



ORGANIZACION DE LOS ESTADOS AMERICANOS
ORGANIZATION OF AMERICAN STATES

Comisión Interamericana de Telecomunicaciones
Inter-American Telecommunication Commission

**XXV MEETING OF PERMANENT CONSULTATIVE
COMMITTEE I: TELECOMMUNICATIONS/
INFORMATION AND COMMUNICATION
TECHNOLOGIES
August 5 to 8, 2014
Asunción, Paraguay**

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**FINAL REPORT
(Item on the Agenda: 6)
(Document submitted by the Drafting Group)**

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FINAL REPORT

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

The XXV Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies was held in Asunción, Paraguay, August 5 to 8, 2014.

I. AGENDA¹

1. Approval of the agenda and calendar of activities.
2. Establishment of the Drafting Group for the Final Report.
3. Working Plan of PCC.I
4. Report and meeting of the Working Groups:
 - 4.1 Working Group on Policy and Regulation (WGPR)
 - 4.2 Working Group on Development (WGD)
 - 4.3 Working Group on Deployment of Technologies and Services (WGDTS)
 - 4.4 Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF)
5. Agenda, venue and date for the XXVI Meeting of PCC.I.
6. Approval of the Final Report.
7. Other Business.

II. AUTHORITIES OF THE MEETING

Chair of PCC.I: Mr. Gonzalo Ruiz Díaz (Perú)
ViceChairs: Ms. Teresita Palacios (Paraguay)
Ms. Mariana Calderón (Venezuela)

Executive Secretary: Mr. Clovis Baptista (OAS)

Drafting Group:

Chair: Mr. Víctor Martínez (Paraguay)

Members: Ms. Mariella Seminario (Perú)
Ms. Carlos Sánchez (Perú)
Ms. Jonathan Siverling (United States of America)
Ms. Darly Torres (Venezuela)
Ms. Gladys Lopera (Venezuela)

¹ CCP.I-TIC/doc. 3262/14 rev.1

III. RESOLUTIONS

PCC.I/RES. 228 (XXV-14)²

MODIFICATION OF DATABASES REGARDING TARIFFS OF INTERNATIONAL ROAMING SERVICE

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

RECOGNIZING:

- a) The importance that Member States may give regarding the information about tariffs that are currently being applied by the phone companies that render mobile phone services among Member States for the international roaming service, so that the behavior throughout time may be assessed;
- b) The importance of having a database wherein the information related to tariffs that are currently being applied to international roaming service may be found, which shall be made available to all Member States so that this information related to assessments may be used by Member States if needed,

CONSIDERING:

- a) That one of the subjects at issue that need to have special attention regarding the problem of international roaming service is the one related to the type of tariffs phone companies are currently charging;
- b) That in order to carry out an assessment of tariffs that are currently being charged for international roaming service, it is necessary to start collecting such tariffs among Member States;
- c) That, since it is a pilot experience, compilation of tariffs related to international roaming service applicable to postpaid plans and to communication of international roaming among Member States may be started, so that such information compilation scope may be extended, which shall be up to the outcome;
- d) That, through Resolution PCC.I/RES. 210 (XXII-13) the creation of a database for International Roaming Tariffs was approved, through which the format proposal related to submit information of such tariffs was approved;
- e) That, having the final aim of making the submission of such information easier for Member States as well as increasing the use of the aforementioned Database, it has been considered as convenient the fact of modifying the Format to Submit Information related to International Roaming Tariffs and the periodicity for such submission,

² CCP.I-TIC/doc. 3315/14 rev.1

TAKING INTO ACCOUNT:

That the fact of having a database for international roaming service tariffs shall be beneficial for Member States, which may be updated from time to time, in order to assess the behavior of such tariffs,

RESOLVES:

1. To approve the modification of the Format to Submit Information related to International Roaming Tariffs, which was approved through Resolution PCC.I/RES. 210 (XXII-13), in accordance with the Annex hereto. Each Member State may be able to attach technical sheets to the New Format to Submit Information related to Roaming Tariffs in order to clarify the calculation methodology that has been adopted. The information requested in the forms contained in Annex hereto is the basic or minimum information to be provided by each Member State. However, each is requested to include additional information so that a more precise view of the tariff system and tariff levels charged by companies to provide roaming services can be obtained, including aspects such as descriptions of offers, promotions, and national agreements implemented, among others.
2. To order that the information related to tariffs to be submitted by Member States shall be in force as of December 31 and as of June 31 of each year; and such submission shall be made within sixty (60) calendar days after the aforementioned dates. The first submission of information shall be made on December 31, 2014 and it shall be submitted on February 31, 2015 as a maximum.
3. To appoint the administration of Peru as the Coordinator for the compilation of information related to international roaming tariffs.
4. To request CITELE Executive Secretary the distribution of this New Format to Submit Information related to International Roaming Tariffs among Member States.
5. To request CITELE Member States to submit this New Format to Submit Information related to International Roaming Tariffs among Member States.

ANNEX TO RESOLUTION PCC.I/RES. 228 (XXV-14)

INTERNACIONAL ROAMING TARIFFS FORMAT

TARIFFS TO BE CHARGED TO CUSTOMERS FOR INTERNATIONAL ROAMING SERVICE

MEMBER STATE : (Member State shall provide information. Customer from this country is the one travelling).
INFORMATION DATE : (Tariffs Compilation date. Format MONTH-YEAR)
CONTRACT TYPE : POSTPAID
COMMUNICATION TYPE : OUTGOING CALL TO SUBJECT'S COUNTRY (per minute)

Note: Lowest tariff must be included. Do not include promotions. Include taxes in US\$

Country visited (*)	Phone Company 1 from Member State (**)	Phone Company 2 from Member State (**)
Country visited 1		
Phone Company 1		
Phone Company 2		
...		
Country visited 2		
Phone Company 1		
Phone Company 2		
...		
Country visited 3		
Phone Company 1		
Phone Company 2		
...		

(*) Countries visited over which International Roaming Tariffs shall be reported, which shall be defined by each Member State.

(**) The Member State shall report on the International Roaming Tariffs applied to customers by two phone companies of the Member's country having the biggest number of subscribers (this may be made by the Member State). Tariffs to be reported shall be the ones corresponding to international roaming calls when the customer visits the countries listed in the table, disaggregated by the phone company from the country visited.

TARIFFS TO BE CHARGED TO CUSTOMERS FOR INTERNATIONAL ROAMING SERVICE

MEMBER STATE : (Member State shall provide information. Customer from this country is the one travelling).
INFORMATION DATE : (Tariffs Compilation date. Format MONTH-YEAR)
CONTRACT TYPE **POSTPAID**
COMMUNICATION TYPE **INCOMING CALL FROM SUBJECT'S COUNTRY (per minute)**

Note: Lowest tariff must be included. Do not include promotions. Include taxes in US\$

Country visited (*)	Phone Company 1 from Member State (**)	Phone Company 2 from Member State (**)
Country visited 1		
Phone Company 1		
Phone Company 2		
...		
Country visited 2		
Phone Company 1		
Phone Company 2		
...		
Country visited 3		
Phone Company 1		
Phone Company 2		
...		

(*) Countries visited over which International Roaming Tariffs shall be reported, which shall be defined by each Member State.

(**) The Member State shall report on the International Roaming Tariffs applied to customers by two phone companies of the Member's country having the biggest number of subscribers (this may be made by the Member State). Tariffs to be reported shall be the ones corresponding to international roaming calls when the customer visits the countries listed in the table, disaggregated by the phone company from the country visited.

TARIFFS TO BE CHARGED TO CUSTOMERS FOR INTERNATIONAL ROAMING SERVICE

MEMBER STATE : (Member State shall provide information. Customer from this country is the one travelling).
INFORMATION DATE : (Tariffs Compilation date. Format MONTH-YEAR)
CONTRACT TYPE **POSTPAID**
COMMUNICATION TYPE **DATA (per 1 megabyte)**

Note: Lowest tariff must be included. Do not include promotions. Include taxes in US\$

Country visited (*)	Phone Company 1 from Member State (**)	Phone Company 2 from Member State (**)
Country visited 1		
Phone Company 1		
Phone Company 2		
...		
Country visited 2		
Phone Company 1		
Phone Company 2		
...		
Country visited 3		
Phone Company 1		
Phone Company 2		
...		

(*) Countries visited over which International Roaming Tariffs shall be reported, which shall be defined by each Member State.

(**) The Member State shall report on the International Roaming Tariffs applied to customers by two phone companies of the Member’s country having the biggest number of subscribers (this may be made by the Member State). Tariffs to be reported shall be the ones corresponding to international roaming calls when the customer visits the countries listed in the table, disaggregated by the phone company from the country visited.

**SEMINAR TO DESCRIBE METHODOLOGIES FOR MEASURING THE
TELECOMMUNICATION SERVICE USER SATISFACTION INDICATOR**

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

CONSIDERING:

- a) That it is important to learn about the opinion of users regarding the provision of telecommunication services in order to have a framework of reference about the performance of other operators in the sector;
- b) That surveys that are conducted to learn about the perception of users on telecommunication services will enable institutions to identify areas that require improvement and to establish the corresponding goals and guidelines in their actions;
- c) That certain countries that are conducting this kind of study calculate user satisfaction by means of indicators, which are the result of the application of various methodologies,

RECOGNIZING:

- a) That, in the Plan of Action of PCC.I for the period 2014-2018, the Member States of CITEI have identified the need to “produce and disseminate information and recommendations on best practices in regards to telecommunication/ICTs public policies and regulatory environment”;
- b) That it is important for Member States to benefit from a research and reference tool to calculate satisfaction indicators, on the basis of the application of a standard methodology;
- c) That there are countries with greater experience in the development of quantitative studies to calculate indicators for telecommunication service user satisfaction;
- d) That the dissemination of these matters shall make it possible for the Rapporteurship on Protecting the Rights of Telecommunication Service Users to benefit from a baseline on which to draw up a methodology to measure the “Telecommunication Service User Satisfaction Indicator,”

RESOLVES:

1. To hold a Seminar on Methodologies for Measuring the Telecommunication Service User Satisfaction Indicator during the session of the Working Group on Policy and Regulation in the framework of the XXVI Meeting of PCC.I.
2. To designate Mr. Humberto Sheput Stucchi (hsheput@osiptel.gob.pe) of the administration of Peru as Coordinator of the Seminar, in coordination with the Chair of the Working Group on Policy and Regulation.

³ CCP.I-TIC/doc. 3300/14 cor.1

3. To request the Coordinator of the Seminar to pledge the participation of international experts so that, by describing their experiences, they can promote a dialogue among Member States.
4. To urge all Member States of CITEL to attend this Seminar.

ANNEX TO RESOLUTION PCC.I/RES.229 (XXV-14)

PRELIMINARY AGENDA

Seminar Methodologies for Measuring the Telecommunication Service User Satisfaction Indicator

Certain countries conduct surveys to learn about the satisfaction of users regarding telecommunication services, making it possible for authorities to benefit from guidelines for decision-making.

The present Seminar is aimed at learning about the experience of three countries in order to share progress they have achieved in their regulatory framework and learning about the proposals and initiatives that are being developed in these countries.

Likewise, by promoting a debate, it will be possible to exchange opinions in order to propose a standard methodology for Member States as a research and reference tool to calculate telecommunication service satisfaction indicators.

AGENDA OF THE PROGRAM

1. Introduction (by the Seminar's Coordinator)
2. Experiences of Country 1
3. Experiences of Country 2
4. Experiences of Country 3
5. Debate: Experiences in other countries and opinions about the methodologies applied in countries 1, 2 and 3
6. Conclusions

PCC.I/RES. 230 (XXV-14)⁴

SEMINAR TO DESCRIBE SECURITY MEASURES IMPLEMENTED BY THE VARIOUS COUNTRIES IN CONTRACTS FOR PREPAID MOBILE SERVICES

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

CONSIDERING:

- a) That it is important that growth in mobile services should lead to a higher standard of living for the individuals of every country without undermining public security;
- b) That the various countries have observed that the requirements and registrations for prepaid mobile service contracts are insufficient and that up-to-date and correct information about the users subscribing to the services is not available, which has led to a series of legal and/or criminal difficulties;
- c) That various public institutions are intervening to ensure an appropriate provision of telecommunication services by establishing a regulatory framework,

RECOGNIZING:

- a) That the Member States of CITEI, in the Plan of Action of PCC.I for the period 2014-2018, have identified the need to “produce and disseminate information and recommendations on best practices in regards to telecommunication/ICTs public policies and regulatory environment.”;
- b) That mobile services must be provided without undermining public security, on the basis of an adequate identification of the person subscribing to the services and the establishment of additional mechanisms that prevent or control criminal practices;
- c) That, in the various countries, obligations have been established to control and reduce insecurity in the provision of mobile services and this has exerted a positive impact in society;
- d) That dissemination of this issue will enable the Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices to benefit from a baseline for drawing up a “Study on security measures implemented by the various countries in contracts for prepaid mobile services.”,

RESOLVES:

1. To hold a Seminar on Security Measures Implemented by the Various Countries in Contracts for Prepaid Mobile Services during the sessions of the Working Group on Policy and Regulation in the framework of the XXVII Meeting of PCC.I.
2. To designate Mr. Humberto Sheput Stucchi (hsheput@osiptel.gob.pe) of the administration of Peru as the Seminar’s Coordinator, in coordination with the Chair of the Working Group on Policy and Regulation.

⁴ CCP.I-TIC/doc. 3301/14 cor.1

3. To request the Seminar's Coordinator to pledge the participation of international experts so that, by describing their experiences, they can promote a dialogue among Member States.
4. To urge all Member States of CITEL to attend this Seminar.

ANNEX TO RESOLUTION CCP.IRES. 230 (XXV-14)

PRELIMINARY AGENDA

Seminar on Security Measures Implemented in Contracts for Prepaid Mobile Services

As mobile services must be provided without undermining public security, obligations have been established in the various countries to control and reduce insecurity in the provision of mobile services, on the basis of an adequate identification of the persons subscribing to the services and the establishment of additional mechanisms to prevent or control criminal practices.

This Seminar is aimed at learning about the experiences of three countries in order to share the progress they have put into practice in their regulatory frameworks in this matter and at learning about the proposals and initiatives that are being developed in these countries.

Likewise, by promoting a debate, it will be possible to exchange opinions in order to learn about the various security measures implemented in Member States, which can serve as a benchmark for other countries to establish adequate security mechanisms for the provision of prepaid mobile services.

AGENDA OF THE PROGRAM

1. Introduction (by the Seminar's Coordinator)
2. Experiences of Country 1
3. Experiences of Country 2
4. Experiences of Country 3
5. Debate: Experiences in other countries and opinion about security measures implemented in contracts for prepaid mobile services in countries 1, 2 and 3
6. Conclusions

PCC.I/RES. 231 (XXV-14)⁵

**UPDATE OF RAPORTEURS OF THE RAPORTEURSHIP ON FRAUD CONTROL,
REGULATORY NON-COMPLIANCE PRACTICES IN TELECOMMUNICATIONS AND
REGIONAL MEASURES AGAINST THE THEFT OF MOBILE TERMINAL DEVICES**

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

CONSIDERING:

- a) That the XXIV Meeting of PCC.I, held in Lima, from 29 April to 2 May, approved the Resolution PCC.I/RES. 225 (XXIV-14), with the structure, mandate, terms of reference, and authorities for the Working Groups and Rapporteurships of PCC.I;
- b) That the same meeting approved Resolution PCC.I/RES. 222 (XXIV-14), that creates a Correspondence Group to examine the issues relative to counterfeit, substandard and unapproved mobile devices, lead by the administration of Brazil, on the Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices;
- c) That on the XXV Meeting of PCC.I, held in Paraguay, from 4 to 8 August 2014, was approved the work-plan of the Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices, structuring the work of the Rapporteurship on three questions lead by the administrations of /Colombia, Argentina and Brazil;
- e) That the administrations of Colombia and Argentina are already designated as Rapporteurs of the Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices of the Working Group on Policy and Regulation,

RESOLVES:

To include the administration of Brazil as a Co-Rapporteur of the Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices of the Working Group on Policy and Regulation.

⁵ CCP.I-TIC/doc. 3427/14

PCC.I/RES. 232 (XXV-14)⁶

**PRESENTATION OF INTER-AMERICAN PROPOSALS TO THE WORLD
TELECOMMUNICATION STANDARDIZATION ASSEMBLY (WTSA), THE WORLD
CONFERENCE ON INTERNATIONAL TELECOMMUNICATIONS (WCIT), AND THE
WORLD TELECOMMUNICATION DEVELOPMENT CONFERENCE (WTDC)**

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

CONSIDERING:

- a) That it is advisable to adopt a procedure to carry out activities to establish Inter-American Proposals for the World Telecommunication Standardization Assembly (WTSA), the World Conference on International Telecommunications (WCIT), and the World Telecommunication Development Conference (WTDC);
- b) That procedures must be included to be followed at the World Telecommunication Standardization Assembly (WTSA) the World Conference on International Telecommunications (WCIT), and the World Telecommunication Development Conference (WTDC) to modify an existing Inter-American Proposal (IAP); and
- c) That procedures must also be included to be followed at the WTSA, WCIT, and WTDC to establish a new IAP on new matters and issues that may arise at said Assembly and Conferences,

RESOLVES:

1. To adopt the procedure described in the Annex hereto for the presentation and modification of Inter-American Proposals to the World Telecommunication Standardization Assembly (WTSA), the World Conference on International Telecommunications (WCIT), and the World Telecommunication Development Conference (WTDC).
2. To derogate Resolution PCC.I RES. 190 (XIX-11).

⁶ CCP.I-TIC/doc. 3327/14 rev.1

ANNEX TO RESOLUTION PCC.I/RES. 232 (XXV-14)

PROCEDURE FOR THE PREPARATION AND ADOPTION OF INTER-AMERICAN PROPOSALS TO BE SUBMITTED TO THE WORLD TELECOMMUNICATION STANDARDIZATION ASSEMBLY (WTSA), THE WORLD CONFERENCE ON INTERNATIONAL TELECOMMUNICATIONS (WCIT), AND THE WORLD TELECOMMUNICATION DEVELOPMENT CONFERENCE (WTDC)

1. OBJECTIVE

- To establish the procedure that is to be followed for any document developed in Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I) for submission to the World Telecommunication Standardization Assembly (WTSA), the World Conference on International Telecommunications (WCIT), and the World Telecommunication Development Conference (WTDC) of the International Telecommunication Union as an INTER-AMERICAN PROPOSAL (IAP). IAPs will be developed separately for WTSA, for WCIT, and for WTDC. IAPs developed for one event cannot and will not be used for another.
- To establish the procedure to be followed to modify an IAP during WTSA, WCIT and WTDC.
- To establish the procedure for the development of new IAPs on any new topics and issues that may arise during WTSA, WCIT and WTDC, with the Member States of CITELE that are present at said Assembly/Conferences.
- In using this procedure, every effort should be made to reach consensus among the CITELE administrations.

2. DEFINITIONS

The following definitions are provided for purposes of this procedure:

- a. **RAPPORTEURSHIP:** Rapporteurship for the preparation and follow-up of WTSA, WCIT, and WTDC, of the Working Group on Policy and Regulation of PCC.I.
- b. **ITU ASSEMBLY/CONFERENCE:** The World Telecommunication Standardization Assembly (WTSA), the World Conference on International Telecommunications (WCIT), and the World Telecommunication Development Conference (WTDC) of the International Telecommunication Union (ITU).
- c. **PROPOSAL:** A submission for discussion with a view to it becoming a DRAFT INTER-AMERICAN PROPOSAL and, subsequently, an INTER-AMERICAN PROPOSAL.
- d. **DRAFT INTER-AMERICAN PROPOSAL (DRAFT IAP):** A PROPOSAL that, having been considered and discussed by the Member States, has the support of more than one (1) administration.
- e. **INTER-AMERICAN PROPOSAL (IAP):** A DRAFT INTER-AMERICAN PROPOSAL, of which the Rapporteurship has completed its consideration and discussion and that has been supported by no fewer than six (6) administrations and is not opposed by more than 50% (fifty percent) of the number of supports obtained.

- f. **DEADLINE MEETING:** The penultimate meeting of the RAPPORTEURSHIP before the corresponding ITU ASSEMBLY/CONFERENCE, which is to be held so as to be able to observe ITU rules and procedures.
- g. **FINAL MEETING:** The last meeting of the RAPPORTEURSHIP before the corresponding ITU ASSEMBLY/CONFERENCE.

A. PREPARATION OF INTER-AMERICAN PROPOSALS PRIOR TO THE ITU ASSEMBLY/CONFERENCE

A1. STEPS

The steps in the procedure for the presentation and adoption of INTER-AMERICAN PROPOSALS to be submitted to the corresponding ITU ASSEMBLY/CONFERENCE are:

Step 1. Evaluation of the supports for and oppositions to a PROPOSAL or DRAFT INTERAMERICAN PROPOSAL

At the LIMIT MEETING or the FINAL MEETING, as applicable, the RAPPORTEURSHIP will define the following items:

- a. the list of the IAPs;
- b. the list of PROPOSALS and DRAFT IAPs which, despite the efforts made, have not become IAPs.
- c. the date the IAPs are to be sent to the ITU.

Step 2. Circulation of the PROPOSALS, DRAFT INTER-AMERICAN PROPOSALS, AND INTER-AMERICAN PROPOSALS

The Secretariat will distribute the PROPOSALS, DRAFT IAPs, and IAPS still being considered, to all Member States of CITELE, by no later than two (2) weeks following the close of the LIMIT MEETING.

In the circular, the Secretariat will indicate that the administrations have four (4) weeks in which to reply.

Step 3. Sending INTER-AMERICAN PROPOSALS to the ITU

The Secretariat of CITELE will send the IAPs to the ITU in accordance with its rules and procedures.

A2. SUPPORT

The administrations wishing to support a PROPOSAL, a DRAFT IAP, or IAP under consideration shall do so either verbally or in writing at meetings of the RAPPORTEURSHIP or as a reply to the corresponding circular from the Secretariat of CITELE.

A3. OPPOSITION

The administrations opposing a DRAFT IAP or an IAP shall indicate clearly the reasons for their oppositions.

The administrations wishing to oppose a DRAFT IAP or an IAP that has been circulated prior to the LIMIT MEETING or FINAL MEETING, as applicable, shall do so at a meeting of the RAPPORTEURSHIP or plenary meeting of PCC.I, either verbally or in writing, in response to A1 Step 2.

Additionally, if an administration chooses to oppose a specific INTER-AMERICAN PROPOSAL at the ITU ASSEMBLY/CONFERENCE, that administration shall make every effort to notify its intention to the RAPPORTEURSHIP.

A4. GENERAL PROVISIONS

A4.1. Negotiating supports

The administration or administrations originally submitting a PROPOSAL shall have responsibility for coordinating and promoting its support so that it becomes a DRAFT IAP and, subsequently, an IAP.

A4.2. Coordination of IAPs

The Rapporteur of the RAPPORTEURSHIP shall coordinate all PROPOSALS AND DRAFT IAPs so that conflicting IAPs on the same subject are not generated.

A4.3. Format of DRAFT IAPs

The heading of each DRAFT IAP being considered within the RAPPORTEURSHIP shall include the following elements, in the order indicated below:

- a. the names of any CITELE administrations that have indicated their support.
- b. in square brackets, the names of any CITELE administrations that have not yet indicated their position;
- c. the names of any CITELE administrations that have indicated their opposition.

A4.4. Points of contact

Communications with the administrations shall be channeled through the points of contact identified to the RAPPORTEURSHIP.

A4.5. Internal activity of administrations

Administrations are encouraged to plan their national activities so as to be prepared to indicate their support for a PROPOSAL or DRAFT IAP or their opposition to the latter as soon as possible or at the FINAL MEETING

B. REVISION OF AN INTER-AMERICAN PROPOSAL AFTER THE START OF AN ITU ASSEMBLY/CONFERENCE

During an ITU ASSEMBLY/CONFERENCE, it may be necessary to consider modifications to an IAP in accordance with any deliberations that may have taken place either at the ITU ASSEMBLY/CONFERENCE, as applicable, regarding specific agenda items.

When this is the case, the Member States of CITEL attending the ITU ASSEMBLY/CONFERENCE and that originally supported the IAP shall review the matter to decide whether a proposed modification is applicable. If any of those Member States of CITEL do not support the proposed modification, the IAP will remain unchanged.

If said Member States of CITEL agree to propose a modification, it shall be submitted to the RAPPORTEURSHIP for its consideration, and, if none of the Member States present at the corresponding meeting of said RAPPORTEURSHIP express their opposition, then the modification will be deemed approved. However, if, at the meeting of the RAPPORTEURSHIP, any Member State of CITEL indicates its opposition, then the modified IAP will be approved only if no more than 25% of the Member States present at said meeting oppose the modified IAP.

Member States of CITEL not attending the meeting of the RAPPORTEURSHIP shall be informed by the Secretariat of CITEL of the modified IAP once it has been approved.

Any Member State of CITEL that wishes to add its name to the modified IAP shall contact the Secretariat of CITEL in order to follow the procedure established with the ITU.

A modified IAP rescinds, replaces, and eliminates the corresponding original IAP.

C. NEW INTER-AMERICAN PROPOSALS AT THE ITU ASSEMBLY/CONFERENCE

This possibility shall not be used as an alternative to the previously established procedures for developing an IAP, nor shall they be considered previously considered specific proposals.

Since the ITU ASSEMBLY/CONFERENCE is a dynamic process, matters may arise regarding items on their agendas that were not envisaged prior to said ITU ASSEMBLY/CONFERENCE and for which a regional position may be required. It may also be useful to establish positions of CITEL regarding other matters.

Once a need to prepare a new IAP has been identified (including the establishment of a position of CITEL), the spokesperson with responsibility shall distribute the proposed text to the participants in the Rapporteurship through the Secretariat and shall call for a debate among the Member States of CITEL present at the Assembly and/or Conference. The IAP shall be considered approved, provided 50% or more Member States of CITEL present at the Conference do not oppose it.

The Member States of CITEL not attending the meeting will be informed by the Secretariat of CITEL of the new IAP once it has been approved.

The Member States of CITEL wishing to add their names will contact the Secretariat of CITEL.

D. APPLICATION OF THIS PROCEDURE

The provisions of this procedure shall be applied and interpreted within the framework of resolution COM/CITEL RES. 226 (XXI-09).

Any matter for which this procedure does not provide shall be resolved at a plenary meeting of PCC.I, following the relevant consultations with the Rapporteur of the Rapporteurship.

PCC.I/RES. 233 (XXV-14)⁷

AGENDA, SITE AND DATE OF THE XXVI MEETING OF PCC.I

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

RESOLVES:

1. To hold the XXVI Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies in Cuzco, Peru, from May 5 to 8, 2015.
2. To adopt the Draft Agenda for the XXVI Meeting of PCC.I, annexed to this Resolution.

ANNEX TO RESOLUTION PCC.I/RES. 233 (XXV-14)

DRAFT AGENDA

1. Approval of the agenda and calendar of activities.
2. Establishment of the Drafting Group for the Final Report.
3. Work Plan for PCC.I.
4. Working Group reports and meetings:
 - 3.1 Working Group on Policy and Regulation (WGPR)
 - 3.2 Working Group on Development (WGD)
 - 3.3 Working Group on Deployment of Technologies and Services (WGDTS)
 - 3.4 Working Group for the Preparation and Follow up of the WTSA, WCIT and WTDC (WG ITU)
5. Agenda, site and date of the XXVII Meeting of PCC.I.
6. Approval of the Final Report.

⁷ CCP.I-TIC/doc. 3423/14

7. Other business.

PCC.I/RES. 234 (XXV-14)⁸

CITEL PRESENTATION OF INTER-AMERICAN CONTRIBUTIONS TO THE STUDY GROUPS AND QUESTIONS OF THE DEVELOPMENT (ITU-D) AND STANDARDIZATION (ITU-T) SECTORS OF THE INTERNATIONAL TELECOMMUNICATION UNION (ITU)

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

CONSIDERING:

- a) That the CITEL Strategic Plan for 2014-2018 has established a greater linkage between the work of PCC.I and that of the ITU-T and ITU-D Study Groups;
- b) That there is no substantial participation of the CITEL administrations in the work of these Study Groups;
- c) That it is advisable to approve a procedure for the consolidation of Inter-American Contributions to be submitted to the Study Groups of the Telecommunications Development (ITU-D), as well as in the various Questions in which the administrations participating in CITEL might be interested, and the Telecommunications Standardization (ITU-T) Sectors of the International Telecommunication Union (ITU);
- d) That it is necessary to include the procedures to be followed in the rapporteurships of PCC.I Working Groups for revising these contributions when it is deemed necessary and to make it possible to coordinate these with the Vice-Chairs of the Region in the Study Groups and Regional Groups, when applicable,

RESOLVES:

1. To adopt the procedure described in the Annex for drafting, adopting, presenting and amending Inter-American Contributions to the Telecommunications Development (ITU-D) and the Telecommunications Standardization (ITU-T) Study Groups of the International Telecommunication Union (ITU). This procedure will also be applied to the ITU-T Revision Committee and Focal Groups.
2. This procedure shall be assessed for a period of 18 (eighteen) months. In this period, tests shall be conducted to assess the effectiveness of the process of discussing and sending Inter-American Contributions (IC) for the ITU Development and Standardization Sectors of the ITU. Once this trial period has concluded, this procedure shall be revised.

⁸ CCP.I-TIC/doc. 3326/14 rev.3

ANNEX TO RESOLUTION PCC.I/RES. 234 (XXV-14)

PROCEDURE FOR THE PREPARATION, ADOPTION, PRESENTATION AND REVISION OF INTER-AMERICAN CONTRIBUTIONS TO BE SUBMITTED TO THE STUDY GROUPS AND QUESTIONS OF THE TELECOMMUNICATIONS DEVELOPMENT (ITU-D) AND THE TELECOMMUNICATIONS STANDARDIZATION (ITU-T) SECTORS OF THE INTERNATIONAL TELECOMMUNICATION UNION (ITU)

1. OBJECTIVES

- To establish the procedure to be followed for any document developed in Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I) to be submitted to the Telecommunications Development (ITU-D) and the Telecommunications Standardization (ITU-T) Study Groups of the International Telecommunication Union (ITU) in the form of an INTER-AMERICAN CONTRIBUTION (IC). CIs will be developed separately for each Study Group. CIs developed for one Group cannot and will not be used by the others.
- This procedure will also be applied to the ITU-T Revision Committee and Focal Groups.
- In using this procedure, every effort should be made to reach consensus among the CITELE administrations.

2. DEFINITIONS

The following definitions are provided for purposes of this procedure:

- a. **RAPPORTEURSHIP:** Specific Rapporteurship of a PCC.I Working Group for each ITU-T/ITU-D Study Group or Question.
- b. **STUDY GROUPS:** Telecommunications Development (ITU-D) and Telecommunications Standardization (ITU-T) Study Groups of the International Telecommunication Union (ITU).
- c. **QUESTIONS:** Specific tasks in the Study Groups of the ITU Development Sector.
- d. **CONTRIBUTION:** A proposal that is submitted for discussion with a view to its becoming a DRAFT INTER-AMERICAN CONTRIBUTION and later an INTER-AMERICAN CONTRIBUTION.
- e. **DRAFT INTER-AMERICAN CONTRIBUTION (DRAFT IC):** A PROPOSAL that after being considered and discussed by the Member States has the support of more than one (1) administration.
- f. **INTER-AMERICAN CONTRIBUTION (IC):** A PROPOSAL or a DRAFT IC, of which the RAPPORTEURSHIP has completed its consideration and discussion and that has been supported by no fewer than 4 (four) administrations.

A. DRAFTING OF INTER-AMERICAN CONTRIBUTIONS TO BE SUBMITTED TO THE MEETINGS OF THE RELEVANT STUDY GROUPS AND QUESTIONS

A1. STEPS

The steps in the procedure for the presentation and adoption of INTER-AMERICAN CONTRIBUTIONS to be submitted to the STUDY GROUP meetings are:

Step 1. Evaluation of the support for and opposition to a PROPOSAL or DRAFT INTER-AMERICAN CONTRIBUTION

At the meeting of the relevant rapporteurship, the proposal or draft proposal of the INTER-AMERICAN CONTRIBUTION to be submitted to the ITU Study Group shall be discussed. The deadline for concluding the deliberations about the proposed contribution must take into account the date of the next meeting of the ITU-T or ITU-D Study Group to which it is to be submitted.

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

The Rapporteur/Chair of the Group must inform the plenary about the existence of Proposals or Draft Proposals of INTER-AMERICAN CONTRIBUTIONS so that the State Members attending can voice their support or opposition to any of these proposals.

Step 3. Sending INTER-AMERICAN CONTRIBUTIONS to the ITU

The Secretariat of CITELE will send the ICs to the ITU, in accordance with ITU rules, deadlines and procedures. The ICs sent to the ITU will contain a heading with the supporting CITELE administrations listed.

A2. SUPPORT

Administrations wishing to support a PROPOSAL, DRAFT IC or CP under consideration must do so, either orally or in writing, at a RAPPORTEURSHIP meeting or in reply to the pertinent circular sent out by the CITELE Secretariat.

A3. OPPOSITION

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

Administrations wishing to oppose a DRAFT IC or an IC that has been circulated before a RAPPORTEURSHIP meeting, as applies, must do so during a RAPPORTEURSHIP meeting or a plenary meeting of PCC.I, orally or in writing, as stipulated in Item A1, Steps 1 and 2.

Likewise, it is understood that if an administration chooses to oppose a particular INTER-AMERICAN CONTRIBUTION at a STUDY GROUP OR QUESTIONS meeting, that administration will make every effort to inform the RAPPORTEURSHIP of its intention.

A4. GENERAL PROVISIONS

A4.1. Support Management

The administration(s) that originally submitted the PROPOSAL is (are) to undertake the task of coordinating and developing support for it so that it may become a DRAFT IC and later an IC.

A4.2. Coordination of ICs

The RAPPORTEURSHIP Rapporteur will coordinate all of the PROPOSALS and DRAFT ICs to ensure that no opposing IAPs are produced on one and the same subject.

A4.3. Format for DRAFT ICs

The heading of each DRAFT IC considered in the RAPPORTEURSHIP must include the following elements in the order indicated below:

- a. The names of the CITEL administrations that expressed their support;
- b. The names of the CITEL administrations that have expressed their opposition.

A4.4. Contact points

Communication with the administrations should be channeled through the contact points identified to the RAPPORTEURSHIP.

A4.5. Administrations' domestic activity

Administrations are encouraged to plan their domestic preparatory activities in such a way as to be prepared to indicate their support for or opposition to a CONTRIBUTION or a DRAFT IC as early as possible or during the RAPPORTEURSHIP meeting.

B. REVISION OF AN INTER-AMERICAN CONTRIBUTION

Immediately after a STUDY GROUP meeting, it may become necessary to revise an IC, based on discussions during the meeting, as applicable.

In that case, CITEL Member States that originally supported the IC if they are not attending the meeting shall be consulted by electronic means to examine the matter to decide whether the draft revision is applicable. If any of these CITEL Member States fails to support the revision, the IC will remain unchanged.

If all CITEL Member States that supported the contribution agree to propose that revision, it will be submitted to the RAPPORTEURSHIP for consideration and if no CITEL Member States in attendance at that RAPPORTEURSHIP meeting expresses its opposition, it will be considered approved. However, if during the RAPPORTEURSHIP meeting a CITEL Member State expresses its opposition, then the revised IC will only be approved if no more than 25% of the CITEL Member States in attendance at the meeting oppose its adoption.

Any CITEL Member State wishing to add its name to a revised IC will get in touch with the CITEL Secretariat in order to follow the procedure established with the ITU.

A revised IC amends, replaces and eliminates the original IC in question.

C. SCOPE OF THIS PROCEDURE

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

The administrations that support the PROPOSED IC will be able to present the INTER-AMERICAN CONTRIBUTIONS and shall submit a report of the activities of each question that might be of interest to the CITEL administrations, as well as the study groups of the Development Sector and the ITU-T.

D. REVISION OF THE PROCEDURE

This procedure must be used up to the XXIX Meeting of PCC.I, at which time a report from each RAPPORTEURSHIP that used the procedure shall be presented to a plenary session of PCC.I and, on the basis of the reports, this procedure will have to be revised.

IV. DECISIONS

PCC.I/DEC. 199 (XXV-14) ⁹

EVALUATING THE FEASIBILITY OF STARTING THE STUDY ON CLOUD COMPUTING ISSUES

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

DECIDES:

1. To invite Member States and Associate Members to indicate whether they might be interested in starting the study and discussion, in the framework of CITEI, of the subject called “Cloud Computing.”
2. To instruct the CITEI Secretariat to find the necessary means to facilitate, for Member States and Associate Members, access to information on this subject (CCP.I-TIC/doc. 3336/14) by a direct link on this Committee’s website.

PCC.I/DEC 200 (XXV-14) ¹⁰

EVALUATING THE FEASIBILITY OF LAUNCHING A STUDY ON PRECISION AGRICULTURE, ITS DEPLOYMENT, AND ASSOCIATED TECHNOLOGIES

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

DECIDES:

1. To invite the Member States and associate members to indicate whether they are interested in initiating a study on, and addressing in the framework of this Committee, the topic “precision agriculture.”
2. To instruct the Secretariat of CITEI to take the steps necessary to facilitate access by the Member States and Associate Members to information on this subject (CCP.I-TIC/doc. 3390/14) via a direct link in the website of this Committee.

⁹ CCP.I-TIC/doc. 3401/14

¹⁰ CCP.I-TIC/doc. 3402/14

PCC.I/DEC. 201 (XXV-14)¹¹

ONLINE SESSION “WOMEN’S CONTRIBUTION TO SUSTAINABLE DEVELOPMENT AND ECONOMIC GROWTH”

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

DECIDES:

1. To hold a Virtual Session on “Women’s Contribution to Sustainable Development and Economic Growth” on September 18, 2014, at 11:00 am (EDT) using the distance platform of OAS/CITEL, with a draft agenda based on the general terms submitted in document CCP.I-TIC/doc. 3389/14.
2. To designate the Chair of the Working Group on Development (WGD) so that, jointly with the Chair of PCC.I and the CITEL Secretariat, she can coordinate this event and the program with the Inter-American Commission of Women (CIM).
3. To keep the door open for the opportunity of holding more online meetings on the subject, as requested by the Chair of the WGD through the good offices of the Chairmanship of PCC.I.
4. To encourage the administrations to participate in this online meeting.

PCC.I/DEC. 202 (XXV-14)¹²

PLAN TO BENCHMARK PROCEDURES FOR HANDLING TELECOMMUNICATION SERVICE USER COMPLAINTS

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

DECIDES:

1. To instruct the administration of Peru to conduct the study “Benchmarking Procedures for Handling Telecommunication Service User Complaints,” to be presented at the XXVII Meeting of PCC.I.
2. To adopt the table of contents of the study “Benchmarking Procedures for Handling Telecommunication Service User Complaints,” in line with the following annex.

¹¹ CCP.I-TIC/doc. 3414/14 rev.1

¹² CCP.I-TIC/doc. 3402/14

ANNEX TO DECISION PCC.I/DEC. 202 (XXV-14)

TABLE OF CONTENTS OF BENCHMARKING PROCEDURES FOR HANDLING TELECOMMUNICATION SERVICE USER COMPLAINTS

I. GOAL

II. BACKGROUND

III. THEORETICAL FRAMEWORK

- 3.1 Benchmarking
- 3.2 Country statistics¹³
- 3.3 Clustering¹⁴

IV. ASSESSMENT OF VARIABLES

- 4.1 Phase prior to the procedure for the settlement of disputes¹⁵
- 4.2 Business agreement (operator and user) during the complaint procedure¹⁶
- 4.3 Entities and bodies for the settlement
- 4.4 Subjects empowered to file complaints¹⁷
- 4.5 Cost of the procedure
- 4.5 Aspects to take into account on the procedure of user's complaints
 - 4.5.1 Issues about which complaints can be filed¹⁸
 - 4.5.2 Fee to give the entry to the procedure¹⁹
 - 4.5.3 Registration and establishment of the file
 - 4.5.4 Place to file the complaint²⁰
 - 4.5.5 How to file the complaint²¹
 - 4.5.6 Deadline for the user to file the complaint with the first instance
 - 4.5.7 Time-limits for ruling on the complaint in the first instance
 - 4.5.8 Appeal for review²²
 - 4.5.9 Disagreement with the ruling: place for filing the case for review in a second instance
 - 4.5.10 Deadline for the user to request processing in a second instance

¹³ The variables being assessed would be: (i) total population and urban population percentage, (ii) per capita GDP and unemployment; and (iii) density of fixed telephony, mobile telephony, and Internet, (iv) income and inequality levels, literacy, among others. There will also be included statistics by type and amount of complaints from users on telecommunication services.

¹⁴ The purpose of clustering, or cluster/group analysis, is to find the similarity that one country might have with the other countries selected in the sample. There are various methodologies to conduct clustering, or group analysis. The methodology to be used in the present study is known as hierarchical cluster analysis (HCA).

¹⁵ For example, by means of conciliation.

¹⁶ When the operator accepts the user's claim, without thoroughly examining the merits of the case. It shall also be reviewed if the operators are required to keep a record of these cases.

¹⁷ It refers to who can file complaints: service users, subscribers who have signed a contract with the operator, legal entities or natural persons (with an authorized representative), among others.

¹⁸ That is, the issues that are reviewed by the instances.

¹⁹ It means that the user must pay a fee in order to file a complaint

²⁰ It means whether the complaints are filed with the operators, the regulatory agency or another institution.

²¹ Which means what channels are used to file the complaints: in person, by phone, by e-mail, through a website, etc.

²² When the first instance reviews its ruling as a result of the submittal of new evidence by the complainant.

- 4.5.11 Filing the complaint from the first to the second instance and/or requesting information from the first instance by the second instance
- 4.5.12 Time-limits for ruling by the second instance
- 4.5.13 Tacit approval
- 4.5.14 Handling cases of breach of the provisions of the procedures for filing complaints
- 4.5.15 Notifications of rulings from the instances
- 4.5.16 Penalization for breaching of rules and regulations (regulatory framework)

CONCLUSIONS AND RECOMMENDATIONS

REFERENCES

ANNEXES

- No. 1: Glossary of Terms
- No. 2: Statistics assessed in clusters
- No. 3: Tables on Benchmarking Procedures for Filing Complaints

PCC.I/DEC. 203 (XXV-14)²³

CITEL MEMBERS STATES CONTRIBUTION TO THE MODIFICATIONS OF ITU-T RECOMMENDATION D.98

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

DECIDES:

To instruct the CITEL Secretariat to distribute for evaluation of the Members States the revised draft of the ITU-T Recommendation D.98 that was discussed in the last SG3 RG-LAC meeting, on March 2014 at San Jose, Costa Rica, and encourage them to send their contributions to the focal point defined for SG3 RG-LAC International Roaming issue, Mr. Abraão Balbino e Silva (asilva@anatel.gov.br) from Brazil, until the 31 August 2014, in order to consolidate the information.

²³ CCP.I-TIC/doc. 3323/14 rev.2

PCC.I/DEC. 204 (XXV-14)²⁴

CLASSIFICATION OF FRAUD AND REGULATORY NON-COMPLIANCE PRACTICES

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

DECIDES:

1. To request Member States to process the survey attached in the Annex herewith, on the basis of PCC.I/RES. 225 (XXIV-14) “STRUCTURE AND TERMS OF REFERENCE OF THE WORKING GROUPS AND RAPPORTEURSHIPS OF PCC.I”, for the purpose of gathering information about Fraud in Information and Communication Technologies (ICTs) and Regulatory Non-Compliance Practices.
2. To designate the Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices to gather information on the basis of the survey’s results.
3. Instruct the Rapporteurship on on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices to present the results of the survey to the XXVI Meeting of PCC.I.

ANNEX 1 TO DECISION PCC.I/DEC. 204 (XXV-14)

**CLASSIFICATION OF FRAUD AND REGULATORY
NON-COMPLIANCE PRACTICES IN ICTs**

Country/Administration: Name of person answering the survey: Entity/Institution: Contact information: Phone: e-mail:	
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Please fill out the following table about frauds and regulatory non-compliance practices in ICTs:

The first part of information is expected for November 28, 2014.

Deadline to provide all the information: March 30, 2015.

Goal: According to the mandate of the Working Group on Policy and Regulation (WGPR) and in order to study and recommend strategies and best practices to detect and reduce fraud in the area of telecommunications/ICT and to identify the principal regulatory non-compliance behaviors currently undermining the normal development of telecommunication/ICT activities, the present survey intends to classify and prioritize which of these behaviors are to be included in the studies of the present Rapporteurship.

²⁴ CCP.I-TIC/doc. 3337/14 rev.2

Bearing in mind the above, please provide, with respect to each type of fraud or regulatory non-compliance practice, the answer to the following questions:

1. This fraud or practice has been targeted in provisions by the Member State in standards, studies, duties of government institutions, campaigns, programs for its mitigation, etc? YES / NO
2. If the reply to question 1 is YES: Can you provide statistical data about the economic impact, impact on users, or impact on the State that would help to calculate the size of the problem in each Member State. YES (at least 1 of the three data) / NO

Table 1: Classification of frauds and regulatory non-compliance practices

Type of fraud or regulatory non-compliance practices in ICTs (see definitions in Annex 1)	Question 1	Question 2
1. Internal fraud		
2. Fraud in service subscription		
3. Public phone bypass fraud		
4. Third-country fraud		
5. Leak of mobile terminal equipment		
6. PBX fraud		
7. Tampering with network elements		
8. Tampering with information		
9. Theft of phone lines		
10. Theft of PINs from cards or keys of special services to make calls		
11. Use and sale of facilities assigned by the companies for use by third parties		
12. By pass – Reorigination		
13. Callback		
14. Unfair competition		
15. Resale of telecommunication services without due authorization		
16. Slamming		
17. Cell phone cloning		
18. Cramming		
19. Dialers		
20. Theft of cell phones		
21. Automatic subscription to the services of an operator unless the customer expressly refuses them		
22. Adware		
23. Backdoor		
24. Creation and use of own infrastructure without a permit		
25. DIDs		
26. Hacking		
27. Keyloggers		
28. Installing infrastructure to monitor the private information of users		
29. Trickery with messages to draw the attention of persons		
30. Phishing		
31. Clandestine radio and television broadcasting		

32. SCAM		
33. Spyware		
34. SPAM		

ANNEX 2 TO DECISION PCC.I/DEC. 204 (XXV-14)

DEFINITIONS OF FRAUDS AND REGULATORY NON-COMPLIANCE PRACTICES

1. Corporate or internal fraud:

It consists of fraud carried out by the company’s internal staff, with the intent of improperly using corporate resources for personal or third-party purposes, and involves the privileges and technical know-how of the person committing the fraud, among which the following:

- 1) Appropriation of assets for personal or third-party use.
- 2) Sale or use of confidential information for one’s own benefit.
- 3) Sale of access to goods or services provided by the companies for use by third parties.
- 4) Access to systems of the service provision chain to change information of use of own or third-party services.
- 5) Abuse of services or facilities provided for the internal management of the company for own or third-party benefit.
- 6) Access and use of customer network facilities for own or third-party benefit.
- 7) Disclosure of information about processes and vulnerabilities identified for the benefit of third parties.
- 8) Favoritism for third parties in bidding process, selection and procurement of services or purchase of goods and assets of the company, for own benefit or the benefit of friends or next of kin.

FRAUDS WITH THE INTENT TO NOT PAY AND TO HAVE A THIRD PARTY PAY FOR THE SERVICE

2. Subscriber fraud:

The user provides false documentation or impersonates another person to request and subscribe to a telecommunication service for the purpose using it so as not pay or clandestinely carry out other types of fraud.

3. Public phone bypass fraud:

The public phone line is bypassed to make phone calls with no intention of paying.

4. Third-country fraud or refile:

The fraudster obtains one or various phone lines in his/her own country and using the conference call facility or with a small switch makes it possible for users from various countries to communicate between each other, the charges of both calls are invoiced to the phone lines obtained by the fraudster who normally subscribes to these lines with false documents, bypass fraud or unscrupulous technical experts.

5. Equipment drain:

The fraudster subscribes to mobile phone plans where devices are subsidized, for the purpose of obtaining the terminal, which are taken by organized crime and place normally in other countries

where the price of these devices are much higher, for the purpose of profiting from the difference in the price of the equipment.

6. PBX fraud:

This is a facility of the PBX exchanges, which are normally assigned to executives for remote access with codes to platforms that enable them to communicate with all services (local, national long distance, international long distance, mobile, access to Internet, among others), through social engineering or unscrupulously these access are known by third parties who shall use the service making companies ultimately pay the bill for services not used for their profit. This type of fraud is increasing with PBX-IP, because of the access facility that fraudsters have from any part of the world and oftentimes because of the little protection of these elements by the users.

7. Tampering with network elements:

It consists of outsources staff and/or permanent staff of the company intentionally tampering with phone channels to use the service and make sure that it stays on free lines, test line or charges to a customer that has not used this service.

8. Tampering with information:

Local access or by hacking the registration, billing and supply platforms to delete and/or alter registrations of use, hired capacity, blocked IMEIs, customer statements and user data in any of the systems of the service provider chain that can alter service payment or release equipment reported stolen and/or lost.

9. Theft of phone lines:

Active lines assigned to users whose home address is changed or bypassed for use by a third party without the authorization of the subscriber or the local service provider company.

10. Theft of PINs of cards or keys of special services to make calls:

When a user is carrying out a communication using services with PINs such as prepay cards or special services, the fraudster seizes the PINs and general uses the service or sells it on the black market to carry out communications charging them to the card or special service of the customer. They are also obtained by means of SMS with the intention to commit fraud, simulating the awarding of prizes in exchange for a prepay PIN.

11. Use and sale of facilities assigned by the companies for use by third parties:

They are processed through telecommunication elements assigned by the companies to their employees to achieve the corporate goals and the latter take advantage of these elements to make them available to third parties, normally in exchange for their own profit.

FRAUD IN THE REGULATORY SYSTEM AND/OR SERVICE PROVISION OF EACH COUNTRY

12. Bypass – Reorigination:

The bypass mode consists of transmitting traffic from the national or international long-distance service through operator networks without a license authorizing them to provide said services. Once the traffic is located at the point of interest of destination, then that is where the reorigination mode takes place, which consists of changing the origin of the communication, which is international in nature, simulating as if it were between local operators or on the intranet. This modality can be used for landline or mobile phone service. The business of the fraudster consists of profiting from the difference between the international communication price and the local traffic for landlines or intranet for mobile phones. In addition, as a rule, these fraudsters are not bound by any regulatory

obligations, do not pay taxes and earn their income from abroad. Types of bypass: inbound, outbound, local, national or international or mobile reorigination.

13. Callback:

This type of fraud consists of inverting the direction of traffic, as a rule international traffic, so that, instead of making a call from the origin to the destination, it appears like a call made from the destination to the origin. Under normal service provision conditions, the subscriber who requires communication (caller user) must make calls originating in his/her country through operators that are there. But in this case a call is dialed to a number abroad to platforms that take the subscriber at the origin, and these platforms then redial from abroad to the original caller and establish the communication as if it were from the destination to the origin. This phenomenon manages to trick payment for the call at origin and as a result incoming calls take place that should have been billed as outgoing calls.

14. Unfair competition:

Some companies set up their switchboard equipment to prevent their customers from using other networks, for example national or international long-distance services. They block the competitor operator's identification digits, so that the user believes that the operator is not available and is forced to use the services of the operator to which his/her line is connected. Another way that this kind of fraud takes place is the refusal to interconnect with competitor networks.

15. Resale of telecommunication services without due authorization:

This is where persons who intend to reap financial gains acquire services provided with subsidized corporate or residential plans for the purpose of reselling these services without due authorization from the telecommunication service operator.

FRAUDS AGAINST USERS

16. Slamming:

It involves the illegal practice of switching the user's operator to another without the consent of the user or using methods that trick the customer.

17. Cell phone cloning:

Fraudsters intercept the equipment serial number (ESN) using radio receiver equipment. Once they have these numbers, they reprogram them on other equipment, from which they make calls that are billed to the subscriber holding the original ESN.

18. Cramming:

They are services that are installed and/or billed to the customers although the latter have not requested, received, authorized or used these services.

19. Dialers:

Dialers are programs which, when used for wrongdoing, can redirect connections made on the switched network while the user is browsing on the Internet. Their purpose is to halt the phone connection that the Internet user is using at that time in order to establish another by dialing either a phone number with a premium rate or a number of an international ISP.

20. Theft of mobile phones:

There are gangs who steal mobile devices for the purpose of reselling them so that they can be used inside or outside the national territory normally with other operators. It is currently a major problem because these devices are rebranded with other identification numbers that make them appear to the

network operator as if they were other devices, thus avoiding monitoring for deactivating stolen terminals in the bases of the operators.

21. Automatic subscription to services of an operator unless the customer specifically refuses these services:

This type of subscriber fraud is committed by adding services that agreed upon in the contract. These services are, at first, free of charge and then, without the express authorization of the user, they start being charged by the operators.

USE OF ICT PLATFORMS AND INFRASTRUCTURE TO PERPETRATE OTHER TYPES OF FRAUD

22. Adware: Unwanted advertisement. Banners of products or services are introduced without the user's consent, which slows down the network and impedes browsing. Oftentimes they are used by free programs to draw the attention of users and they can often induce users to commit other types of fraud such as phishing.

23. Backdoor: It is a program that is inserted into the computer and is apparently inoffensive. But once installed, it provides a "backdoor" whereby it is possible to control the target computer. This makes it possible for the fraudster to carry out actions in this computer that compromise the user's privacy or have it viewed in the Internet as a hostile computer or impede its working with others.

24. Creation and use of own infrastructure without a license: This type of fraud is normally used by the fraudster to conceal his/her true activities. The best way to do this is for the fraudster to have his/her own infrastructure with a private clandestine network with which he/she can commit crimes such as trafficking in persons, drug trafficking, contraband, extortion, among others.

25. DIDs: This type of service, as a rule, is not regulated in our countries. Therefore local lines can be found ringing in third countries towards which there is a different long-distance rate as if it were a local rate and vice-versa. For example, phone lines in Buenos Aires ringing in the USA and lines in the USA ringing in Buenos Aires. This type of service is provided to avoid monitoring by authorities, because while in the operator systems the subscriber has been assigned a service for local use, the latter is really located in another country, which makes it almost impossible to monitor it in case a crime has been committed, which makes its use attractive for extortion, drug trafficking, trafficking in persons.

26. Hacking: In this case, the fraudster manages, by fraud, to have access to the computer systems of companies so they can carry out operations on the company's data for his/her own benefit or for third parties. An example of this type is the illegal access to telecommunication platforms to resell services or the access to bank customer databases to release or transfer money to third parties or to pay third-party services with the money of account holders whose information has been stolen.

27. Keyloggers: Through this system, the fraudster manages to seize information keyboarded by a user. Oftentimes this modality is used on public Internet services for the purpose of seizing data, which are afterwards sold on the black market or using the information obtained for the fraudster's own benefit. Examples of this are the seizure of bank passwords and payment of third parties using the money of account holders whose information has been stolen.

28. **Establishing infrastructure to monitoring the private information of users:** The lawbreaker tries to secure information for his/her own profit, for example, by installed automatic teller machines (ATM) to discover user passwords or cloning the cards of the users. In this kind of offense, the spammer tries to obtain confidential information with a remote monitor to then withdraw money, using technologies such as SMS, Wifi, among others.
29. **Trickery using messages to draw the attention of persons:** In this type of fraud, the lawbreaker makes a profit from his activities and builds a telecommunication infrastructure to draw the attention of ingenuous, oftentimes unemployed, persons who see an opportunity to improve their situation, as a result of messages about work abroad, as a model or earning high income. These messages are published in newspapers, web pages, e-mails, among others. Once the person is lured into this, he/she is used for altogether different activities.
30. **Phishing:** In this type of fraud, the fraudster manages to obtain a user's confidential bank information by cloning web pages or using the e-mails themselves through phone calls. Once they obtain the information, they empty the user's accounts.
31. **Clandestine radio and television broadcasting** for various purposes. For example it can be used to broadcasting information to train groups who operate outside the law, etc.
32. **SCAM:** Fraudsters use scams to try to secure middlemen for international transactions so they can launder money.
33. **Spyware:** All kinds of malignant software that surreptitiously uses a user's Internet connection to extract data or information on the contents of the computer or its behavior without the consent of the user. This method makes it possible to obtain confidential information about the user to be used for various purposes.
34. **SPAM:** Unwanted e-mails, whereby the spammer tries to bombard lists of users with unsolicited e-mails, oftentimes containing programs that are self-installed and can even damage the content of the computers. Fraudsters oftentimes use them as a way to spread viruses, among others.

PCC.I/ DEC. 205 (XXV-14)²⁵

**DATA COLLECTION AREAS REGARDING SCOPE AND NATURE OF THE
COUNTERFEIT/SUBSTANDARD/UNAPPROVED DEVICES PROBLEM**

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

DECIDES:

1. To request the Member States and Associate Members to add and/or correct the contact information on the Participant List table on Annex 1 with their representative interested in participate in the Correspondence Group to Discuss Regional Measures to Combat the Spread of Counterfeit,

²⁵ CCP.I-TIC/doc. 3417/14

Substandard and Unapproved Mobile Device, by August 15, 2014, to the coordinator of the Correspondence Group, Mr. João Zanon (zanon@anatel.gov.br).

2. To instruct the Coordinator of the Correspondence Group to invite the interest on the works of the Correspondence Group, based on the updated Participant List of Annex 1, to the first e-meeting that should be realized until the half of September 2014.

3. To request the Member States and Associate Members to gather the information listed on the Annex 2, by October 30, 2014, and submit to the coordinator of the Correspondence Group.

4. To instruct the CITEI Secretariat to inform the Member States and Associate Members about the deadline of the items above.

ANNEX 1 TO DECISION PCC.I/ DEC. 205 (XXV-14)

Please add and/or correct on the table below the contact information from your Member State or Associate Member that is interested in participating in the Correspondence Group to Discuss Regional Measures to Combat the Spread of Counterfeit, Substandard and Unapproved Mobile Devices.

MEMBER STATES		
Argentina	Anabel Cisneros	acisneros@cnc.gob.ar
	Pablo Lepere	plepere@cnc.gob.ar
Canada	Oscar Avellaneda	oscar.avellaneda@ic.gc.ca
Colombia	Diana Morales	diana.morales@rccom.gov.co
	Hugo Romero	hugo.romero@rccom.gov.co
	Franklin Merchán Calderón	fmerchan@mintic.gov.co
Brazil (Coordinator)	Joao Alexandre Zanon	zanon@anatel.gov.br
	Tiago Sousa Prado	tiago.prado@anatel.gov.br
Ecuador	Edison Ayala	EAyala@supertel.gob.ec
Mexico	Ante Salcedo (IFT)	ante.salcedo@ift.org.mx
	Karel Ochoa (SCT)	karel.ochoa@sct.gob.mx
Paraguay	Diego Miranda	dmiranda@conatel.gov.py
Peru	Gonzalo Ruiz Diaz	gruiz@osiptel.gob.pe
United States	Michele Wu-Bailey	michele.wu-bailey@fcc.gov
Uruguay	Nicolas Ariel Cendoya Pintado	ncendoya@ursec.gub.uy
Venezuela	Mariana Calderón	mcalderon@conatel.gob.ve

ASSOCIATE MEMBERS		
GSMA Latin America	Sebastian Cabello	scabello@gsma.com
	Matias Fernandez Diaz	mdiaz@gsma.com
	Brenda Romina Mana Pastrian	bpastrian@gsma.com
Microsoft Canada	Carlos Lauria	carlos.lauria@microsoft.com
Mobile Manufacturers Forum (MMF)	Aderbal Bonturi Pereira	aderbal.pereira@mmfai.info
Qualcomm, INC.	Geraldo Neto	gneto@qti.qualcomm.com
Tahoe Consulting, LLC	Gabriela Lago	glago@tahoeconsultingllc.com
Telecommunications Management Group, INC (TMG)	Flávia Alves	flavia@tmgtelecom.com
Telefonica de Argentina	Ignacio Bergallo	ignacio.bergallo@telefonica.com

ANNEX 2 TO DECISION PCC.I/ DEC. 205 (XXV-14)

Member States and Associate Members are asked to collect the following data:

1. Information on size of the counterfeit, substandard, and unapproved mobile devices problem including any studies conducted regarding the sale and distribution of such products, data/statistics on how many phones are on networks that have invalid IMEI numbers, information on number of seizures by customs or other enforcement authorities, etc.
2. Data or statistics on the economic impact of this problem on society.
3. Any general data relating to source of counterfeit/substandard products.
4. Any data or information regarding cybersecurity threats posed by such products.
5. Any data regarding safety related, environmental concerns, or performance related problems related to the use of counterfeit including any studies conducted relating to these topics.
6. Data on existing legislation or regulation in your country specifically addressing the counterfeit/substandard devices problem.
7. Information on best practices from inside and outside the region including available technological solutions.

8. Information documenting results related to any legislative, regulatory, and technological solutions implemented including degree of effectiveness and flaws of such solutions.
9. Please evaluate and comment on the proposed definitions for counterfeit, substandard, and unapproved devices which are shown below.

A. Counterfeit Mobile Device

A **counterfeit mobile phone** is a product of inferior quality which explicitly infringes the trademark or design of an original or authentic product. In other words, the counterfeit product copies the trademark (brand) of an original well-recognized brand, copies the form factor of the original product, and/or copies the packaging of the original product.

B. Substandard

Substandard is a category of ICT equipment that is sold in contravention of applicable national and international technical standards, conformity processes, as well as national regulatory requirements or other applicable legal requirements. In some cases the manufacturer may intend to deceive the purchaser into believing that he/she is buying conformant products. The product may or may not resemble an original brand.

C. Unapproved

An **unapproved mobile phone** is a cell phone that is being sold and distributed in country in contravention of applicable national and international technical standards, conformity processes, as well as national regulatory requirements or other applicable legal requirements and, therefore is unapproved for sale and/or activation on telecommunications networks of that country. It's also important to notice that an unapproved device in most cases is a counterfeit or substandard device but not necessarily.

PCC.I/DEC. 206 (XXV-14)²⁶

CREATION OF PAGES IN THE COLLABORATIVE SPACE FOR ONGOING UPDATE OF INFORMATION ON THE RAPPORTEURSHIPS OF PCC.I

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

DECIDES:

1. To instruct the Secretariat of CITELE to create the links and respective pages in the Collaborative Space for ongoing update of information on advances of the activities included in the work plans of the different Rapporteurships of PCC.I. That information should be available for consultation solely and exclusively by the Member States and must not be publicly accessible.
2. To task the Secretariat of CITELE with the update of the information indicated in paragraph 1 above, in coordination with the respective Rapporteurships.

²⁶ CCP.I-TIC/doc. 3425/14

PCC.I/DEC. 207 (XXV-14)²⁷

**TECHNICAL ASSISTANCE FOR MEMBER STATES TO ROLL OUT INTERNET
CONNECTIVITY INFRASTRUCTURE**

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

DECIDES:

1. To instruct the Rapporteurship on Internet: ecosystem and international connectivity, in coordination with the Chair of the Working Group on Policy and Regulation (WGPR), to contact the administration of Honduras, as a Member State interested in the initiative, to draw up a working methodology and timetable of activities.
2. To instruct the Executive Secretary of CITEI to contact, in coordination with the Rapporteur on Internet: ecosystem and international connectivity, possible collaborators/partners of the technical Internet community who have indicated their interest in participating in the initiative in order to secure their formal commitment and find out in what stage and with what resources they would be able to cooperate (technical advice, consultants/technical experts in the field, equipment, financial resources, etc.).
3. To request the Executive Secretary, in coordination with the Chair of the Permanent Executive Committee of CITEI (COM/CITEI), to contact regional and international financing organizations in order to present the initiative and ask for their collaboration.
4. To invite the Rapporteur on follow-up of regional initiatives to evaluate, together with International Telecommunication Union (ITU), the possibility of including the activity within the framework of the AMS4 Initiative "Reduction of telecommunication service prices and Internet access costs".

PCC.I/DEC. 208 (XXV-14)²⁸

**COOPERATION BETWEEN ITU-T AND CITEI ON THE COUNTERFEIT AND
SUBSTANDARD ICT EQUIPMENTS DISCUSSION**

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

DECIDES:

1. To cooperate with the International Telecommunication Union (ITU) in the development of the counterfeit and substandard Information and Communication Technologies (ICT) equipment matter,

²⁷ CCP.I-TIC/doc. 3410/14

²⁸ CCP.I-TIC/doc. 3334/14 rev.1

considering the synergy between the work being developed in ITU-T Study Group 11 Question 8/11 and the CITELE's Correspondence Group on Counterfeit, Substandard and Unapproved devices of the Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices.

2. To instruct CITELE's Secretariat to forward to ITU-T Q8/11 the output Liaison in Annex agreeing to cooperate with ITU in the development of the counterfeit and substandard ICT equipment matter.

3. To encourage the participation of CITELE Members on the "ITU Seminar on combating counterfeit ICT devices" to be held in Geneva, Switzerland on 17th and 18th of November 2014.

ANNEX TO DECISION PCC.I/DEC. 208 (XXV-14)

Committee/ Work Group/ Rapporteurship	PCC.I Working Group on Policy and Regulation (WGPR).	XXV PCC.I MEETING: TELECOMUNICACIONES/TIC From August 5 to 8, 2014 Asuncion, Paraguay
Title:	Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices Reply to liaison statement from ITU-T SG11 concerning "technical report on counterfeited and substandard ICT equipment"	

LIAISON COMMUNICATION

For action to:

For comments to: ITU-T SG11

For information to: ITU-T SG11

Approval: XXV PCC.I, Asuncion, Paraguay August 5-8, 2014

Deadline:

Contact: Name: Isaac Boateng
National Communications Authority
Ghana
Tel: +233302-776621
Email: isaac.boateng@nca.org.gh

Contact: João Alexandre Moncaio Zanon
National Telecommunications Agency
Brazil
Tel: +55 61 2312 2508
Fax: +55 61 2312 2793
E-mail: zanon@anatel.gov.br

The Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices of the Inter-American Telecommunication Commission (CITEL) has received the Liaison from Question 8 “*Guidelines for implementations of signalling requirements and protocols*” of Study Group 11 informing on the progress of the draft “**Technical Report on Counterfeited and Substandard ICT Equipment.**”

We would like thank you and inform that the Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices, at the last PCC.I meeting in Asuncion, Paraguay, held on August 5-8, is pleased with in input provided from ITU-T Question 8 of Study Group 11 on this important topic, decided to cooperate with ITU in the development of the counterfeit and substandard ICT equipment matter, as well to encourage the participation of CITEL Members on the “ITU Seminar on combating counterfeiting ICT devices” to be held in Geneva, Switzerland on November 17-18, 2014.

We will be grateful to receive any further comment for future collaboration in this area.

PCC.I/DEC.209 (XXV-14) ²⁹

ESTIMATING WACC IN TELECOMMUNICATION SECTOR

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

DECIDES:

To instruct the CITEL Secretariat to distribute among the administrations document CCP.I-TIC/doc. 3320/14 and to encourage the administrations to send its experiences regarding Capital Costs estimation methodologies (such as WACC or others) to Ms. Priscila Honório Evangelista (priscila@anatel.gov.br) from the administration of Brazil not later than February 5th, 2015 in order to consolidate the information and to prepare a report to be discussed at the XXVI PCC.I meeting.

²⁹ CCP.I-TIC/doc. 3320/14 rev.1

**REGULATION ON BLOCKING THE IMEI OF MOBILE TERMINAL EQUIPMENT
REPORTED TO BE STOLEN AND/OR LOST IN OTHER COUNTRIES**

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

DECIDES:

1. To request Member States to complete the survey attached to the annex herewith, on the basis of CCP.I/RES. 225 (XXIV-14) – STRUCTURE AND TERMS OF REFERENCE OF THE WORKING GROUPS AND RAPPORTEURSHIPS OF PCC.I, for the purpose of gathering information about whether or not in Member States there is a regulation requiring the blocking of the IMEI of mobile terminal equipment reported to be stolen and/or lost in other countries.
2. To designate the Rapporteurship on Fraud Control, Regulatory Non-Compliance Practices in Telecommunications and Regional Measures against the Theft of Mobile Terminal Equipment to gather information with the results of the survey.
3. To instruct the Rapporteurship on Fraud Control, Regulatory Non-Compliance Practices in Telecommunications and Regional Measures against the Theft of Mobile Terminal Equipment to present the results of the survey to the XXVI Meeting of PCC.I.

ANNEX TO DECISION PCC.I/DEC. 210 (XXV-14)

**REGULATION ON BLOCKING IN IMEI MOBILE NETWORKS OF DEVICES REPORTED
STOLEN AND/OR LOST**

Country/Administration:
Name of person answering the
survey:
Entity/Institution:
Contact Information:
 Phone:
 E-mail:

Please answer the following questions:

1. Name and information of the authority or entity in charge of regulating or issuing standards to mobile operators:

Name of the entity: _____

Phones: _____

³⁰ CCP.I-TIC/doc. 3344/14

Contact person for the issue of theft of mobile phones: _____

E-mail of the contact person for the issue of theft of mobile phones:

2. Is there a regulation in the Member State that requires mobile operators to include in their EIR (blocking service) the IMEIs that are reported to be stolen and/or missing in other countries?

YES _____ (please indicate regulation and link for consultation) NO _____

3. If the answer was NO to question 2, are there plans or an agenda to draw up this regulation?

YES _____ (please attach timetable with most important date) NO _____

4. If there is no regulation or plans for regulation, is there any self-regulation whereby mobile operators proceed to block the IMEIs of other countries?

YES _____ NO _____

PCC.I/DEC. 211 (XXV-14)³¹

**MECHANISM TO NOTIFY MEMBER STATES ABOUT NEWS OF CONNECTION TO THE
GSMA INTERNATIONAL MOBILE EQUIPMENT IDENTITY DATABASE**

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

DECIDES:

1. To instruct the CITELE Secretariat to send every month notifications to Member States, in coordination with the Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices, to report the status of international connection, exchange and blocking of mobile terminal devices reported stolen and/or lost through GSMA's IMEI Database. This notification must highlight any news about connected operators exchanging and/or blocking the IMEI numbers of other countries.

2. To request GSMA Latin America to send to the Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices a monthly report on the status of countries and mobile operators with respect to their connection to GSMA's IMEI DB.

³¹ CCP.I-TIC/doc. 3429/14

**REQUEST FOR INFORMATION ON UPDATES TO POLICIES, PLANS, AND/OR
PRACTICES FOR DISASTER PREVENTION AND MITIGATION**

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

DECIDES:

1. To request the administrations to report to the Rapporteurship on disaster prevention, response and mitigation of the Working Group on Development, by February 2015, updates to policies, plans, and/or practices for disaster prevention and mitigation for referral to the co-Rapporteurs who will have responsibility for compiling the information, for inclusion in the update of Technical Notebook 17 on the use of telecommunications in disaster prevention and mitigation.
2. To instruct the Executive Secretary of CITELE to seek a relevant format for use by the administrations to provide the basic information mentioned in the paragraph above to facilitate its submission and compilation, and to notify the Member States of CITELE of this Decision.

³² CCP.I-TIC/doc. 3424/14 cor.1

PCC.I/DEC. 213 (XXV-14)³³

REQUEST FOR CONTRIBUTIONS ON PROJECTS AND ACTIVITIES RELATED TO THE REGIONAL INITIATIVES

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

DECIDES:

1. To request the administrations to report to the Rapporteurship on follow-up of regional initiatives (Rapporteur: Ms. Solana de Aspiazu, sdeaspiazu@cnc.gov.ar) of the Working Group on Development, one month prior to the XXVI Meeting of PCC.I, those activities and projects that they intend to implement in the period 2014-2015 in the framework of the regional initiatives approved by the 2014 World Telecommunication Development Conference (WTDC-14), for their inclusion among the topics for follow-up by this Rapporteurship and to provide pertinent information to the corresponding Rapporteurships so as to achieve better coordination between CITEL and the Regional Office of the International Telecommunication Union.
2. To instruct the Executive Secretary of CITEL to notify the Member States of CITEL of this Decision.

PCC.I/DEC. 214 (XXV-14)³⁴

LIAISON COMMUNICATION WITH THE DEVELOPMENT ADVISORY GROUP IN TELECOMMUNICATIONS (TDAG)

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

DECIDES:

To instruct the Executive Secretary of the CITEL, to send a letter to the Telecommunication Development Advisory Group (TDAG), of the International Telecommunication Union (ITU) regarding the request of information on the progress of the implementations of the Regional Initiatives.

³³ CCP.I-TIC/doc. 3412/14

³⁴ CCP.I-TIC/doc. 3416/14

ANNEX TO DECISION PCC.I/DEC. 214 (XXV-14)

Committee/ Work Group/ Rapporteurship	PCC.I WORKING GROUP ON DEVELOPMENT RAPPORTEURSHIP ON FOLLOW-UP OF REGIONAL INITIATIVES	XXV PCC.I MEETING: TELECOMUNICACIONES/TIC From August 5 to 8, 2014 Asuncion, Paraguay
Title:	Request of information to TDAG about evolution in the implementation of Regional Initiatives LIAISON COMMUNICATION	
For action to:	Telecommunication Development Advisory Group from ITU	
For comments to:		
For information to:		
Approval:	GTD	
Deadline:		
Contact:	Name: Solana de Aspiazu	Tel:+54 11 4347-9406
	Organization CNC	Fax: +54 11 4347-9546
	Country Argentina	E-mail: sdeaspiazu@cnc.gob.ar
Contact:	Name Amparo Arango Echeverri	Tel: 1-829-378-6358
	Organization INDOTEL	Fax:
	Country Dominican Republic	E-mail: aarango@indotel.gob.do

During the last meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies a Rapporteurship to follow-up the implementation and evolution of regional initiatives adopted for the Americas at the 2014 World Telecommunication Development Conference (WTDC-14) was approved. In light of this, it would be very useful the information that may provide the advisory group about the evolution in the implementation of the projects undertaken.

PCC.I/ DEC. 215 (XXV-14)³⁵

**SURVEY OF “SOLUTIONS USED TO MONITOR INTERNATIONAL TERMINATION
TRAFFIC”**

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

DECIDES:

1. To instruct the CITEL Secretariat to send the Member States the survey in the Annex.
2. To thank the Member States for sending their answers no later than November 30, 2014, to the following liaisons of the National Telecommunications Commission (CONATEL) in the Bolivarian Republic of Venezuela: Mr. Jesús Rivera, Chief of International Investigation and Follow Up

³⁵ CCP.I-TIC/doc. 3404/14 rev.1

(jrivera@conatel.gob.ve) with a copy to Mr. Alejandro Jurado, Chief of the Interconnection and Limited Resources Division (ajurado@conatel.gob.ve).

5. The administration of Venezuela shall present a report with the answers presented by the Member States in the next Meeting of the Rapporteurship on Telecommunication numbering, portability and addressing.

ANNEX TO DECISION PCC.I/ DEC. 215 (XXV-14)

SURVEY OF “SOLUTIONS USED TO MONITOR INTERNATIONAL TERMINATION TRAFFIC”

1. In your country, are operators that offer international long distance service under any specific obligation to transmit only automatic number identification (ANI) call traffic?
2. If the answer is no, are operators under any obligation to establish any procedure in their contracts in the event a governmental entity requests details of specific traffic (e.g., details of the origin of a call terminated in the country) in the least time possible?
3. Does the regulatory body have any mechanism on the networks of telephony operators of your country that enables it, in real time or non-real time, to check how much international long distance traffic is terminated in each network, with specific details of information such as trunk number, carrier utilized, call duration, ANI number provided, destination number, start and end times, billed usage time, total call amount?.
4. If there is a network scheme or solution, what diagram or architecture is implemented?
5. Is the network scheme or solution implemented administered solely by the regulator or has an agreement been concluded with a service provider?
6. If administered by a service provider, what type of agreement or contract has been signed?
7. In implementing the network scheme or solution, did the regulatory body have to issue any type of regulations?

CURRENT STATUS OF THE REGULATION OF MACHINE-TO-MACHINE (M2M) COMMUNICATIONS

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

DECIDES:

1. To request the Member States to complete the survey provided in the Annex, by February 15, 2015 at the latest.
3. To instruct the Rapporteurs to submit a report on the survey's results to the next meeting of PCC.I.
4. To instruct the CITEI Secretariat to inform the Member States about the survey and the deadline for its completion.

ANNEX TO DECISION PCC.I/ DEC. 216 (XXV-14)

CURRENT STATUS OF THE REGULATION OF MACHINE-TO-MACHINE (M2M) COMMUNICATIONS

1. In your country, is there any regulatory framework or specific regulations for machine-to-machine (M2M) communications?

YES _____ NO _____

If Yes, please provide the number and name of the norm (i.e., law, regulation or policy), as well as the Internet link where it can be consulted:

If Yes, does it differ from the regulatory framework for other mobile communications?

YES _____ NO _____

2. Do your country's laws or regulations define the meaning of machine-to-machine (M2M) communications or the scope of M2M communications?

YES _____ NO _____

If Yes, please provide the number and name of the norm (i.e., law, regulation or policy), as well as the Internet link where it can be consulted:

If YES,

³⁶ CCP.I-TIC/doc. 3267/14 rev.2

a) Does it distinguish between intra-premises communication and mobile communications?

YES _____ NO _____

b) Does it distinguish between M2M applications that operate in different mobility environments (e.g. fixed, nomadic or mobile)?

YES _____ NO _____

c) Does it distinguish between M2M applications that have different data rate and latency requirements?

YES _____ NO _____

3. Has your government taken any initiatives to encourage investment, deployment, and/or research and development of M2M communications and services in the country (for example, by providing special taxing framework for M2M communications, removing barriers to deployment, etc.)?

YES _____ NO _____

If Yes, please provide the number and name of the norm (i.e., law, regulation or policy), as well as the Internet link where it can be consulted:

4. Do your regulations for M2M communications limit how M2M services can be provided (e.g., over cellular network or over Wi-Fi technology)? Are there any other technical restrictions placed on M2M communications?

YES _____ NO _____

If YES, please explain.

5. Do any of the parties involved in the provision of M2M services, such as Mobile Network Operators, M2M platform providers, M2M MVNOs or device manufacturers require licenses in your country?

YES _____ NO _____

If YES, please explain what types of license(s) providers must obtain.

6. Specifically related to M2M communications, are there any restrictions on cross-border data transfer of information from a machine located in your country to another machine located cross-border (e.g., an automotive communication generated from an automobile can flow freely to/from a central control center located outside the country)?

YES _____ NO _____

If YES, please explain.

7. Specifically related to M2M communications, is there any restriction on the use of data information generated from M2M services (e.g., an automotive M2M system can track where a vehicle is; can such information be shared outside the system)?

YES _____ NO _____

If YES, please explain.

8. Does your country collect information on the number of active M2M connections?

YES _____ NO _____

If YES, please provide indicators for the last three years in the chart below.

M2M Active Access	2014	2013	2012
Wi-Fi Technology			
3G or 4G Technology			
Other Technology			
Total			

9. Are there any conditions placed on the use of M2M devices containing SIM cards/IMSI from other countries? Are such devices subject to roaming requirements or regulations any different from other types of mobile devices?

YES _____ NO _____

If YES, please explain.

10. Can M2M services be offered by mobile virtual network operators (MVNOs)? Are the regulations governing MVNO-enabled M2M services different from those governing mobile network operator (MNO)-enabled M2M services?

YES _____ NO _____

If YES, please explain.

11. In the case there are no specific regulations regarding M2M services in your country, please explain the status of the implementation of M2M services by the providing parties, such as:

- 11.1 Type of services offered;
- 11.2 The numbering system used;
- 11.3 The number of active M2M connections;
- 11.4 The technologies used (see question 8);
- 11.5 Any other relevant information.

QUESTIONNAIRE OF THE COMMISSION ON SCIENCE AND TECHNOLOGY FOR DEVELOPMENT, REGARDING THE REVIEW OF THE IMPLEMENTATION OF WSIS+10

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

DECIDES:

1. To request Member States to complete the questionnaire in the Annex and also available at <http://unctad.org/en/Pages/CSTD/WSIS-10yearReview.aspx> by August 31, 2013 and send at the following e-mail: cstd-wsis10@unctad.org.
2. To instruct the CITELE Secretariat to report to the Member States about the survey and the deadline for its completion.

ANNEX TO DECISION PCC.I/DEC. 217 (XXV-14)

United Nations Commission on Science and Technology for Development (CSTD)

Questionnaire for United Nations Commission on Science and Technology for Development (CSTD)'s 10-year review of World Summit on the Information Society (WSIS) implementation

The same questionnaire is available online: <http://unctad.org/en/Pages/CSTD.aspx>

Please share your experience, views and priorities in response to the following questions, addressing the issues that you consider most important for the CSTD' s ten-year WSIS review. Issues that you might consider could include any or more of the following, but need not be confined to these:

- infrastructure, access and inclusiveness;
- content, applications and capacity-building;
- technical, financial and related issues;
- governance and wider public policy aspects of the Information Society;
- social, economic and other development activities and impacts;
- the implications of new trends in technology and services;
- measurement and monitoring of the Information Society; and
- the relationship between the Information Society, sustainable development and the Post-2015 Development Agenda.

³⁷ CCP.I-TIC/doc. 3399/14 cor.1

1. To what extent, in your experience, has the "people-centred, inclusive and development-oriented Information Society", envisaged in the opening paragraph of the WSIS Geneva Declaration of Principles, developed in the ten years since WSIS?
2. How far do you consider the implementation of specific WSIS outcomes to have been achieved?
3. How has the implementation of WSIS outcomes contributed towards the development of a "people-centred, inclusive and development-oriented Information Society"?
4. What are the challenges to the implementation of WSIS outcomes? What are the challenges that have inhibited the emergence of a "people-centred, inclusive and development-oriented Information Society"?
5. How are these challenges being addressed? What approaches have proved to be effective in your experience?
6. What do you consider the most important emerging trends in technology and other aspects of ICTs which have affected implementation of WSIS outcomes since the Summit? What has been their impact?
7. What should be the priorities for stakeholders seeking to achieve WSIS outcomes and progress towards the Information Society, taking into account emerging trends?
8. What role should information and communications play in the implementation of the post-2015 development agenda?
9. Please add any other comments that you wish to make on the subject of the review that you believe would be helpful.

We would also welcome any documents, reports, etc. that you can forward which you think will provide useful evidence for the review. Please send these to cstd-wsis10@unctad.org.

V. LIST OF BASIC DOCUMENTS

Summary Minutes of the Inaugural Session and the First Plenary Session:	CCP.I-TIC/doc. 3406/14
Summary Minutes of the Second Plenary Session:	CCP.I-TIC/doc. 3426/14
Summary Minutes of the Third Plenary Session:	CCP.I-TIC/doc. 3428/14
List of Documents:	CCP.I-TIC/doc. 3260/14 rev.6
List of Participants:	CCP.I-TIC/doc. 3261/13 rev.2
Final Report for the Meeting:	CCP.I-TIC/doc. 3430/14 rev.1
Report of the Working Group on Policy and Regulation (WGPR)	CCP.I-TIC/doc. 3419/14 rev.1
Report of the Working Group on Development (WGD)	CCP.I-TIC/doc. 3420/14 cor.1
Report of the Working Group on Deployment of Technologies and Services (WGDTS)	CCP.I-TIC/doc. 3421/14 rev.1
Report of the Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF)	CCP.I-TIC/doc. 3422/14