



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

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

**XIV MEETING OF PERMANENT CONSULTATIVE COMMITTEE I:
PUBLIC TELECOMMUNICATION SERVICES
26 to 30 March, 2001
Natal, Brazil**

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FINAL REPORT

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FINAL REPORT

The XIV Meeting of the Permanent Consultative Committee I: Public Telecommunication Services was held in Natal, Brazil, March 26 to 30, 2001.

I. AGENDA 1

- 1) Approval of the Agenda and Calendar.
- 2) Establishment of the Drafting Group of the meeting.
- 3) Report from the Working Groups on the Progress made since the XIII meeting.
- 4) Development of the tasks of:
 - a) Working Group on Standards Coordination.
 - b) Working Group on Certification Processes and Mutual Recognition Agreements
 - c) Working Group on Basic and Universal Telecommunications Services
 - d) Working Group on the Promotion of the Global Information Infrastructure in the Americas
 - e) Ad hoc Group to study and define an approach to telecommunications services that use IP technology.
 - f) Working Group on Economic Issues and Tariff Principles within the telecommunication sector in the Americas.
- 5) Approval of the Final Report.
- 6) Agenda, site and date of the next Meeting.
- 7) Other matters.

II. MEETING AUTHORITIES

Chair:	Mr. Félix Castro Rojas Alternate Chair of PCC.I
Vice-Chair:	Mr. João Carlos Fagundes Albernaz Vice-Chair of PCC.I
Executive Secretary:	Mr. Clovis Baptista Executive Secretary of CITEL, OAS
Drafting of the Final Report:	
Chairman:	José Bastos Mollica (Brazil)
Members:	Joanna Alencastro Costa (Brazil) Facundo Fernández Begni (Argentina) Beatriz Graciela Peralta de Juárez (Argentina) Matthew Petrillo (USA) Stephen Miller (USA)

¹ PCC.I/doc.1199/01

III. RESOLUTIONS

PCC.I/RES.104(XIV-01)²

Gateway Control Protocol

The XIV Meeting of the Permanent Consultative Committee I: Public Telecommunications Services,

CONSIDERING:

- a) That H.248 represents a single gateway control protocol approach covering gateway applications covering a broad range of gateway applications moving information streams across IP, PSTN, ATM, and other networks,
- b) That H.248 simplicity, efficiency, flexibility and cost-effectiveness make it a compelling standard for use in next generation networks,
- c) That H.248 define clear and fully open extension mechanisms that allow for evolution and unlock new possibilities for innovation.

RECOGNIZING:

- a) That H.248 also known as Megaco was jointly developed by the ITU-T and the IETF and is entirely based on consensus,
- b) That H.248 is not tied to any particular peer-level call control protocol..

RESOLVES:

- 1) That PCC.I endorse the ITU-T Recommendation H.248 (Gateway control Protocol) with no deletions, additions or modifications to its normative references and Annexes.

RECOMMENDS:

- a) That the Working Group on Standards Coordination continues to monitor and determine the applicability for the Americas of the H.248 Annexes as they evolve.

² PCC.I/doc. 1290/01

PCC.I/RES.105(XIV-01)3

Intelligent Networks Capability Set 3

The XIV Meeting of the Permanent Consultative Committee I: Public Telecommunications Services,

CONSIDERING:

- a) That Resolutions PCC.I/RES.27 (V-96) and PCC.I/RES.65 (X-99) on Intelligent Networks were accepted at the fifth and tenth meetings of PCC.I respectively,
- b) That the First and Second Summit of the Americas in 1994 and 1998 respectively identified Intelligent Networks as a continued priority for the region of the Americas,
- c) That Intelligent Networks have become more widely deployed throughout the Americas,
- d) That IN provides a functional architecture for many advanced capabilities (e.g., Number Portability) and must interwork with Wireless and Data Networks.

RECOGNIZING:

- a) That interest in the application of IN and advanced capabilities continues to grow within the region of the Americas,
- b) That the services supported by an IN promote the harmonization and interoperability of networks and administrations within the Region,
- c) That Guidance from PCC.I Members and Associate Members strongly suggests the support of continued IN evolution through international standards,
- d) That the ITU-T approved the IN Capability Set - 3 (Q.123x) series of recommendations in 2000.

RESOLVES:

- 1) That PCC.I endorse the ITU-T Intelligent Network Capability Set 3 (2000), Q.123x series of Recommendations.

RECOMMENDS:

- a) That the Working Group on Standards Coordination continue to monitor and determine the applicability for the Americas of the ITU-T IN recommendations as they evolve (e.g., CS-4)
- b) That the Working Group on Standards Coordination evaluate options to facilitate inter-networking of IN based services between Member States,
- c) That the Working Group on Standards Coordination continue the service needs of the Americas and provide implementation options based on the ITU-T IN recommendations, in particular, Number Portability.

ANNEX

³ PCC.I/doc. 1220/01

Intelligent Network Coordinated Standards Document

1. EXECUTIVE SUMMARY

The Intelligent Network (IN) Rapporteur Group continued to study IN as it relates to the needs of the Americas. The Rapporteur Group recommends that PCC.I endorse the ITU-T IN Capability Set 3 (IN CS-3) series of Recommendations (Q.123x) for the Americas.

In September 1996 the IN Rapporteur Group concluded the first phase of work on IN standards recommendations. PCC.I approved resolution PCC.I/RES.27(V-96) that recommends the ITU-T IN Capability Set 1 (IN CS-1) Recommendations (Q.121x) and appropriate subsets for use in the Americas. The latest Resolution and Coordinated Standards Document (CSD) (PCC.I / RES. 65 (X-99)) endorses the use of ITU-T IN Capability Set 2 (1997) Recommendations (Q.122x). This endorsement came after review of the Americas IN plans and requirements, an evaluation of applicable IN standards, and an evaluation of service implementation examples.

It is important to understand that the IN architecture is continually evolving. This fact was acknowledged by the ITU-T when Capability Sets (CS) were defined for the study of IN. Since the PCC.I endorsement of ITU-T IN CS-2, work has progressed in the area of IN. The ITU-T IN Capability Set Recommendations (Q.123x series) were approved in December 1999 and June 2000 and are now ready for deployment. Intelligent Network Capability Set-3 (IN CS-3) is the third standardized stage of the Intelligent Network (IN) as an architectural concept for the creation and provision of services, including telecommunication services, service management services and service creation services. Work in the ITU-T continues on the IN CS-4 series of recommendations.

As the work in the ITU-T progresses, so too the needs of operators and service providers evolve. Recognizing this, the Heads of State during the second Summit of the Americas once again instructed CITEI, "with some urgency," to continue the work of the IN Rapporteur Group in studying the standards coordination aspects of the telecommunications infrastructure.

In this spirit, the IN Rapporteur Group continued to study IN as it relates to the needs of the people of the Americas. The group monitored the work of the ITU-T and regional standards bodies. Information was discussed during each meeting of the PCC.I. The result of the group's work is a recommendation that PCC.I endorse the ITU-T IN CS-3 (Q.123x) series of Recommendations for the region of the Americas.

2. GUIDE TO DOCUMENT

This document is based on the previous Resolutions and annexed CSDs for Intelligent Networks, PCC.I/RES.27 (V-96) and PCC.I/RES.65 (X-99). The reader is referred to those documents for a more complete understanding of the activities of the IN Rapporteur Group.

Section 3 of this document describes the contributions and discussions leading up to this third Resolution and CSD for IN. Section 4 presents the conclusions and section 5 suggests future work to be addressed by the group.

3. BACKGROUND

Prior to the completion of ITU-T Capability Set 2 (IN CS-2), the ITU-T had started the work on IN Capability Set 3 (IN CS-3). This work was driven by contributions from Study Group participants and the activities of regional bodies such as T1S1 in the United States and ETSI in Europe. The goal was to continue to meet the needs of

regulators, network operators, service providers and customers by evolving the recommendations so as to support new services and capabilities.

Key features identified for IN CS-3 include multiple points of control, feature interaction, IN-ISDN interworking (including supplementary services), number portability, enhancements to the call-unrelated service function, support for mobility, support for B-ISDN, and support for IP networks.

Of particular importance is the support in IN CS-3 for Number Portability. The ITU-T Supplements on Number Portability explicitly detail IN-based requirements and call flows to support this service. IN CS-3 includes network routing triggers to support the routing of calls to ported numbers. These enhancements were coordinated with corresponding changes to the Signaling System 7 ISUP protocol.

Recognizing the importance of the ITU-T IN CS-3 Recommendations, ETSI and T1S1 contributed extensively to the work in creating the Q.123x series of recommendations. Simultaneously both bodies evolved their regional standards to include those portions of CS-3 deemed important in their respective regions.

The IN Rapporteur Group monitored and discussed these activities. While IN was just beginning to emerge within the region, keeping abreast of international standards was an agreed upon priority. Active participants directed the group towards an endorsement of the ITU-T IN CS-3 Recommendations. Doing so will allow network operators and service providers to provide new and enhanced services supported by IN CS-3.

4. CONCLUSIONS

The IN Rapporteur Group recommends the endorsement of the ITU-T IN CS-3 series of recommendations, Q.123x, by the Members and Associate Members of CITEI. Furthermore, the group recommends that Q.123x be accepted with no deletions, additions or modifications to the normative references listed here:

- ITU-T Recommendation Q.1231 (12/99) - Introduction to Intelligent Network Capability Set 3
- ITU-T Recommendation Q.1236 (12/99) - Intelligent Network Capability Set 3 Management Information Model Requirements and Methodology
- ITU-T Recommendation Q.1237 (06/00) - Extensions to Intelligent Network Capability Set 3 in Support of B-ISDN
- ITU-T Recommendation Q.1238 (06/00) - Intelligent Network Interface Specifications for Capability Set-3

5. FUTURE WORK

Keeping with the intent of recent work, the IN Rapporteur Group will continue to monitor the work of ITU-T Study Group 11, T1S1 and ETSI SPAN12. The results of their work that has benefit for CITEI member states will be incorporated as appropriate. The IN group will also lead the effort in studying the Number Portability issue in the Americas, soliciting input from service providers, carriers and regulators to assist in making a recommendation to CITEI.

6. RESOURCE DOCUMENTS

- [1] "Resolution - Intelligent Networks" PCC.I Res/27(V-96), Lima, Perú, 9 – 13 September 1996.
- [2] "Introduction to Wireless IN (WIN)" PCC.I-379/97, Asuncion, Paraguay, 28 July 1997.
- [3] "Proposed 1998 Workplan" PCC.I-435/97rev1, Foz do Iguacu, Brazil, 13 October, 1997.
- [4] "Discussion: An Overview of IN Standards Activities" PCC.I-436/97, Foz do Iguacu, 13 October 1997.
- [5] "Discussion: ITU-T IN CS-2/IN CS-3 Capabilities and Services" PC.I-437/97, Foz do Iguacu, 13 October 1997.

- [6] "IN Related Questionnaire" Attached to the Report of PCC.I, Foz do Iguacu, 117 October 1997.
- [7] "Proposed Workplan for the IN Rapporteur Group" PCC.I-doc.560/98, Cartagena de Indias, Colombia, 29 June 1998.
- [8] "IN CS-2 Overview" PCC.i-doc.672/98, Cartagena de Indias, 29 June 1998.
- [9] "Report of the Activities of the IN Rapporteur Group" PCC.I-doc.721/98, Cartagena de Indias, 3 July 1998.
- [10] "Resolution Intelligent Networks Capability Set -2" (PCC.I/RES 65 (X-99), Cartagena de Indias, 2 July, 1999.
- [11] "IN CS-3 Overview" PCC.I/doc.1151/00- Lima, Peru, 3 November, 2000.
- [12] "Report of the IN Rapporteur Group" PCC.I/doc.1178/00, Lima, Peru, 3 November, 2000.

PCC.I/RES.106 (XIV-01) ⁴

**The Accomplishment of the
Plenary Meeting of the ITU-T Study Group 16
and of the Seminar on Multimedia in Brazil**

The XIV Meeting of the Permanent Consultative Committee I, Public Telecommunication Services,

CONSIDERING:

a) That the Brazilian Administration jointly with the International Telecommunication Union - Standardization Sector (ITU-T) is inviting all CITELE Members States and associated members to the Plenary Meeting of Study Group 16 (SG 16), Multimedia Services, Systems and Terminals, of the ITU-T, which is to take place in Porto Seguro, Brazil, from May 28th to June 8th;

b) That along with the activities in the Plenary Meeting of the SG 16, referred to in (a) above, the Seminar entitled "Multimedia in the 21st Century: Services, Systems and Terminals" will also take place on June 4th and 5th, addressing important questions on multimedia, with a particular focus on the existing conditions of the Americas;

c) That the SG 16 addresses a great variety of questions on multimedia, such as architecture, interoperability, access, security, QoS, among others; and,

d) That the importance of multimedia for the improvement of the provision of existing services to end-users.

RESOLVES:

1) To support the accomplishment of the Plenary Meeting of the Study Group 16 and of the Seminar on "Multimedia in the 21st Century: Services, Systems and Terminals";

⁴ PCC.I/doc.1240/01

2) To disseminate the accomplishment of the Plenary Meeting of the Study Group 16 and of the Seminar on “Multimedia in the 21st Century: Services, Systems and Terminals” among CITELE Member States; and;

3) To encourage representatives of CITELE Member States and associated members to participate in the Seminar on “Multimedia in the 21st Century: Services, Systems and Terminals”, both as a part of the audience and as lecturers.

INSTRUCTS:

a) The Executive Secretary of CITELE to formally disseminate the commitments highlighted by this Resolution, mentioned in items 1, 2 and 3 above.

b) The Executive Secretary of CITELE, in coordination with the Brazilian Administration, to contact the appropriate offices of CITELE Members States and other related agencies in order to request their cooperation with respect to the terms of this Resolution.

PCC.I/RES.107 (XIV-01)⁵

Liaison Statement to APEC TEL MRA Task Force

The XIV Meeting of the Permanent Consultative Committee I, Public Telecommunication Services,

CONSIDERING:

a) The importance member countries attach to having coherent procedures for implementing MRAs;

b) The proposal by the APEC TEL Task Force to establish a Liaison with PCC.I with regard to implementation of MRAs;

RESOLVES:

1) To approve the Liaison Statement attached to this resolution.

INSTRUCTS:

a) The Executive Secretary of CITELE to send the Liaison Statement to the APEC TEL Task Force and to advise them of the resolution approved by PCC.I.

ANNEX
Liaison Statement

The PCC.I Working Group on Certification Processes and MRA welcomes the liaison statement from the APEC TEL MRA Task Force on the invitation to cooperate with the Working Group in the implementation of both MRAs.

The Working Group agrees with the Task Force that the prime purpose of the cooperation is to share information on the implementation of the MRAs with the view to achieve consistent implementation. Indeed, in the long term, this cooperation could lead to the harmonization of these two MRAs.

⁵ PCC.I/doc.1282/01

We agree with the Task Force proposal that cooperation will be mainly conducted by exchange of information on the implementation. This can be facilitated by exchange of liaison persons, the use of emails and meetings conducted by teleconferences either audio or video. Joint meetings between the Task Force and the Working Group are also possible depending on the needs and the availability of meeting hosts.

The PCC.I Working Group on Certification Processes and MRA appoints Mr. Marcos de Souza Oliveira, Brazil, as the liaison person from the Working Group to the Task Force.

The PCC.I Working Group on Certification Processes and MRA looks forward to working with the APEC TEL MRA Task Force on the implementation of both MRAs.

PCC.I/RES.108 (XIV-01) ⁶

Terms of Reference of the Book on Tele-education in the Americas

The XIV Meeting of the Permanent Consultative Committee I, Public Telecommunication Services,

HAVING SEEN:

- a) That through resolution PCC.I/Res. 96 (XII-O/00) it was decided to develop the Book on Tele-education in the Americas, to establish, among other matters, policies and strategies for its development in the region;
- b) That COM/CITEL adhered to this project through COM/CITEL Decision 23 (IX-00);
- c) That the ITU/BTD agreed to joint participation in this project;

CONSIDERING:

- a) That the methodology used to prepare the reference book on Universal Service in the Americas produced satisfactory results;
- b) That in order to prepare the above-mentioned reference book, this Committee approved the minimum terms of reference for the project in question, to be taken into account by the experts commissioned to prepare this book;
- c) That it is necessary also to approve the terms of reference for the preparation of the reference book on Tele-education in the Americas that will serve as a working guide for the experts;
- d) That Resolution PCC.I/Res 96 (XII-00) resolved to request the Working Group on Basic and Universal Telecommunication Services and the Rapporteur on Tele-education to proceed to collect information, draft documents, and publish the book under the coordination of the Chair of the Working Group.

RESOLVES:

- 1) To approve the Terms of Reference attached to Annex 1 as the minimum terms of reference for the work assigned to the experts.

⁶ PCC.I/doc.1283/01

2) To instruct the Working Group on Basic and Universal Telecommunication Services to draw up its work schedule in a manner that will ensure that the Reference Book is approved and published at the forthcoming CITEL Assembly.

APPENDIX 1

Reference Book on Tele-education in the Americas Terms of Reference

Contents

Prologues

Preliminary analysis

1. What is Tele-education?
2. Definitions of Terms
3. Challenges in distance education
4. Basic tenets of distance education
5. Development of distance education programs
6. Teaching methods for distance education
7. Technology overview
8. Tele-education and Education in the Third Millennium.

TITLE I

THE STATUS OF TELE-EDUCATION IN THE AMERICAS

Chapter 1. **Cases studies of distance education**

North America

Central America and the Caribbean

South America

Chapter 2. Significant experiences with distance education. Evaluation of successful programs

First Tele-education for the Americas Pilot Project. CITEL/OAS

CHARTS

GRAPHS

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Chapter 3. **Programs Underway**

CHARTS

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TITLE II

THE INCORPORATION OF NEW INFORMATION AND COMMUNICATION TECHNOLOGIES IN TELE-EDUCATION SYSTEMS IN THE AMERICAS **MULTIMEDIA STRATEGIES IN DISTANCE EDUCATION**

North America

Central America and the Caribbean

South America

Evaluation of successful programs

First Tele-education for the Americas Pilot Project. CITEL/OAS

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THE DEVELOPMENT OF TELE-EDUCATION IN A GLOBALIZED WORLD. CONCLUSIONS

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Guide to technological resources

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Public Sector Investments in Tele-education, by Country

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TABLES

Private Sector Investments in Tele-education, by Country

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Bibliographical guidelines

Interesting sites

NOTE

This Project consists of drawing up guidelines in the form of a Reference Book portraying the status of Tele-education in the Americas.

The information available at different institutions will be compiled and a description provided, as indicated in the Contents list, of the current and future status of the projects.

A CD-ROM will be prepared, containing some of these experiments in Multimedia and On-Line formats.

To complete these tasks, information will be required from the following sources, among others:

Information available from CITEL.

Tele-education experiments in the countries of the region.

Information available on this topic at the OAS Agency for Cooperation and Development. (IACD).

Information available at the ITU on this topic, especially the results of the First World Symposium on Tele-education for Developing Countries (Manaus, Brazil, June 2000).

Experiments undertaken by other organizations such as IDB, UNESCO, etc.

The surveys carried out by CITEL/OAS.

PCC.I/RES.109 (XIV-01)⁷

Request for information on Tele-education

The XIV Meeting of the Permanent Consultative Committee I: Public Telecommunication Services,

WHEREAS:

a) The XIII Meeting of this Permanent Consultative Committee I resolved to draft the Reference Book on Teleeducation in the Americas (PCC.I/RES.96-XII-00-);

b) The above-mentioned Resolution requested the Group on Basic and Universal Services and the Rapporteurs on Teleeducation to compile information in order to cooperate with the preparation of the Reference Book on Teleeducation in the Americas;

c) In compliance with RES.48 (VIII-98), the Executive Secretary has asked the National Administrations for information on Teleeducation experiments and projects, together with descriptions of the hardware and software available for Teleeducation applications, either developed or are being implemented in the countries of the region;

d) The Rapporteur on Teleeducation made this request on two occasions;

e) This Permanent Consultative Committee I resolved to reiterate this request in its RES.67 (X-99) and RES. 89 (XII-00); and

f) The Chair of the Basic and Universal Services Group has drawn up a survey form covering this information, for completion by the National Administrations.

RESOLVES:

1) To carry out a survey of the situation of Teleeducation in the Americas, requesting the National Administrations to forward the information required to prepare the Book on Teleeducation in the Americas, by completing the form attached to this Resolution as an Annex.

INSTRUCTS:

a) The Executive Secretary of CITELE to send the attached survey form to the National Administrations, and deliver the replies of the Administrations to the Chair of the Working Group on Basic and Universal Telecommunications Services, for consideration as components to be included in the Book.

⁷ PCC.I/doc.1283/01

**Tele-educacion Book
by project or experience**

**Comunication
Infraestructure for
Internet use**

- Línea Telefónica Normal
- Línea Telefónica DSL
- Cable Modem
- Fibra Óptica
- Inalámbrico (Wireless)
- Satelital

Hardware Used

- Servidor UNIX
- Windows NT
- Otros (especificar)

Software Curses Online

- Learning Space
- Top Class
- Web CT
- BlackBoard
- Otros (Especificar)

Multimedia Software

- Macromedia
- Adobe
- Free Hand
- Microsoft
- Otros (Especificar)

**Type of Institution that
carried out project**

- Institución Pública
- Institución Privada
- Organización Empresarial
- Organización Sindical
- Otros (Especificar)

**Number of Students per
PC**

- 1 a 10
- 10 a 50
- 50 a 100
- 100 o más

**Number of Teachers
per PC**

- 1 a 10
- 10 a 50
- 50 a 100
- 100 o más

**Curses developed in:
Education**

- Nivel Primario o Elemental
- Nivel Secundario o Medio
- Nivel Superior o Terciario
- Nivel Universitario
- Nivel Postgrado

Training

- Capacitación
- Formación Profesional
- Formación Permanente

Project Progress

- En Evaluación
- En Fase de Desarrollo
- En Ejecución
- Otros (Especificar)

Descripción del Objetivo del Proyecto

PCC.I/RES.110 (XIV-01) 8

**Establishment of an Ad hoc Group to prepare PCC.I inputs
to the COM/CITEL Working Group in charge of the preparations for the ITU World
Telecommunications Development Conference (WTDC) – 2002**

The XIV Meeting of the Permanent Consultative Committee I, Public Telecommunication Services,

CONSIDERING:

a) COM/CITEL Resolution 103 (IX-00) where each of the PCCs are directed to establish an Ad Hoc Group for the purpose of developing specific inputs for the WTDC 2002 from its own perspective and to forward these inputs to the COM/CITEL Ad Hoc Group that is responsible for CITEL proposals to this conference.

RESOLVES:

- 1) To establish an Ad Hoc Group to develop PCC.I inputs for the COM/CITEL preparatory process for the WTDC 2002.
- 2) To appoint Vilmar Rosa de Freritas of Brazil as the Chair of this Ad Hoc Group.
- 3) To direct the attention of this Ad Hoc Group to COM/CITEL Res. 103 for guidelines in the development of proposal for the WTDC.
- 4) To encourage all members and associate members to participate in the work of this Ad Hoc Group.

PCC.I/RES.111 (XIV-01) 9

Preparing Reference Books on Teleapplications in the Americas

The XIV Meeting of the Permanent Consultative Committee I: Public Telecommunication Services,

WHEREAS:

- a) Telecommunications provide appreciable support for the social and economic development of our countries;
- b) This support depends on harmonizing the actions of the telecommunication sector in terms of providing suitable technologies, infrastructure and other related sectors, such as healthcare and education, with the obligation to deploy them fully in order to upgrade the quality of life of our peoples;
- c) This harmonization depends on the know-how of the various technologies available and the more successful applications;
- d) Most of our countries have experienced success with simple or sophisticated projects and the know-how from them may constitute the best way to universalize telecommunication services.

BEARING IN MIND:

⁸ PCC.I/doc.1264/01

⁹ PCC.I/doc.1283/01

a) That despite the existence of significant budgetary constraints, there are many public and private agencies related to this Sector and the applications sectors, which could well contribute to funding this field;

b) That the compiling of technical data to create a reference database for inquiries by our countries is one of the goals of CITEL.

c) That the Working Group on Basic and Universal Telecommunication Services completed the Reference Book on Universal Service in the Americas and is currently preparing the Reference Book on Teleeducation in the Americas.

d) That other Working Groups are also involved with topics related to Teleapplications.

RESOLVES:

1) To draft practical, educational Reference Books with consolidated case studies followed by descriptions on what to do and how to act in different circumstances, with regard to both infrastructure and applications, content and links to Telemedicine and Teleeducation programs in our countries.

2) To make these Reference Books available for online consultation through the CITEL home page.

3) To invite the Member States and Associate Members to contribute to the work of the Group.

4) To request COM/CITEL to include these Reference Books on the priority listing for the allocation of budget funding.

5) That preparation of these Reference Books should be coordinated by the Coordinator of this Group.

6) That the Chair of the PCC.I should check with the Group Chairs to ensure that no tasks overlap with those of other Working Groups during the preparation of the above-mentioned Reference Books.

PCC.I/RES.112 (XIV-01)¹⁰

Introduction of Bluetooth standard-based mechanisms in CITEL countries

The XIV Meeting of the Permanent Consultative Committee I: Public Telecommunication Services,

CONSIDERING:

a) That the industry has jointly developed a standard, through a Special Interest Group (SIG-Bluetooth), permitting connectivity of very low capacity telematic mechanisms, commonly called BLUETOOTH;

b) That said mechanisms and applications are extremely beneficial to the international community in the framework of the Information Society, and are currently widely used;

c) That it is convenient for CITEL Administrations to consider the benefits and importance of permitting the introduction of these facilities;

RESOLVES

¹⁰ PCC.I/doc.1297/01

- 1) To request CITEL Administrations to facilitate the use of BLUETOOTH mechanisms in their respective countries through simplified and general mechanisms, for example, authorizing general use;
- 2) To request the Working Group on Standards Coordination to begin its studies in order that the Administrations have a coordinated standard and list of available applications as soon as possible;
- 3) To request the PCC.III Chair to study the matter, in order to coordinate the use of the frequency bands that use these low capacity mechanisms commonly called BLUETOOTH;
- 4) To request equipment providers to furnish the available information on BLUETOOTH-based mechanisms and applications.

PCC.I/RES.113 (XIV-01)¹¹

**Contributions and suggestions for the development of
the Glossary of terms relevant to concepts, standards
and technology related to Next Generation Network technology**

The XIV Meeting of the Permanent Consultative Committee I: Public Telecommunication Services,

WHEREAS:

a) The consensus and agreement by the Chair of the **Ad hoc Working Group on IP Telecommunications** regarding the importance of having a Glossary available as a guideline and tool of reference for steering the performance of the functions of the PCC.I Working Groups and the Administrations in general,

RESOLVES:

- 1) To request the members of the various PCC.I Working Groups to propose, contribute and submit new concepts, terms and elements for inclusion in the Glossary.
- 2) To request Associate Member Motorola to continue with the preparation of the Glossary, consolidating the various suggestions and contributions for presentation to the Ad Hoc Working Group on IP Telecommunications at the next PCC.I in September.
- 3) That suggestions and contributions should be forwarded to: citel@oas.org

PCC.I/RES.114 (XIV-01)¹²

**Approval of the Questionnaire and Terms of Reference
for the study of the International Arrangements
for Internet Service Charges in the Americas Region**

The XIV Meeting of the Permanent Consultative Committee I: Public Telecommunication Services,

WHEREAS:

¹¹ PCC.I/doc.1305/01

¹² PCC.I/doc.1291/01r1

a) The XII Meeting of the Permanent Consultative Committee I: Public Telecommunication Services decided to appoint the Rapporteur Group to conduct a study of the international arrangements for Internet Service Charges in the Americas Region.

b) The XIII Meeting of the Permanent Consultative Committee I: Public Telecommunication Services adopted Resolution PCC.I/RES.102 (XIII-00), through which the following activities were established, among others:

i) To prepare a Questionnaire on the international arrangements for Internet Service Charges, requesting the Administrations to cooperate by completing the Questionnaires with the data for compilation and returning them to the co-Rapporteurs.

ii) To prepare objectives or Terms of Reference for the study of this topic.

CONSIDERING:

a) That the Basic Questionnaire on the international arrangements for Internet Service Charges, was distributed electronically to the Member Administrations, requesting them for their input in order to prepare the final version, forwarded during the period between the XIII and the XIV Meetings of the PCC.I.

b) That the final version of the Basic Questionnaire on the international arrangements for Internet Service Charges was submitted to the Administrations for consideration at this XIV Meeting of the PCC.I through the Working Group on Economic Issues and Tariff Principles within the telecommunication sector in the Americas, through document PCC.I/doc.1266/01.

RESOLVES:

1) To approve the final version of the Basic Questionnaire for the study on the international arrangements for Internet Service Charges in the Americas Region, attached hereto.

2) To approve the following draft Terms of Reference for the study on the international arrangements for Internet Service Charges in the Americas, which should be prepared by the Rapporteur Group appointed for this purpose:

a) Gather the following information from all the countries in the Region by means of the Questionnaire approved through this Resolution:

- a.1) Structure of the current Internet network.
- a.2) Structure of the future Internet network.
- a.3) Traffic flows, as well as broadband capacity.
- a.4) Current situation of international charges for international traffic flows over the Internet.
- a.5) Current situation of end-user tariffs for Internet access.
- a.6) Regulatory aspects.

b) Prepare a data-base with the compiled information that can be accessed by the CITEL Administrations.

c) Prepare general and statistical studies making the best possible use of the compiled information, offering an overview of the current situation in the Region regarding international Internet traffic exchanges such as traffic flows, growth forecasts for international Internet traffic, international broadband capacity, and others.

- d) Based on the results of the above-mentioned studies, to recommend strategies for establishing international guidelines or agreements on international Internet charges, if necessary, to foster the development of the Internet in the Americas Region.

REQUESTS:

a) The Secretariat of CITELE to forward the final version of the approved Questionnaire mentioned in Resolves 1 to all its Administrations, requesting them to distribute it in their countries and return their replies no later than 29 June 2001. These responds should be addressed to the co-Rapporteurs (ldiaz@cft.gob.mx and millers@state.gov).

b) The Secretariat of CITELE to forward the Terms of Reference to all its Administrations at the same time as the Questionnaire mentioned in Resolves 2 of this Resolution, asking them to forward their comments on these Terms of Reference electronically before 15 June 2001. These comments should be addressed to the co-Rapporteurs (ldiaz@cft.gob.mx and millers@state.gov), so that they can forward the final version of the Terms of Reference to CITELE no later than 29 June 2001, and CITELE can in turn send this document to the Administrations for their information.

BASIC QUESTIONNAIRE FOR THE STUDY OF INTERNATIONAL AGREEMENTS ON INTERNET SERVICE CHARGES IN THE AMERICAS REGION

Answers to the questionnaire should refer to information for December 2000, unless the question specifies otherwise.

Note: If difficulties are encountered in obtaining data from all Internet service providers, the data may be obtained from existing associations or from the three major providers.

1. Information

1.1. This section is to be filled in by operators of public telecommunication networks¹³ and by Internet service providers¹⁴.

1.1.1. Company name:

1.1.2. Country:

1.1.3. Name of person answering questionnaire:

1.1.4. Position:

1.1.5. Address:

1.1.6. Telephone:

¹³ For the purposes of this questionnaire, an operator of a public telecommunication network is understood to be a Recognized Operating Authority under the Constitutional Convention of the ITU.

¹⁴ For the purposes of this questionnaire, an Internet service provider is a company that offers Internet access services to end users or to other Internet service providers.

- 1.1.7. Fax:
- 1.1.8. Electronic mail (e-mail):
- 1.1.9. Web site:
- 1.1.10. Date on which questionnaire was filled in:

2. General Information

2.1. This section is to be filled in by operators of public telecommunication networks

- 2.1.1. How many Internet service providers are connected to your network?

- 2.1.2. What is the location of the network access points (NAPs) to which you are connected (country; province or state)?

- 2.1.3. What is the location of the Internet backbone provider's Points of Presence (POPs, not NAPs) (country; province or state, city)?

- 2.1.4. What data transmission protocols are used for Internet access (ATM, frame relay, SONET, other)?

- 2.1.5. What is the percentage of incoming traffic from the following routes?

_____	%	Antigua and Barbuda
_____	%	Argentina
_____	%	Bahamas
_____	%	Barbados
_____	%	Belize
_____	%	Bolivia
_____	%	Brazil
_____	%	Canada
_____	%	Chile
_____	%	Colombia
_____	%	Costa Rica
_____	%	Dominica
_____	%	Ecuador
_____	%	El Salvador
_____	%	Grenada
_____	%	Guatemala
_____	%	Guyana
_____	%	Haiti
_____	%	Honduras
_____	%	Jamaica
_____	%	Mexico
_____	%	Nicaragua
_____	%	Panama
_____	%	Paraguay

_____	%	Peru
_____	%	Dominican Republic
_____	%	Saint Kitts and Nevis
_____	%	Saint Lucia
_____	%	Saint Vincent and the Grenadines
_____	%	Suriname
_____	%	United States
_____	%	Trinidad and Tobago
_____	%	Uruguay
_____	%	Venezuela

2.1.6. Indicate international Internet traffic capacity, in megabits per second, for the following years.

1997	1998	1999	2000	2001 (estimate)
_____	_____	_____	_____	_____

2.2. This section is to be filled in by operators of public telecommunication networks and by Internet service providers.

- 2.2.1. What is the total international bandwidth available in your organization in terms of total Mbps (if possible, give the circuit breakdown in total number of E-1s, T-1s, DS-3s, etc.)?
- 2.2.2. Indicate growth in international bandwidth capacity over the past three years in percentage terms.
- 2.2.3. Considering planned expansion and your organization’s projects, how much is international bandwidth capacity expected to grow in the next three years?
- 2.2.4. Indicate the number of (dial-up and dedicated)_Internet access service accounts your organization serves as of December 31 of each year (starting from the year you began providing the service. Give estimates from 2000 onwards). If you do not have figures available for number of users, give an estimate.

	1995	1996	1997	1998	1999	2000	2001	2002	2003
Users									
Accounts									
Free Accounts									

2.2.5. Indicate the number of dial-up and dedicated Internet access service accounts your organization serves, according to the following categories of users.

Category of users	1995	1996	1997	1998	1999	2000	2001	2002	2003
Residential									
Business									
Educational									
Governmental									
Other (specify)									

2.2.6. Indicate number of accounts according to type of technology the user employs to access the Internet.

	1995	1996	1997	1998	1999	2000	2001	2002	2003
Regular telephone line									
Dedicated (F.O./microwave)									
ISDN									
XDSL									
Wireless (specify)									
Cordless (specify)									
Satellite									
Other (specify)									

2.2.7. IS ACCESS TO THE COMPONENTS OF THE LOCAL LOOP UNBUNDLED?

2.2.8. OF LOCAL CONTENT ACCESSED, ESTIMATE THE PERCENTAGE THAT IS PRODUCED AND POSTED WITHIN YOUR TERRITORY.

3. INTERNATIONAL CHARGES

3.1. This section is to be filled in by operators of public telecommunication networks.

3.1.1. Indicate charges per circuit (specify unity of capacity used, i.e., E-1 or T-1) between your main gateway and the following points, for 1998, 1999, and 2000, expressed in U.S. dollars.

1998	1999	2000	
			Antigua and Barbuda
			Argentina
			Bahamas
			Barbados
			Belize
			Bolivia
			Brazil
			Canada
			Chile
			Colombia
			Costa Rica
			Dominica
			Ecuador
			El Salvador
			Grenada
			Guatemala
			Guyana
			Haiti

			Honduras
			Jamaica
			Mexico
			Nicaragua
			Panama
			Paraguay
			Peru
			Dominican Republic
			Saint Kitts and Nevis
			Saint Lucia
			Saint Vincent and the Grenadines
			Suriname
			United States
			Trinidad and Tobago
			Uruguay
			Venezuela

3.1.2. Are there commercial arrangements for exchanging Internet traffic at NAPs or at private peering points?

() Yes () No

3.1.3. Are there agreements between ISPs regarding levels of service or quality of service?

() Yes () No

3.1.4. How will the installation of new capacity affect international Internet transport charges?

3.1.5. What incentives exist to encourage Internet service providers to develop new infrastructure?

3.2 This section is to be filled in by operators of public telecommunication networks and by Internet service providers.

3.2.1. What portion of total Internet access costs do international charges represent?

4. Charge to End Users

4.1. This section is to be filled in by operators of public telecommunication networks.

4.1.1. If applicable, is there a difference in tariff between local voice calls and switched Internet access?

4.1.2. If applicable, what local service tariffs are applied to Internet access? Include type (residential, business, etc.)

4.1.3. Do you apply any sort of cost breakdown to physical access vs. logical access (telephone call vs. access)?

4.1.4. What tariffs apply to Internet access? Include type and technology.

4.1.5. What infrastructure is used and what price level is charged for an Internet connection over a dedicated line?

4.1.6. Do you offer special discounts or promotions to promote Internet access and its use? Describe.

4.1.7. Do you offer discounts on terminal equipment leased out to users? Describe.

4.1.8. Do you offer discounts based on the time of day? Describe.

5. Investment in Infrastructure

This section is to be filled in by operators of public telecommunication networks and by Internet service providers.

5.1. What does it cost you to install new infrastructure (per unit of capacity)? Break down costs by major category, for example, hardware, copyrights, licenses, contracts, interconnections, taxes, etc.

5.2. How does the cost of leasing private lines affect the cost of installing the network?

6. Regulatory Agencies

This section is to be filled in by public telecommunications administrations or regulatory agencies.

6.1 What is the going rate for leasing national and international lines?

6.2 At what rate does the bandwidth increase or decrease? Specify in absolute terms and in percentages.

6.3 If applicable, do you feel that the unit price of domestic and international bandwidth capacity will drop? (Provide an estimated rate of decrease for the next three years.)

6.4 What policies have you implemented to facilitate innovation and investment in telecommunications, Internet infrastructure, and Internet services?

6.5 What is the national policy for encouraging competition in the telecommunications sector? What laws and regulations apply to the development and operation of Internet service infrastructure?

6.6 Is regulatory policy on Internet service infrastructure expected to change in the next three years? If so, please specify.

PCC.I/RES.115 (XIV-01) 15

Duties and Responsibilities of Chairs, Vice-presidents of Working Groups and Ad Hoc Groups and Rapporteurs and Alternate Rapporteurs of the PCC.I

The XIV Meeting of the Permanent Consultative Committee I: Public Telecommunication Services,

CONSIDERING:

a) That it is necessary to improve the working methods of the PCC.I and define the duties and responsibilities of the chairs, vice-presidents, rapporteurs and Alternate rapporteurs of the PCC.I;

RESOLVES:

¹⁵ PCC.I/doc.1294/01r1

1) To adopt the guidelines and detailed procedures set forth in this resolution applicable to the chairs, vice-presidents, rapporteurs and Alternate rapporteurs of all working groups and ad hoc groups of the CCP.I;

GUIDELINES:

a) The chairs of working groups, ad hoc groups and rapporteurs must continue their work between meetings, duly coordinating it with the members of their group and using all effective media to accomplish it, especially the electronic forum of CITEL. A progress report on this work must be presented before each meeting.

b) The chairs are responsible for ensuring proper coordination between meetings, with agendas and objectives clearly defined for all activities of the group.

c) In the absence of the chair or rapporteur, the vice-president or alternate rapporteur, as the case may be, will assume the office and continue until the next meeting. This does not exempt the incumbent, through the CITEL Secretariat, from presenting the report specified in item 1. Moreover, the chair shall be available during the meeting for electronic mail inquiries.

d) Should the chair of the working group, ad hoc group or rapporteur miss two meetings, or miss one meeting and fail to meet the responsibilities detailed in item 3, he will be substituted permanently by whoever has taken over.

e) Should the work of a Working Group or Rapporteur Group fail to show anticipated progress for two consecutive meetings by either the Chairman of PCC.I or the Chairman of the corresponding Working Group, it will be to the discretion of the Chairman of PCC.I to either cancel the Working Group or the Rapporteur Group or to replace their corresponding Chair and Vice Chair.

f) It is the responsibility of the chair of a working group or ad hoc group to appoint rapporteurs and alternate rapporteurs. As far as possible, such responsibilities should be given to associate members of CITEL.

PCC.I/RES.116 (XIV-01)¹⁶

“e-Americas” Project: Study of National Programs for Development towards the Information and Knowledge Society and definition of e-Country models that are recommendable for the countries in the Region

The XIV Meeting of the Permanent Consultative Committee I: Public Telecommunication Services,

CONSIDERING:

a) The need to further the development of national societies in the Americas Region to build the Information and Knowledge Society as a solution to several socioeconomic problems, and to further social, cultural and economic development by taking advantage of the possibilities offered by the rational and structured application of telecommunications, information technologies and the multimedia and content industries.

b) The experiences in e-Country programs that are already operating in some states of America and other regions, which may inspire work on the study and concept of development models for the Information and Knowledge Society, applicable to the national communities comprising CITEL.

¹⁶ PCC.I/doc.1245/01r1

c) That the progress of the communities comprising the American nations towards the Information and Knowledge Society must be made with deep respect for the idiosyncrasy, values, languages and cultures of these peoples, seeking to preserve and enhance them with this development before they are affected in any way.

d) The existence of the Permanent Working Group on Promotion of the Global Information Infrastructure within the CCP.I, in which, after the XI Meeting, the fields of action in technological infrastructure, and of applications and content to be developed at vice-chair levels, will be established; which is appropriate to develop this important theme.

e) That the actions presented here correspond essentially to the statements of the Summit of the Americas.

RESOLVES:

1) To approve that this work be considered priority in the framework of the tasks of the Working Group on Promotion of the Global Information Infrastructure in the Americas after this XIV Meeting.

2) To establish a joint working agreement on this matter between the Permanent Working Groups on Promotion of the Global Information Infrastructure and on Universal Service.

3) That a forum be created on the CITEI Internet website in support of the Rapporteur Group on Electronic Commerce and Community Development to achieve the objectives expressed herein.

INSTRUCTS THE EXECUTIVE SECRETARY:

a) To obtain the support required for the operation of the aforementioned forum.

b) To send this resolution to the sub-regional organizations, administrations and associate members of CITEI.

ANNEX

**THE “e-AMERICAS” PROJECT: STUDY OF THE DEVELOPMENT PROGRAMS
OF THE CITEI NATIONAL COMMUNITIES FOR THE INFORMATION
AND KNOWLEDGE SOCIETY AND DEFINITION OF e-COUNTRY MODELS RECOMMENDABLE
FOR COUNTRIES IN THE REGION**

An informal working group has been formed of representatives from the following countries to perform the preliminary work:

- BRAZIL
- CANADA
- COLOMBIA
- MÉXICO
- PANAMA
- USA
- VENEZUELA, and
- ASETA

The group is expected to work closely with several of the PCC.I working groups on this important theme; first to be invited will be the Permanent Working Group on Basic and Universal Services and the Rapporteur Groups on Telemedicine and Distance Education that meet on the matter.

The Rapporteur for Electronic Commerce and Community Development, Mr. Enrique Díaz Cerón of Mexico, will be coordinating this informal group.

The amended draft resolution will be presented at the XV PCC.I Meeting. This annex is presented pursuant to the recommendations by the distinguished deputy delegates at the second plenary session of the Permanent Working Group on Promotion of the Global Information Infrastructure in the Americas on 28 March 2001.

A request was made for the participation of the sub-regional authorities, namely the Andean Community, Mercosur, the trilateral community of the North American Free Trade Association, Central American, Caribbean and the Antilles countries, and that of the American nations with experience in the fields addressed herein, to provide detailed and documented information on the characteristics, magnitude, advances and results of their corresponding programs, proposals and projects on the Information and Knowledge Society.

The administrations and associate members of the CITEL are requested to answer the questionnaire herein by 15 August 2001 and e-mail their replies to the Rapporteur of Electronic Commerce and Community Development for the Americas, Mr. Enrique Diaz Cerón from Mexico at ediaz@cft.gob.mx, for his due processing and timely presentation at the XV Meeting of the PCC.I

QUESTIONNAIRE FOR ADMINSTRATIONS AND ASSOCIATE MEMBERS

1. Does your country have national, government or inter-sectoral e-Country projects or programs for national development towards an Information and Knowledge Society? If so, describe them. You could consult such experiences as eEurope, Connecting all Canada, among others, to help in your possible answer.
2. If there are such projects in your country, do they have budgetary resources allocated to them or do they receive sufficient financing from the various sectors? Should no funds be currently allocated, could there be financial support to continue them in the future?
3. Are there nationwide policies and programs or projects for the development of Electronic Commerce, Telemedicine, Distance Education, Tele-work and the so-called e-Government, or Government online? If so, describe them and give details of the relationships between them.
4. Are government authorities preparing for technical and administrative progress to provide public information services to the population and organizations?
5. Is the population aware of the advantages of having government information online as well as through other digitalized information and documentation media? To what extent is its participation possible in the short term in a citizen-government feedback process?
6. Is there a policy, program or campaign to further a general information technology culture among the population?
7. What is the scope of the training platform of human resources skilled in telecommunications, information systems and technology in the country? Specify a figure for each area and educational level.
8. Do you believe that the country's current or past cultures, the cultural heritage and the languages spoken would be affected either negatively or positively in the process? In what way? How to make the most of the opportunities and avoid the risks involved on route to the Information and Knowledge Society?
9. Specify in order the ten most important actions your country must take as it moves towards development of the Information and Knowledge Society.
10. Indicate from the least up, the five principal constraints against such development.

11. Specify in order from the least to most desirable three different models or scenarios for the development of your country towards the Information and Knowledge Society. Take into consideration the economic, social and cultural facets of this process.
12. What common characteristics do you believe an e-Americas model should have for most countries on the continent?
13. Propose possible forms of cooperation between the CITEC countries to achieve the joint development for the Information and Knowledge Society.

Inclusion of the development of specialized terminology on Telecommunications and Information technologies in Spanish, French and Portuguese and of application standardization of the linguistic aspects of Information Technologies as ongoing activities of the Permanent Consultative Committee I of CITEL

The XIV Meeting of Permanent Consultative Committee I: Public Telecommunications Services,

CONSIDERING:

- a) The growing need for dissemination in the Americas region of technical literature concerning telecommunications and information technologies, as well as their applications,
- b) The lack of terminology in the relevant languages of the Region, besides English,
- c) The frequent confusion, both terminological and linguistic, in communication and discussion of legal, technical, educational, and public information texts concerning telecommunications and information technologies,
- d) The importance of having specialized databases in the relevant languages of the Region,

RESOLVES:

- 1) To approve that this activity be considered a priority within the framework of activities of the Permanent Consultative Committee I,
- 2) That the Working Group on the Promotion of Global Information Infrastructure request the participation of the administrations and associate members in order to begin the work of creating the terminology referred to in this document,
- 3) To sponsor the establishment of a specific forum on the Internet for the development of terminologies and standardization of the linguistic aspects of information technologies, which would be located on the CITEL Internet website,
- 4) To promote a review by the members of CITEL to determine the feasibility, in the short term, of extending these efforts to include the more widely spoken indigenous languages of the countries of the Americas,
- 5) To publish and disseminate the results of the work carried out relative to this matter.

INSTRUCTS THE EXECUTIVE SECRETARY:

- a) To send this resolution and its corresponding annex to CITEL member administrations and associate members urging them to participate actively in the development of specialized telecommunication terminology, information technologies and their applications and services, in their native languages.
- b) To request proposals from administrations as well as their domestic programs inherent to this resolution, with a view to using them as a documentary basis for developing projects and studies relating to this resolution.

¹⁷ CCP.I/doc./1247/01 rev.1

- c) To obtain the necessary technical, administrative and budgetary support to accomplish this activity.

ANNEX

QUESTIONNAIRE ON THE DEVELOPMENT OF SPECIALIZED TELECOMMUNICATION AND INFORMATION TECHNOLOGY TERMINOLOGY IN SPANISH, FRENCH AND PORTUGUESE AND APPLICATION STANDARDIZATION FOR LINGUISTIC ASPECTS OF INFORMATION TECHNOLOGIES FOR ADMINISTRATIONS AND ASSOCIATE MEMBERS IN THE PCC.I OF THE INTER-AMERICAN TELECOMMUNICATIONS COMMISSION – CITEL

The administrations and associate members of the CITEL PCC.I are requested to answer the questionnaire herein by 15 August 2001 and e-mail their replies to the Rapporteur of Electronic Commerce and Community Development for the Americas, Mr. Enrique Diaz Cerón from Mexico at ediaz@cft.gob.mx, for his due processing and timely presentation at the XV Meeting of the PCC.I

1. Does your country have programs, projects or joint actions between sectors for developing specialized terminology in telecommunications, information technology and related fields, in the languages spoken in your country? If so, describe them, specifying the relevant field or specialty, languages involved, number of speakers to whom this action is directed, predicted number of terminals, degree of progress of each project and participant national institutions and organizations.
2. Does your country have dictionaries, manuals or specialized glossaries available in digital form and which may be used and disseminated online or through offline facilities?
3. If so, are you willing to share these publications with the other CITEL member countries? Would a network medium be used to do so, such as the Latin American Terminology Network? Otherwise, describe the legal, translation or any other requirements that could allow dissemination to the CITEL countries?
4. Propose cooperation mechanisms between the Administrations and Associate Members in CITEL to establish production and translation systems in the short term, for the dissemination of terminologies in at least Spanish, Portuguese and French, in addition to English, in this specialized international community.
5. Propose mechanisms to profitably develop terminologies in the indigenous or native languages spoken at a national level.

Concerning the standardization of the linguistic aspects of information technology applications in the Americas, the Rapporteur for Electronic Commerce and Community Development in the Americas will carry out a preliminary study, based on the work of the Quebec-France Group (NOTIAL) on standardizing the linguistic aspects of information technologies, presenting the corresponding report at the XV Meeting of the PCC.I.

PCC.I/RES.118 (XIV-01) 18

Inclusion of the theme of Tele-Work as a permanent activity in the Permanent Consultative Committee I of CITEL

The XIV Meeting of the Permanent Consultative Committee I: Public Telecommunication Services,

CONSIDERING:

¹⁸ PCC.I/doc.1248/01r1

- a) The importance that the application of Telework has as a modern application of communication media and information technologies to help mitigate unemployment and underemployment in modern economies,
- b) That Telework is a complement to Electronic Commerce in promoting the digital economy in benefit of modern societies.
- c) That this application is perfectly assimilated in the activities and objectives of the Permanent Working Group on the Promotion of the Global Information Infrastructure and, in particular, in the Rapporteur Group on Electronic Commerce and Community Development,
- d) That at the XIII PCC.I Meeting, the delegations from Mexico and Argentina expressed their interest in working on this topic,

RESOLVES:

- 1) To approve this activity being rated as high-priority within the framework of future PCC.I activities,
- 2) That the activity be included in the duties of the Rapporteur Group on Electronic Commerce and Community Development,

INSTRUCTS THE EXECUTIVE SECRETARY:

- a) To forward this Resolution and its corresponding Annex to the Administrations and Associate Members of CITEL.

ANNEX

QUESTIONNAIRE ON TELEWORK ADDRESSED TO THE ADMINISTRATIONS AND ASSOCIATE MEMBERS OF THE PCC.I OF THE INTER-AMERICAN TELECOMMUNICATION COMMISSION – CITEL

The Administrations and Associate Members of the PCC.I of CITEL are requested to reply to this Questionnaire before 15 August 2001, forwarding the corresponding information to Mr. Enrique Diaz Cerón (Mexico), the Rapporteur on Electronic Commerce and Community Development, through ediaz@cft.gob.mx for processing and timely presentation to the XV Meeting of the PCC.I.

Are the following items found in your country?

- 1. Specific labor laws covering Telework?
- 2. Educational programs that include a career, specialty, certificate course, materials or topics related to Telework? If so, what institutions offer these vocational training facilities and for which of the above-mentioned types?
- 3. Telework Projects in the National Civil Service? If so, please describe them. How many civil servants are involved? Are there any plans to extend these projects?
- 4. Telework Projects in domestic industry and transnationals operating in your country? If so, please describe them. Do they cover several levels, or only senior management? How many people do they involve? As far as you know, are there any plans to extend these projects?
- 5. Are there any business associations or enterprises specializing in smart buildings? If so, are they focusing on office blocks, or are they also venturing into the field of household automation?
- 6. Are there any projects in your country for fragmenting the labor-force by establishing telecenters in outlying suburbs rather than in city centers or major urban hubs?
- 7. Do your national environmental conservation laws or anti-pollution legislation make provision for actions related to the application of Telework as a possible solution?

PCC.I/RES.119 (XIV-01)¹⁹

**Inclusion of the theme to study solutions for facilitating access
of the disabled and senior citizens to Telecommunications and Information
so that they may benefit from the future Information and Knowledge Society**

The XIV Meeting of the Permanent Consultative Committee I: Public Telecommunication Services,

CONSIDERING:

- a) The pressing need to meet the requirements of groups of senior citizens and disabled persons in the countries of the region in order to have access to the benefits that the development scheme called “Information and Knowledge Society” offers,
- b) The existence of some technological solutions for institutions and companies in countries in the region to care for such groups,

RESOLVES:

- 1) To approve this activity as a priority in the framework of the Permanent Consultative Committee I,
- 2) To ask the Permanent Working Group on Promotion of the Global Information Infrastructure to call the states and associate members to participate in addressing the relevant matters and to organize and program the corresponding activities.
- 3) To provide the Working Group with the dissemination support and a forum via the CITEL-Internet website required for this activity,

INSTRUCTS THE EXECUTIVE SECRETARY:

- a) To send this resolution and its corresponding annex to the administrations and member states of CITEL.

ANNEX

**QUESTIONNAIRE TO BE GIVEN TO THE ADMINISTRATIONS AND ASSOCIATE MEMBERS IN
THE PCC.I OF THE INTER-AMERICAN TELECOMMUNICATIONS COMMISSION – CITEL ON
DEVELOPMENT OF SOLUTIONS TO FACILITATE ACCESS OF THE DISABLED AND SENIOR
CITIZENS TO TELECOMMUNICATIONS AND INFORMATION SO THAT THEY MAY BENEFIT
FROM THE FUTURE INFORMATION AND KNOWLEDGE SOCIETY**

The administrations and associate members of the CITEL PCC.I are requested to answer the questionnaire herein by 15 August 2001 and e-mail their replies to the Rapporteur of Electronic Commerce and Community Development for the Americas, Mr. Enrique Diaz Cerón from Mexico at ediaz@cft.gob.mx, for his due processing and timely presentation at the XV Meeting of the PCC.I

Population with disabilities:

1. Estimate the number of disabled persons by type of disability.

¹⁹ PCC.I/doc.1249/01r1

2. National legislative or legal provisions for meeting these requirements in benefit of the disabled persons.
3. Are there any projects or achievements that allow disabled persons to access information technology and benefits? If so, describe them, indicating: the approximate number of disabled persons today with benefits by type of disability, the technological tools used, government agencies, academic institutions, business authorities, non-governmental organizations or other organizations involved, and any international exchanges.
4. Specify the technological options and their organizational or business sources available in your country to meet these requirements, or conditioning factors that provide access on a widespread basis.
5. Mention any possible constraints (for example, budgetary, cultural, lack of technical staff, technological infrastructure, etc.) that would or do exist at a national level to carry out technology-application projects for the benefit of the disabled population to help include them in a future information and knowledge society.

Senior citizens:

6. Provide the estimated number of senior citizens in the country, in 10-year intervals from 60 years on.
7. Give approximate figures for pensioners between 55 and 70 years old in 5 or 10-year intervals.
8. To the extent possible, provide academic level and professional background with reference to the figures in the preceding item.
9. Which are the requirements for online services that have been identified to date for the senior citizen population in your country?
10. Is there any legal or legislative provision on employment, public health or education that implies seeking alternatives to provide online care to senior citizens?
11. Does the need exist in your country to reinstate senior citizens in a productive activity? If so, what is the proportion and activities that seem most likely?

Propose cooperation mechanisms between the member countries of CITELE, specifying the intervention of the administrations and associate members on the items referred to in the two sections of this Annex.

**Definition of policies for allocating addresses
in Packet Switched Networks (ATM)**

The XIV Meeting of Permanent Consultative Committee I: Public Telecommunication Services,

CONSIDERING:

- a) The significant progress taking place in the Packet Switched Network Protocols.
- b) The advantages of the Private Network – Network Interface (PNNI) Protocol over other protocols, some of which are examined below:
 - i) This is a dynamic routing protocol for ATM packet-switched networks that checks the status of both the links and the nodes (topology status), allowing routing based on service quality through procedures contained in this PNNI Protocol.
 - ii) It streamlines the development of resource-based hierarchical network topology, eliminating differences between intra-domain and inter-domain through establishing Peer Groups, clustering Peer Groups into Parent Groups and so on successively, allowing addresses to be clustered by their prefixes, while also bringing together the network resources required to ensure the Quality of Service and traffic description parameters.
 - iii) It offers better scalability than the existing protocols.
- c) There is rising interest in ATM development as the core of the public information networks infrastructure.
- d) The need for the Administrations in the Member States to have similar schemes that allow the unification of numbering allocation management in packet switching networks, slanted towards establishing a global network.
- e) That the Switched Virtual Circuits (SVC) mode endows ATM networks with flexibility.
- f) Document CCP.I/doc.1253/01, presented by the Administration of Venezuela.

ACKNOWLEDGING:

- a) Annex A of Recommendation X.213 ITU-T and Standard ISO/IEC 8348, defining an address allocation scheme for the network layer.
- b) Recommendation E.191, defining possible numbering and addressing formats in the broadband digital integrated services network.
- c) Recommendation X.121, containing the international numbering plan for public data networks.
- d) The specifications issued by the ATM Forum: AF-RA-0105.000 / ATM Forum Addressing: User Guide, and AF-RA-0106.000 / ATM Forum Addressing: Reference Guide.

²⁰ PCC.I/doc.1279/01

e) Document RFC 2050 / Internet Registry IP Allocation Guidelines, which summarizes some guidelines on good Internet address allocation practices.

RESOLVES:

1) That the Group for the Promotion of the Global Information Infrastructure / CITELE should study the definition of the policies to be followed for number allocation management in ATM packet switched networks, in order to establish a seamless numbering scheme in the Region.

2) That the Executive Secretary of CITELE request the countries to provide information on the plans they have implemented for allocating national numbering schemes for ATM networks.

PCC.I/RES.121 (XIV-01)²¹

Mutual Recognition Agreement Management System (MRAMS)

The XIV Meeting of Permanent Consultative Committee I: Public Telecommunication Services,

WHEREAS:

a) The implementation of the Inter-American MRA will generate a large amount of information which will be useful to regulators, designating authorities, accreditation bodies, conformity assessment bodies, manufacturers and users in general.

b) There is a requirement to store this information and make it available to all member states of CITELE and also on a worldwide basis to countries in other regions.

c) The APEC TEL Working Group via the Colony Park Group in Australia has developed a management system that meets the general requirements of Working Group in its implementation of the MRA.

RESOLVES:

1) That a management system, especially the type developed by the Colony Park Group for APEC TEL MRA would be very useful and necessary for the implementation of the Inter-American MRA.

INSTRUCTS:

a) The Executive Secretary to study the necessary financial and administrative arrangements with the Colony Park Group to develop and manage a MRA management system to assist in the implementation of the Inter-American MRA, and to recommend a course of action to the PCC.I at the next meeting.

²¹ PCC.I/doc.1288/01

PCC.I/RES.122 (XIV-01) 22
Request to the National Administrations for information on actions
helping protect Internet Service users against practices
not compliant with proper market transparency

The XIV meeting of the Permanent Consultative Committee I: Public Telecommunication Services,

IN VIEW OF:

- a) Internet Service Providers (ISPs) offering this service through added-value access facilities:
 - i) The increase in this type of service;
 - ii) The existence of promotions offering certain computer accessories or programs with “free” Internet access or using tools intended for the “free” use of these services based on the computer connection as their platform;
- b) Broadband Access Internet Service Providers:
 - i) The demand for broadband point-to-point access facilities used for Internet access services is expanding appreciably;
 - ii) The broadband access Internet Service Providers set their prices by the maximum bandwidth allowed for the customer, among other factors;
 - iii) Many customers sign up for this type of service attracted mainly by the Internet access bandwidth offered;
 - iv) High-speed Internet Access Service Providers can very rarely assure the customer of the promised speed along the entire path, and
 - v) The customer should be aware of possible constraints on the maximum bandwidth available for use,

WHEREAS:

- a) Value-added services can be accessed from many different telephone exchanges, both local and long-distance;
- b) The cost of this service includes two concepts:
 - i) The cost of the telephone call that may vary, depending on whether it is local or long-distance;
 - ii) The cost of the added-value service, which is established by the service-provider;
- c) The configuration of programs connecting the user’s computer to these “free” services may be equivalent to international calls in some cases, which are billed as such,

AWARE:

²² PCC.I/doc.1308/01

- a) On many occasions, it has been noted that users are unaware of some characteristics when accessing the above-mentioned services,
- b) The necessary informative transparency that should be available to the customer when signing up for a service;
- c) The existence of procedures designed to remedy anomalous situations has been noted in various CITEL Member States.

RESULTING:

- a) In the need to consider the actions mentioned in item c) of the above AWARE, in order to forward this information to all the other members of CITEL.

RESOLVES:

- 1) To request the CITEL Member States that have implemented measures related to the above-mentioned problems, through their Administrations, to forward a description of these actions to the Delegation of Uruguay at CITEL before 30 June, in order to prepare a catalog that would be useful to the Administrations for dealing effectively with practices aiming at the transparency that the market should offer the users of Internet services.
- 2) Contributions should be forwarded to Messrs. Aldo Castagna (acastagna@antel.com.uy) and Elbio Laxalte (elaxalte@antel.com.uy).

PCC.I/RES.123 (XIV-01)²³

**Agenda and Date of the XV Meeting of the
Permanent Consultative Committee I:
Public Telecommunication Services**

The XIV meeting of the Permanent Consultative Committee I: Public Telecommunication Services,

RESOLVES:

- 1) To hold the XV Meeting of the Permanent Consultative Committee I: Public Telecommunication Services from October 1 to 5, 2001, in Asuncion, Paraguay.
- 2) To adopt the Draft Agenda for the XV Meeting of PCC.I annexed to this Resolution.

DRAFT AGENDA

1. Approval of the Agenda and Calendar.
2. Establishment of the Drafting Group of the meeting.
3. Report from the Working Groups on the progress made since the XIV meeting.
4. Development of the tasks of:
 - a) Working Group on Standards Coordination
 - b) Working Group on Certification Processes and Mutual Recognition Agreements

²³ PCC.I/doc.1310/01

- c) Working Group on Basic and Universal Telecommunications Services
 - d) Working Group on the Promotion of the Global Information Infrastructure in the Americas
 - e) Ad hoc Group to study and define an approach to telecommunications services that use IP technology.
 - f) Working Group on Economic Issues and Tariff Principles within the telecommunication sector in the Americas
 - g) Ad hoc Group to Prepare PCC.I inputs to the COM/CITEL Working Group in charge of the preparations for the ITU World Telecommunications Development Conference (WTDC) – 2002
5. Approval of the Final Report.
 6. Agenda, site and date of the next Meeting.
 7. Other matters.

PCC.I/RES.124 (XIV-01) 24

**Call to the Member States and Associate Members to contribute
to the efforts of the Working Group for the Promotion of
the Global Information Infrastructure in the Americas
for the preparation of the Reference Book
on “Information Infrastructure in the Americas”**

The XIV Meeting of the Permanent Consultative Committee I: Public Telecommunication Services,

WHEREAS:

a) The objective of the Working Group on the Global Information Infrastructure is to undertake studies designed to guide Government policies for the implementation of an Information Infrastructure in the Americas, while bearing in mind that the development of infrastructure as an end in itself is meaningless without multilingual applications and content that draw the citizens of the Americas into the Information Society.

b) It would be most useful for the Rapporteur Groups of the Group on the Global Information Infrastructure to gather all their efforts into a Reference Book on Information Infrastructure that would act as a guideline to be followed for the future efforts of these Rapporteur Groups.

c) The XII Meeting of the PCC.I approved the preparation of a Reference Book on Strategies and Policies for the development of the Information Infrastructure that helps lead the countries of the Americas towards the Knowledge Society.

d) The preparation and approval of the final version of this Reference Book is one of the core objectives of the Working Group for the Promotion of the Global Information Infrastructure in the Americas this year

RECOGNIZING:

a) That to date only a few contributions have been received for the Reference Book from the Member States and Associate Members.

b) That the participation of the Member States and Associate Members is required in order to portray the real status of infrastructure in the Americas Region as accurately as possible.

²⁴ PCC.I/doc.1313/01

c) That within the framework of the Working Group of the PCC.I much work has been done that can be included in the Reference Book.

d) That the revision and approval of the final version of the Reference Book should take place during the XV Meeting of CITEI in September 2001.

RESOLVES:

1) To urge the Member States and Associate Members to forward their contributions to the Reference Book as soon as possible, addressed to the reference book editing group.

2) To urge the Member States and Associate Members to forward their contributions to Chapter 7 – “Policies for the Promotion of the Information Infrastructure in the Americas” – as soon as possible to the Rapporteur for Electronic Commerce and Community Development.

3) To urge the Working Groups of the PCC.I/ CITEI to forward the documents that they have prepared and revised to the reference book editing group as soon as possible, in order to include them in the Reference Book.

4) To urge the Member States and Associate Members to use the Electronic Forum of the Infrastructure Group to monitor the forthcoming progress of the Reference Book in order to revise these texts and send in their comments.

PCC.I/RES.125 (XIV-01) 25

**Invitation to the Meeting of the ITU-T Study Group
13 to be held from 14 to 25 May in Caracas, Venezuela**

The XIV Meeting of the Permanent Consultative Committee I, Public Telecommunication Services

CONSIDERING:

a) That ITU has accepted the invitation from the Delegation of Venezuela to hold the Meeting of the Study Committee on Standards 13 (IP-based networks, multiprotocol networks and their interconnection), to be held in Caracas, Venezuela, from 14 to 25 May 2001.

b) That at the above meeting, discussion will center on aspects related to network interoperability, quality of new IP services, IP terminology, point-to-point and multipoint facilities in ATM networks, among others, all of which are of particular relevance to telecommunication development.

c) That it is important to encourage the participation of countries of America at the meetings of the ITU Study Committees, and this meeting in Venezuela presents a great opportunity.

RESOLVES:

1) To request the Executive Secretary of CITEI to extend an invitation to the Member Countries and Associate Members to be represented at the aforementioned meeting.

²⁵ PCC.I/doc.1298/01

PCC.I/RES.126 (XIV-01) 26

**Seminar on Emergency Services in wireless networks
to provide automatic location identification in the Americas**

The XIV Meeting of Permanent Consultative Committee I: Public Telecommunication Services,

WHEREAS:

- a) The latest advances in automatic location technologies allow wireless handset users to be located far more accurately than in the past;
- b) For countries lacking a robust social infrastructure, an accurate location service could well develop into a very safe and reliable option for emergencies and other security problems;
- c) Some countries in the region have introduced measures and are taking decisions designed to enhance public security, promoting and urging the rapid implementation of a nationwide emergency services infrastructure in a well-coordinated and transparent manner, linking the fixed and radiocommunications networks; and
- d) Basically, it is vitally important to ensue the safety and security of the lives and assets of the population.

RESOLVES:

- 1) To organize a half day Seminar on Emergency Services in Wireless Networks to Provide Automatic Location Identification in the Americas during the XV Meeting of the PCC.I, to be held next October in Asuncion, Paraguay.
- 2) To urge all the Members of CITEC to participate in this Seminar. The following topics will be addressed:
 - Regulatory aspects for the provision of emergency services by wireless operators
 - Challenges faced by wireless operators on automatic localization identification of callers making emergency calls
 - Technology solutions that enable automatic location of callers
- 3) That the coordinator of the seminar will be Mr. Severino Camilo from Brazil, with orientations of the Chair of the Working Group on Standards Coordination. The Seminar will be held during the XV Meeting of PCC.I in the morning of Friday.

INSTRUCTS:

- a) The Executive Secretary of CITEC to distribute this resolution to all member states and associate members and urge them to participate in this seminar and make contributions.

URGES:

- a) The administrations to invite public safety organizations in their countries working in this issue to participate in this seminar.

²⁶ PCC.I/doc.1236/01rev1

V. DECISIONS

PCC.I/DEC.31 (XIII-00)²⁷

Approval of the structure to be followed by the “Yellow Book on Telecommunication Equipment Certification Processes in the Americas”

The XIV Meeting of PCC.I, in compliance with activity Number 1 of the Work Program of the Working Group on Certification Processes and Mutual Recognition Agreements, approved by Decision PCC.I/DEC.26 (XII-00),

DECIDES:

- 1) To approve the structure to be followed by the “Yellow Book on Telecommunication Equipment Certifying Processes in the Americas”, attached hereto.
- 2) To instruct the Executive Secretariat of the CITEL to send this Decision to the Member States and Associate Members, requesting them to submit contributions for the drafting of the Yellow Book with the structure approved in point 1 above.

ANNEX YELLOW BOOK ON TELECOMMUNICATION EQUIPMENT CERTIFICATION PROCESSES IN THE AMERICAS

1. INTRODUCTION

(Contents: origin of the Yellow Book; purpose and contents; principles or criteria followed in drafting the Book)

2. CERTIFICATION OF TELECOMMUNICATION EQUIPMENT

- 2.1 Definition.
- 2.2 Types of Certification other than Product Certification.
- 2.3 Types of Procedures for Conformity Evaluation other than Certification.

3. OBJECTIVES OF THE CERTIFICATION OF TELECOMMUNICATION EQUIPMENT

4. DIFFERENCES AND RELATIONSHIPS BETWEEN CERTIFICATION AND HOMOLOGATION OF TELECOMMUNICATION EQUIPMENT

5. BASIC COMPONENTS OF A TELECOMMUNICATION EQUIPMENT CERTIFICATION SYSTEM

- 5.1 Requirements: Technical Regulations and Standards.
- 5.2 Initial Evaluation: Laboratory testing of the equipment and Certification of its Conformity with the Requirements.
- 5.3 Identification of Conformity..
- 5.4 Ongoing Verification of Conformity.

6. TYPES OR MODELS OF TELECOMMUNICATION EQUIPMENT CERTIFICATION SYSTEMS

- 6.1 Based on Type Tests.

²⁷ PCC.I/doc.1281/01

- 6.2 Based on Type Tests with ongoing Verification of samples in the market.
- 6.3 Based on Type Tests with ongoing Verification of samples in production .
- 6.4 Based on Type Tests with ongoing Verification of samples in the market and in production.
- 6.5 Based on Type Tests and Assessment of the Production Quality System with Verification of the Production Quality System.
- 6.6 Based on Assessment of the Production Quality System with ongoing Verification of same.
- 6.7 Based on Lot Testing.
- 6.8 Based on Testing of 100% of the equipment.

7. COMPETENCE OF THE BODIES THAT EVALUATE THE CONFORMITY OF THE TELECOMMUNICATION EQUIPMENT AND ISO/IEC GUIDES OR STANDARDS APPLICABLE

- 7.1 Case of Testing Laboratories.
- 7.2 Case of Certifying Bodies.
- 7.3 Case of Accreditation Bodies.

8. CROSS-BORDER RECOGNITION OF RESULTS OF EVALUATION OF CONFORMITY (OF ACCREDITATIONS, TEST REPORTS, CERTIFICATES)

- 8.1 Bilateral Agreements and Arrangements.
- 8.2 Multilateral Agreements and Arrangements.

9. NATIONAL LAWS AND REGULATIONS ON THE SUBJECT

- 9.1 Needs for national laws and regulations on the subject.
- 9.2 Principles to be considered in laws and regulations on the subject.
- 9.3 Needs and problems relating to communication and information on the subject.
- 9.4 Related ethical, economic, and commercial issues.
- 9.5 Possible contents of legislation and regulations.
- 9.6 Procedures to implement the respective legislation and regulations.
- 9.7 Enforcement of laws and regulations, and penalties.
- 9.8 Appeals against unfavorable decisions.

10. ECONOMIC AND FINANCIAL ASPECTS OF CERTIFICATION

- 10.1 Costs and Investments involved in a Telecommunication Equipment Certification System.
- 10.2 Needs for private investment.
- 10.3 Requisites for the financing of Certification by the private sector.
- 10.4 Elements for promotion of investment and financing of the Certification.
- 10.5 Economic impact of telecommunications equipment certification.

11. HOW TO DESIGN A TELECOMMUNICATION EQUIPMENT CERTIFICATION SYSTEM

ANNEXES

I. EXPERIENCES OF SOME COUNTRIES AND REGIONS

II. BASIC INDICATORS

III. TELECOMMUNICATION EQUIPMENT CERTIFYING BODIES IN THE REGION

- IV. ACCREDITED LABORATORIES FOR THE TESTING OF TELECOMMUNICATION EQUIPMENT IN THE REGION
- V. BODIES ACCREDITING TESTING LABORATORIES AND TELECOMMUNICATION EQUIPMENT CERTIFYING BODIES IN THE REGION
- VI. GLOSSARY OF TERMS
- VII. BIBLIOGRAPHY
- VII. LIST OF BASIC DOCUMENTS:**

Minutes of the Opening Session and First Plenary Session	PCC.I./doc.1293/01 rev.2
Minutes of the Second Plenary Session	PCC.I./doc.1309/01 rev.1
Minutes of the Third Plenary Session and Closing Session	PCC.I./doc.1315/01
List of Documents	PCC.I./doc.1197/01rev.5
List of Participants	PCC.I./doc.1198/01rev.2
Final Report	PCC.I./doc.1318/01rev.1