report on MTRs submitted to the XIX Meeting of PCC.I, as well as identify best practices and opportunities for harmonized approaches to address MTRs Regulation, in order to reduce costs for consumers and enable a fairer, more competitive mobile services market⁷;

c) That, by means of Resolution PCC.I/RES. 178 (XVII-10) and Decision PCC.I/DEC. 139 (XX-12), a complete study on MTRs regulation in Member States, as well as the feasibility of adopting international best practices toward MTRs Rates in the Americas region, has been developed and submitted to the XXI Meeting of PCC.I in Salvador, El Salvador,

CONSIDERING FURTHER:

a) That, as a product of the Final Report, it was found that harmonization initiatives for MTRs regulation have been developed in various regions around the world over the last several years, including through sub-regional organizations such as the Eastern Caribbean Telecommunications Authority (ECTEL), and that this is a relevant regulatory issue specifically in Calling Party Network Pays (CPNP) countries;

² Responses were received from Antigua and Barbuda, Argentina, Brazil, Canada, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Saint Vincent and the Grenadines, United States of America, Uruguay, and Venezuela.

³ The following countries responded to the Questionnaire: Argentina, Brazil, Canada, Colombia, Costa Rica, Dominican Republic, El Salvador, Mexico, Peru, the United States of America, Uruguay, and Venezuela. Canada has also submitted a general input to the MTR Study Question.

⁴ CCP.I-TIC/doc. 2344 (XIX-11) “Report based on the Responses to the Questionnaire on MTR.”

⁵ Resolution PCC.I/RES. 193 (XIX-11).

⁶ CCP.I-TIC/doc. 2664/12 (XX-12).

⁷ Decision PCC.I/DEC. 139 (XX-12).

b) That other sub regional groups, such as the Andean Community of Nations (Bolivia, Colombia, Ecuador and Peru) and the Southern Common Market (Argentina, Brazil, Paraguay, Uruguay and Venezuela), have moved to establish common interconnection principles;

c) That, as evidenced by the responses to the Questionnaire, as well as by the Final Study on MTR regulation, although different approaches exist between Member States in setting mobile termination rates, as the mobile market has matured in the Region, a trend has evolved in many Member States to develop MTR regulation in line with international best practices;

d) That the findings of the Final Report suggest it is of the utmost importance for the Region's countries, in particular those operating under the CPNP system, to identify and enable the use of similar principles and methodologies to determine the cost of mobile termination, leading to more efficient regulation, a fairer, more competitive mobile services market; and lower prices for consumers,

RECOGNIZING:

a) That it is within the mandate of the Rapporteurship on "Economic aspects of telecommunications/ICTs" to "develop studies on the economic aspects and principles governing rates and/or prices of telecommunications/ICT services and analyze the need for new or adapted charging and accounting mechanisms for the delivery of those services in the Region;"

b) That it is also within the mandate of the Rapporteurship on "Economic aspects of telecommunications/ICTs" to conduct surveys of "best practices that can be considered in the regulatory frameworks of the member countries,"

NOTING:

That the Final Study found that:

a) Most countries with CPNP systems have policies or regulations that follow the principle of cost-orientation with regard to interconnection and MTR regulation;

b) A trend has developed to implementing efficient economic cost modeling when adopting MTRs;

c) In the region, countries are shifting to an international best practice principle based on long run incremental costing (LRIC) in order to exclude costs that are not directly attributable to the service;

d) In countries with robust competition, and in the receiving party pay regime, the MTRs are significantly lower than the countries without competitive mobile markets;

e) On another hand, there are countries that have been using the concept of Bill and Keep for the purposes of determining termination charges,

RECOMMENDS:

1. That CITEL Member States, according to their possibilities and taking into account their particular market conditions, as well as the pertinent national policies, may incorporate the following principles and approaches when developing MTR Regulations or Policies, that are founded on international best practices:

a. MTRs that are regulated by competent authorities should be cost-oriented.

- b. When determining MTRs, regulatory authorities should prefer models that reflect costs of a hypothetical operator.
 - c. In countries that adopt long run incremental costs (LRIC), it would be preferable that regulatory authorities that determine MTRs allocate costs that are attributable only to mobile termination service and exclude non-attributable costs.
2. That CITEL Member States can complementarily adopt other models and principles that allow them to strengthen the development of efficient commercial mobile services.
 3. That CITEL Member States consider establishing the necessary regulatory measures to adopt and implement such principles and approaches abovementioned.

INSTRUCTS THE CITEL SECRETARIAT:

To send the present Recommendation to the Member States for dissemination and information.

PCC.I/REC. 20 (XXII-13)¹⁴

**REGIONAL MEASURES TO IMPROVE THE INTERNATIONAL
ROAMING SERVICE IN THE REGION**

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

CONSIDERING:

- a) That activities should be encouraged that promote the development of telecommunication services in order to guarantee universal access to them, especially the roaming service—voice, SMS, and data—to ensure that users pay a fair price for the service contracted;
- b) That the Member States of CITEL have accorded priority to implementing policies to mitigate existing problems of inadvertent roaming in border areas, considering that a large number of potential users of the roaming service are present in those areas;
- c) That full transparency of prices and conditions of mobile roaming services is essential to empower the consumers to choose the operator of their preference and to foster competition in the roaming market;
- d) That the telecommunication sector of each Member State of CITEL should be encouraged to carry out in coordination joint and mutually supportive cooperation activities to obtain an efficient roaming market, as a fundamental pillar of the integration of countries in order to facilitate the implementation of social, economic, and trade initiatives, enabling communications to be maintained outside the coverage area of the operator of the service with which service has been contracted;

¹⁴ CCP.I-TIC/doc.3001/13

e) That at the XVIII Meeting of PCC.I, held in Lima, Peru, it was decided (PCC.I/DEC. 119 (XVIII-11)) to instruct the CITELE Secretariat to send the form included in document CCP.I-TIC/doc.2160/11 rev.1, "Proposed questionnaire to be sent to the Member States of CITELE on international roaming services"; and

f) That, in the 2013-2015 Work Plan for the Implementation of the Plan of Action for the Information and Knowledge Society in Latin America and the Caribbean (eLAC2015), adopted at the Fourth Ministerial Meeting on the Information Society in Latin America and the Caribbean, held in Montevideo on April 3, 2013, in section IV "Relevant and Emerging Issues", it was considered that ICTs are evolving constantly and facing new challenges in terms of penetration, requiring examination of a set of issues which are deemed important for digital development in the region, and which should therefore inspire regional cooperation initiatives, among which: "Promoting dialogue and the adoption of regional measures with a view to improving the transparency, quality and costs of cross-border and international roaming services in order to benefit users."

RECOGNIZING:

a) The pressing need for the efforts of all countries to be joined in order to establish joint policies in the area of international and cross-border roaming;

b) The importance of achieving shared objectives and of joining forces to mitigate existing problems of inadvertent roaming and use of the roaming service in border areas, thus promoting cooperation among countries in the framework of integration; and

c) That it is necessary to ensure the development and exchange of ideas and contributions that facilitate the implementation of appropriate regional policies on international and cross-border roaming;

d) That national regulatory authorities can play a beneficial role in implementing policies that foster competition in the market, such as: transparency of prices and conditions of service; promoting the collaboration of national operators in bilateral or regional agreements concerning prices and quality of service, among others;

e) The work performed by the Rapporteurship on Roaming of the Working Group on Policies and Regulation (WGPR) of PCC.I,

RECOMMENDS:

1. That all Member States abide by and consider the following principles:

- a) Promote the development of telecommunication services by ensuring universal access to them, especially the roaming service.
- b) Ensure that users pay a competitive price for the roaming service contracted (voice, data, and SMS).
- c) Generate policies to mitigate existing problems of inadvertent roaming in border areas.
- d) Promote the implementation of measures to lend transparency to service provision conditions and reduce roaming rates.

2. That Member States consider implementing the corresponding administrative and/or regulatory steps needed to enable the following measures to be implemented:

- a) Measures for transparency in the provision of international and cross-border roaming services:

- i. Ensure that all operators promptly inform all international roaming users of the prices and conditions of use of roaming services, whether contracted or inadvertent;
 - ii. Ensure the establishment of clear contractual conditions prior to service activation that expressly indicate the services to be billed, technical service conditions, service periods, and the mechanisms for charging and billing for the service. Users will be informed of and accept these conditions by physical or electronic means.
 - iii. Provide details of the end price per service for each type of roaming service (voice, data, SMS). All costs and rates must be included on the bill sent to users of post-paid services; and electronic details of deductions from their balances must be provided to users of pre-paid services.
 - iv. Provide a telephone number free of charge to roaming service users to provide information and resolve problems, complaints, and claims.
 - v. For the roaming data service, operators must notify users periodically of the data usage limit and of the service cut-off when the contracted capacity has been reached.
- b) Market and user protection measures:
- i. Review technical, economic, and social aspects of voice, data, and SMS international and cross-border roaming services
 - ii. Evaluate actions for adequate provision of the international roaming service that ensure that mobile telephony users traveling between countries pay competitive prices and to mitigate problems associated with inadvertent roaming and service costs in border areas.
 - iii. Assess the actions that are needed so that roaming service is activated only at the express request of the subscriber.
3. That Member States consider carrying out the following actions:
- a) Prepare studies and research to determine the state-of-the-art of roaming in the Member States and the conditions for the provision of roaming services.
 - b) Define a short and medium-term action plan to improve conditions for the provision of international and cross-border roaming services.

INSTRUCT:

1. The Executive Secretary of CITEL to forward this Recommendation to the Member States of OAS/CITEL for the purpose of adopting the measures proposed herein to promote the international roaming service, mitigate existing problems of inadvertent roaming in border areas, and promote lower rates for this service.
2. The Executive Secretary of CITEL to forward this Resolution to the Permanent Executive Committee of CITEL (COM/CITEL) for its information.
3. The Rapporteurship on Roaming, in the context of its work, to compile all contributions from the countries and generate a regional action plan that establishes action lines to improve the roaming service in the Region.

URGES MEMBER STATES:

To actively participate in the Rapporteurship on Roaming and to respond to the questionnaires on roaming approved at PCC.I.

TELECOMMUNICATIONS IN THE EVENT OF DISASTERS AND/OR CATASTROPHES

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

CONSIDERING:

- a) That, disasters and catastrophes cause irreparable losses to citizens and deteriorate the economies of countries and largely hit the poorest and most vulnerable sectors, which have more difficulty to access basic information and communication infrastructure that is essential to transmit vital alert messages;
- b) That a substantial increase in both the frequency and the intensity of such events has been observed, as shown by the recent occurrences in Haiti, Chile, United States of America, Costa Rica and Argentina, among others;
- c) That, in order to mitigate the effects of these events, it is of utmost importance to transmit reliable information prior, during and post occurrence of a natural disaster;
- d) That, in this regard, the International Telecommunication Union (ITU) has prepared a series of Recommendations on call priority plans in order to guarantee that relief crews count on communication lines when needed, both through traditional communication and next generation networks;
- e) That, besides these Recommendations establishing call priority plans, in the event of disasters it is equally important to transmit alert messages to users; therefore, it is vital to outline rules ensuring that these alert messages are transmitted on time and error-free from source to users, regardless of how they are received,

BEARING IN MIND:

- a) That the ITU Development Sector (ITU-D):
 - Considers that emergency telecommunications are an integral part of its development plan and as a result, considerable effort has been made to integrate catastrophe management to the telecommunication and information and communication technologies projects and activities which entails development of infrastructure and creation of suitable political, legal and regulatory framework.
 - As soon as a catastrophe occurs, the ITU makes equipment available so that temporary telecommunication/ICT solutions are deployed to provide basic telecommunication services and satellite telemedicine applications. A decisive factor in catastrophe management is restoration and reconstruction of telecommunication/ICT infrastructure.
 - After assisting in relief efforts, the ITU conducts a field assessment of the affected countries in order to determine the extent of damage to the network through geographic information systems.

¹⁵ CCP.I-TIC/doc.2988/13 rev.2

- On the basis of its conclusions, both the ITU and the country in question undertake infrastructure restoration actions and ensure that disaster-resistant functions are integrated to the network and its vulnerability is reduced in the event of occurrence of another disaster in the future;
- b) That the ITU-T established the Focus Group on Disaster Relief Systems, Network Resilience and Recovery (FG-DR&NRR) aiming at
- Identifying requirements for disaster relief and network resilience and familiarize the ITU-T and standardization communities with those requirements;
 - Identifying existing standards and existing work that are related to the requirements mentioned above;
 - Identifying any additional standards that may need to be developed and identifying future work items for specific ITU-T Study groups and related actions;
- c) That, in addition, CITELE has promoted the work of the Rapporteurship on “use of telecommunications in the prevention and mitigation of catastrophes and disasters”,

RECOMMENDS:

1. That the competent agencies of the Administrations prepare, jointly with telecommunication service providers, special contingency procedures covering the whole service area, especially those vulnerable to either environmental or man-made disasters, in order to minimize service cut-off during catastrophes.
2. That Administrations work jointly within the framework of CITELE to create an emergency protocol in the event of natural or man-made disasters.

INSTRUCTS THE SECRETARIAT OF CITELE:

1. To gather in one same document, to the extent of its possibilities, the information provided by Member States on initiatives regarding how to proceed in the event of natural or man-made disasters for their study and analysis.
2. To contact the Department of Sustainable Development of the OAS in order to determine the possibility to work on a joint project to provide support in the creation of an emergency protocol.

**STRATEGIES FOR THE DEPLOYMENT OF BROADBAND PLANS IN THE AMERICAS
REGION**

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

CONSIDERING:

- a) The existing consensus that widespread access to telecommunications/information and communication technologies (ICT) is essential to economic, social, and cultural development worldwide and to the creation of a Global Information Society;
- b) That broadband development has become a key topic of discussion in laying the groundwork for Information Societies in an effort to promote infrastructure availability and telecommunications/ICT services development;
- c) That broadband development plans are becoming a means of promoting citizen access to ICT and bridging the digital divide in the Americas;
- d) That several countries of the region, including Argentina, Brazil, Canada, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Mexico, Peru, Trinidad and Tobago, and United States, have developed national broadband plans consistent with those objectives;
- e) That these policies have made evident a strong public commitment to achieving broadband development as a means of reducing existing disparities in broadband penetration and promoting opportunities for the most disadvantaged areas;
- f) That the need to have affordable services available to the public entails for the Member States the adoption of initiatives to reduce the cost of broadband access, either through direct investment in uncompetitive market segments or the adoption of measures to promote competition among private stakeholders;
- g) That the fundamental part played by the Member States in deploying connectivity points to their intent to achieve balanced growth among all sectors involved so as to distribute the benefits of connectivity throughout society as a whole;
- h) That for those countries now preparing or reviewing their broadband policies, it is useful to take account of provisions for the optimal implementation of any guidelines established; and
- i) That, in that regard, in the Americas region, a period of great impetus to ICT is under way, with many projects in execution making evident a staunch and responsible intent to move towards an Information Society without exclusion,

¹⁶ CCP.I-TIC/doc.2896/13 rev.2

BEARING IN MIND:

- a) That the Broadband Commission for Digital Development has called for action, emphasizing the opportunities afforded by broadband in promoting progress and sustainable development;
- b) That a call has also been issued to include broadband in every Millennium Development Goal (MDG) as an essential tool for achieving the sustainable development of peoples;
- c) That the Member States have defined progress towards urban and rural broadband development as strategic for the region;
- d) That in the framework of the Working Group on Development, the Technical Notebook “Policies for the Development of Broadband in the Region of the Americas” has been created to provide updated and detailed information of the experiences that the Member States of CITELE are developing in the matter, including infrastructure expansion and connectivity promotion (Resolution PCC.I/RES. 199 (XX-12)); and
- e) That Recommendation PCC.II/REC. 39 (XXI-13) addresses a need to take account of relevant aspects of the use of the radio spectrum for deployments of broadband plans in the region; and

RECOGNIZING:

- a) Resolution 64 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, on non-discriminatory access to modern telecommunication/information and communication technology (ICT) facilities, services and applications, including applied research and transfer of technology, on mutually agreed terms;
- b) Resolution 17 (Rev. Hyderabad, 2010) of the World Telecommunication Development Conference, on implementation of initiatives approved by the regions at the national, regional, interregional and global levels; and
- c) Resolution 20 (Rev. Hyderabad, 2010) of the World Telecommunication Development Conference, on non-discriminatory access telecommunication/ICT facilities, services and applications,

RECOMMENDS:

1. To the Member States that are currently in the execution or definition stage of their communications policy, to lead the process and promote a favorable environment for the universalization of Broadband through the development of a National Policy, Plan or Strategy that provides a suitable framework and orientation in accordance with the political vision and established goals.
2. To this end, to drive strategies and policies for the development of Broadband, promoting the necessary investments and infrastructure deployment and safeguarding a harmonious, balanced process that benefits the population as a whole.
3. With respect to infrastructure and connectivity, to consider the development of national trunk networks and the creation of national and regional Internet Exchange Points (IXP), taking into account the benefits this would entail in terms of reduced access costs and service efficiency.
4. The aforementioned policies would promote competition, which would in turn improve the range and quality of the services being offered to the general public.

5. These policies should include strategies aimed at expanding both connectivity and capacity, taking into account user behavior trends and future applications.
6. The Member States should consider strategies to optimize the Radio Frequency Spectrum in order to promote the deployment of broadband wireless access infrastructure.
7. To evaluate the use of all available technologies to encourage the development of Broadband, including both terrestrial and satellite communications services, for the benefit of all.
8. Those Member States that have to update or design their Broadband policy must take in consideration its potential and impact on social and economic development, so they can facilitate a horizontal policy that includes the needs of other domains such as education, healthcare, employment and industry.
9. In this sense, said policies should aim at the articulation or proposal of specific programs for the inclusion of marginalized areas and groups with special needs.
10. Moreover, they should contemplate its articulation with other regional integration processes with the purpose of improving and expanding connectivity and access to international networks.

INSTRUCTS THE EXECUTIVE SECRETARY OF CITEL:

1. To forward this Recommendation to the Permanent Consultative Committee II (Radiocommunications including Broadcasting) (PCC.II) for their knowledge in the framework of the activities that they have ongoing on this subject.
2. To forward this Recommendation to the Member States and Associate Members.

V. DECISIONS

PCC.I/DEC. 164 (XXII-13)¹⁷

QUESTIONNAIRE ON NUMBERING AND ADDRESSING IN MACHINE-TO MACHINE (M2M) COMMUNICATION

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

DECIDES:

1. To instruct the Executive Secretary of CITELE to forward to all members the questionnaire contained in the Annex below and to transmit the replies to said questionnaire to the Coordinator of the Technical Notebook on Numbering and Addressing in Machine-to-Machine (M2M) Communication, Mr. Tiago Sousa Prado of the Administration of Brazil (tiago.prado@anatel.gov.br).
2. To request the Administrations to complete the questionnaire and return it at the next CITELE/PCC.I meeting at the latest, or by email to the Secretariat of CITELE (citele@oas.org).

ANNEX TO DECISION PCC.I/DEC. 164 (XXII-13)

CURRENT STATUS OF NATIONAL MEASURES ON NUMBERING AND ADDRESSING IN MACHINE-TO-MACHINE (M2M) COMMUNICATION

Country / Administration:
Sent by:
Entity / Institution:
Contact:
Telephone:
Email:

¹⁷ CCPI-TIC/doc. 2873/13

PCC.I Member:

Item	Question	Answer
1	Definition of M2M devices according to national regulations.	
2	Number of M2M devices and statistic evolution.	
3	Economic incentives being applied on M2M market and its results.	
4	Numbering resources availability for fixed and mobile services.	
5	Main issues to be addressed on numbering resources availability.	
6	Numbering solutions defined or under study regarding M2M numbering plan.	
7	Practical M2M numbering cases under implementation by network operators.	
8	References	

PCC.I/DEC. 165 (XXII-13)¹⁸

INFORMATION TO COMPLETE THE CONTENTS OF THE CHILD PROTECTION AND HELP WEBSITE

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

DECIDES:

1. To continue with the information search to complete the contents of the child protection and help website.
2. To approve the questionnaire included in the Annex I hereof.
3. To designate the Argentine Administration as the focal point of information and to accept its proposal to carry out customized searches in each Member State regarding child online help initiatives, collecting, to the extent possible, the data described in Annex II hereof.
4. To request the Secretariat of CITEC to circulate this Decision along with the applicable Annexes.

ANNEX I TO DECISION PCC.I/DEC. 165 (XXII-13)

INFORMATION TO COMPLETE THE CONTENTS OF THE CHILD PROTECTION AND HELP WEBSITE

- Type of initiative for child online help
- Name of the Institution.
- Contact Data
- Summary of the Initiative.

ANNEX II TO DECISION PCC.I/DEC. 165 (XXII-13)

ORGANIZATION/ AGENCY	WEBSITE	ACTIONS CARRIED OUT	SCOPE	REMARKS
(Name of the Institution)	(Institution's URL in the child protection section)	Select applicable options <ol style="list-style-type: none"> 1. Researching 2. Education for parents 3. Education for teachers 4. Education for children 5. Implementing security software at schools 6. Developing materials: <ul style="list-style-type: none"> • Guides • 2 and 3 leaf brochures, posters 	Specify the scope of each action	

¹⁸ CCPI-TIC/doc. 2994/13

		<ul style="list-style-type: none"> • Videos <ol style="list-style-type: none"> 7. Adapting curricular plans 8. Reporting 9. Counseling 10. Other actions 		
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PCC.I/DEC. 166 (XXII-13) ¹⁹

CONCLUSION OF THE TECHNICAL NOTEBOOK 15 ON “NUMBER PORTABILITY - TECHNICAL AND STANDARDS OVERVIEW” AND TECHNICAL NOTEBOOK 16 ON “ENUM”

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

DECIDES:

To conclude the works on the Technical Notebook 15 “Number Portability - Technical and Standards Overview” (document CCPI-TIC/doc. 2986/10), and the Technical Notebook 16 “ENUM – Technical and Standards Overview” (document CCPI-TIC/doc. 2111/10), both of the Rapporteurship on Telecommunications Numbering and Addressing.

PCC.I/DEC. 167 (XXII-13) ²⁰

TECHNICAL NOTEBOOK 20 “BEST INTERNATIONAL PRACTICES ON MOBILE TO MOBILE TERMINATION RATES (MTM-MTR)”

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

DECIDES:

1. To adopt the Technical Notebook 20 on “Best International Practices on Mobile to Mobile Termination Rates (MTM-MTR) (document CCPI-TIC/doc. 2866/13 cor.1) in order to provide updated and detailed information on the practices currently implemented in Member States and other regions of the world.
2. To make this Technical Notebook available at the CITEL website.
3. To instruct the Secretariat of CITEL to forward this Decision to Member States for its dissemination and information.

¹⁹ CCPI-TIC/doc. 2987/13 rev.1

²⁰ CCPI-TIC/doc. 3005/13 rev.1

CITEL CONTRIBUTION TO ITU-T REVIEW COMMITTEE

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

DECIDES:

To instruct the Executive Secretary of CITEL to send the contribution contained in the Annex below to the ITU-T Review Committee, as a CITEL position regarding the Review Committee work programme.

ANNEX TO DECISION PCC.I/DEC. 168 (XXII-13)



INTERNATIONAL TELECOMMUNICATION
UNION
**TELECOMMUNICATION
STANDARDIZATION SECTOR**
STUDY PERIOD 2013-2016

Rev Com – C xx – E

June 2013

**English only
Original: English**

Question(s):

**Review Committee
CONTRIBUTION xx**

Source: CITEL
Title: Programme of Work

Abstract

CITEL Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies recommends some elements for the Review Committee programme of work.

Introduction

The XXII Meeting of CITEL PCC.I: Telecommunications/Information and Communication Technologies took place in Buenos Aires May 20-23, and considered the work programme of the ITU-T Review Committee (RevCom). CITEL PCC.I is fully supportive of the Review Committee and has formed an Ad Hoc Group to discuss and develop CITEL positions for RevCom.

Discussion

CITEL PCC.I's opinion is that the Review Committee work programme should include, *inter alia*, investigation of:

²¹ CCPI-TIC/doc. 3006/13

- Coordination among ITU-T, ITU-R and ITU-D to minimize potential overlap,
- Possible study group restructuring to increase efficiency and effectiveness,
- Re-evaluation of the continuing need for and effectiveness of joint coordination activities, global standards initiatives, technical and strategic reviews, and focus groups,
- Re-evaluation and strengthening of high-level relationships between ITU-T and relevant external standards development organizations.

Recommendations

CITEL recommends that the RevCom programme of work includes the elements identified above.

PCC.I/DEC. 169 (XXII-13)²²

DEPLOYMENT OF INTERNET CONNECTIVITY INFRASTRUCTURE IN THE AMERICAS REGION

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

DECIDES:

1. To step up efforts to assist Member States of OAS/CITEL in deploying Internet infrastructure, more specifically in developing Internet exchange points (IXPs), to promote connectivity in the Americas Region.
2. To request the Rapporteur on Internet issues and the Rapporteur on economic aspects of telecommunications/ICTs, in coordination with the Chair of PCC.I, to continue to contact possible beneficiary countries that have indicated interest in receiving technical assistance and collaboration from CITEL.
3. To request the Rapporteur on Internet issues and the Rapporteur on economic aspects of telecommunications/ICTs, in coordination with the Chair of PCC.I, to disseminate to the Member States and Associate Members of CITEL a report on international Internet connectivity in the Americas and activities carried out.
4. To instruct the Executive Secretary of CITEL to forward notes to all Member States of CITEL offering technical assistance and collaboration for the deployment of IXPs in the framework of Resolution PCC.I/RES. 183 (XVIII-11) and document CCP.I-TIC/doc. 2635/12.
5. To invite the Member States of COM/CITEL to disseminate a report to the OAS General Assembly on international Internet connectivity in the Americas and activities carried out.

²² CCPI-TIC/doc. 3003/13

PCC.I/DEC.170 (XXII-13) ²³

REPORT ON DIAGNOSTIC OF INTERNATIONAL ROAMING

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

DECIDES:

1. To extend the deadline to circulate the Report on diagnostic of International Roaming included in document CCP.I-TIC/doc.2864/13 until 31 August 2013 so that Member States may submit their information update, their contributions and comments.
2. To extend the deadline to deliver the diagnostic final document to CITEL until 16 September 2013.
3. To request to CITEL Secretariat that this Decision be distributed to the Administrations so that they may forward their comments to the submitted project.

PCC.I/DEC. 171 (XXII-13) ²⁴

ACKNOWLEDGING THE ACTIVE INVOLVEMENT OF ACADEMIA IN THE FRAMEWORK OF CITEL

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

DECIDES:

1. To instruct the Executive Secretary of CITEL to consult OAS Department of Legal Services and to report to the XXIII Meeting of the PCC.I on whether it is legally viable to acknowledge university contributions to CITEL deliverables in the region.
2. To request that, when considering the feasibility of an association with universities, or the incorporation of their production as well as the potential acknowledgment of academia, special attention be paid to copyright/intellectual property rights.
3. To invite Members States –once they have consulted with their own universities- to continue discussing the topic via the electronic tools and until the XXIII Meeting of PCC.I is held.
4. To report this Decision to the PCC.II and to the COM/CITEL.

²³ CCP.I-TIC/doc.2954/13

²⁴ CCP.I-TIC/doc.2998/13

PCC.I/DEC. 172 (XXII-13) ²⁵

II CONTINENTAL SUMMIT OF INDIGENOUS COMMUNICATION

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

DECIDES:

1. To announce the II Continental Summit of Indigenous Communication Abya Yala, “Indigenous peoples doing communication”, to be held in Santa María Tlahuitoltepec, Oaxaca (Mexico), October 7-13, 2013.
2. To invite Member States and Associate Members to help communicate the event and to kindly provide the necessary support so that indigenous communicators in your country can attend the Summit.

PCC.I/DEC. 173 (XXII-13) ²⁶

TERMINATION OF THE PROJECT “COMPENDIUM OF IPv6 INTEROPERABILITY ISSUES”

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

DECIDES:

To terminate the project entitled “Compendium of IPv6 Interoperability Issues” due to the following reasons:

- a) The project entitled “Compendium of IPv6 Interoperability Issues” was created in September 2011 to focus on challenges encountered in deploying IPv6 and the value of testing programs that verify particular interworking and interoperability scenarios and after three PCC.I meetings, no material has been contributed to this project.
- b) PCC.I Technical Notebooks already includes interoperability information.

²⁵ CCP.I-TIC/doc.2996/13

²⁶ CCP.I-TIC/doc.3011/13

PCC.I/DEC. 174 (XXII-13) ²⁷

**UNITED STATES EXAMPLES OF TECHNICAL GUIDELINES FOR GOVERNMENTAL
INFRASTRUCTURE TOPICS ON CLOUD COMPUTING**

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

DECIDES:

1. To instruct the Secretariat of CITELE to circulate the document “United States of America examples of technical guidelines for governmental infrastructure topics on cloud computing” (document CCP.I-TIC/doc.2912/13) to Members States and Associate Members in view of the fact that it contains practical cases on the topic.
2. To request Members States and Associate Members that they present examples of practical cases developed.

PCC.I/DEC. 175 (XXII-13) ²⁸

NATIONAL PLAN CURUGUATY - PARAGUAY

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

DECIDES

To instruct the Secretariat of CITELE to forward the informative document of the “National Plan Curuguay – Paraguay” (document CCP.I-TIC/doc.2972/13) to PCC.I Working Group on Development and to the ITU-D.

²⁷ CCP.I-TIC/doc.3012/13 rev.1

²⁸ CCP.I-TIC/doc.3013/13 rev.1

PCC.I/DEC. 176 (XXII-13)²⁹

ENCOURAGING CONTRIBUTIONS ON THE TECHNICAL NOTEBOOK 8 “PROTECTION OF TELECOMMUNICATIONS CRITICAL INFRASTRUCTURE”

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

DECIDES:

To encourage the CITELE members to cooperate in the work on Technical Notebook 8 on “Protection of Telecommunications Critical Infrastructure” (document CCP.I-TIC/doc.2118/10), and to send relevant contributions to the XXIII Meeting of PCC.I, when this work is planned to be concluded.

PCC.I/DEC. 177 (XXII-13)³⁰

INVITATION TO MEMBER STATES TO CONSIDER RECENT UNITED STATES OF AMERICA GOVERNMENT ACTIVITIES TO PROTECT CRITICAL INFRASTRUCTURE AND INFORMATION SYSTEMS IN THEIR COUNTRY

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

DECIDES:

To invite Member States to consider recent activities by the United States of America government to protect critical infrastructure and information systems in their country as reflected in two contributions to this meeting (including links to more information), as follows:

- CCP.I-TIC/doc.2913/13: “Discussions of Cybersecurity Protection of Critical Infrastructure”. This document informs CITELE members about a recent United States of America Presidential Executive Order to improve the cybersecurity of critical infrastructure in this country. The Executive Order directs the National Institute of Standards and Technology (NIST) to work with stakeholders to develop a voluntary framework for reducing cyber risks to critical infrastructure. The Framework will consist of standards, guidelines, and best practices to promote the protection of information and information systems supporting critical infrastructure operations. The framework will help owners and operators of critical infrastructure manage cybersecurity-related risk while protecting business confidentiality, individual privacy and civil liberties.
- CCP.I-TIC/doc.2917/13: Release of NIST special publication 800-53, revision 4 “Security and privacy controls for federal information systems and organizations”. This document informs CITELE members about a newly released Revision 4 of a NIST publication entitled “Security and Privacy Controls for Federal Information Systems and Organizations”. This publication catalogs security and privacy controls for U.S. federal information systems and organizations and provides a process for

²⁹ CCP.I-TIC/doc.3016/13

³⁰ CCP.I-TIC/doc.3017/13 rev.1

selecting controls to protect entities from a diverse set of threats including hostile cyber attacks, natural disasters, structural failures, and human errors. PCC.I members are also invited to learn more about the Federal Information Security Management Act (FISMA) Implementation Project and the Risk Management Framework (RMF) through the NIST website. An online course is available to provide people new to risk management with an overview of a methodology for managing organizational risk.

PCC.I/DEC. 178 (XXII-13)³¹

INVITATION TO MEMBER STATES TO CONSIDER REPORTS DEVELOPED IN ITU-D STUDY GROUP 1, Q22/1 (CYBERSECURITY) ON NATIONAL COMPUTER SECURITY INCIDENT RESPONSE TEAMS (CSIRTS) AND PUBLIC-PRIVATE PARTNERSHIPS

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

DECIDES:

To invite Member States to consider recent reports developed in Study Group 1 of the International Telecommunication Union Development of Telecommunications Sector (ITU-D), Q22/1 (Cybersecurity) on national computer security incident response teams (CSIRTS) and public-private partnerships. (These reports may be viewed on the ITU-D website (a TIES account. With user name and password is needed).

- **Q22/1 reports about national computer security incident response teams (CSIRTS):**
 - CCP.I-TIC/doc.2909/13: Building a national computer security incident management capability. This report can be found on the ITU website at <<http://www.itu.int/md/D10-RGQ22.1.1-C-0006>>
 - CCP.I-TIC/doc.2908/13: Managing a national CSIRT with critical success factors. This report can be found on the ITU website at <<http://www.itu.int/md/D10-RGQ22.1.1-C-0007>>
 - CCP.I-TIC/doc.2911/13: Course materials for training on the establishment of a national CIRT. This report can be found on the ITU website at <<http://www.itu.int/md/D10-SG01-C-0193>>
- **There is one Q22/1 report available about Public-Private Partnerships**
 - CCP.I-TIC/doc.2910/13: Best Practices for a national approach to cybersecurity: public-private partnerships. This report can be found on the ITU website at <<http://www.itu.int/md/d10-SG01-C-0100>>

³¹ CCP.I-TIC/doc.3025/13

**CANDIDACIES FOR THE REGIONAL GROUPS FOR THE AMERICAS OF THE STUDY
GROUPS OF THE TELECOMMUNICATION STANDARDIZATION BUREAU (ITU-T)**

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

DECIDES:

To support the candidacies listed below for vacant offices of the Regional Groups for the Americas of Study Group 2 and Study Group 5 of the Telecommunication Standardization Bureau:

- Regional Group for the Americas of Study Group 2:
Chair: Mr. Guillermo Clemente (Argentina)
Vice-Chair: Mr. Fernando Hernández (Uruguay)

- Regional Group for the Americas of Study Group 5:
Vice-Chair: Mr. Agostinho Linhares de Souza Filho (Brazil)
Vice-Chair: Mr. Oscar León (Colombia)

2. To request the Secretariat of CITELE to notify of this Decision to the Telecommunication Standardization Bureau of the International Telecommunication Union (TSB)

³² CCP.I-TIC/doc.3029/13

VI. LIST OF BASIC DOCUMENTS

Summary Minutes of the Inaugural Session and the First Plenary Session:	CCP.I-TIC/doc. 2999/13
Summary Minutes of the Second Plenary Session:	CCP.I-TIC/doc. 3024/13
Summary Minutes of the Third Plenary Session and Closing Session:	CCP.I-TIC/doc. 3027/13
List of Documents:	CCP.I-TIC/doc. 2857/13 rev.5
List of Participants:	CCP.I-TIC/doc. 2858/18 rev.2
Final Report for the Meeting:	CCP.I-TIC/doc. 3026/13 rev.1
Report of the Working Group on Policy and Regulation (WGPR)	CCP.I-TIC/doc. 3018/13
Report of the Working Group on Development (WGD)	CCP.I-TIC/doc. 3019/13
Report of the Working Group on Deployment of Technologies and Services (WGDTS)	CCP.I-TIC/doc. 3020/13
Report of the Ad Hoc Group of the Plenary on the Structure and the VI Assembly	CCP.I-TIC/doc. 3022/13
Report of the Ad Hoc Group on the ITU-T Review Committee	CCP.I-TIC/doc. 3023/13