



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

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

**XVI MEETING OF PERMANENT CONSULTATIVE COMMITTEE I:
PUBLIC TELECOMMUNICATION SERVICES
May 27-30, 2002
Montevideo, Uruguay**

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FINAL REPORT

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FINAL REPORT

The XVI Meeting of the Permanent Consultative Committee I: Public Telecommunication Services was held in Montevideo, Uruguay, May 27-30, 2002.

I. AGENDA¹

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 XV meeting.
4. Report of the activities of the Working and Ad Hoc Groups during the XVI Meeting.

a. Working Group on Standards Coordination.

Draft Agenda of the Working Group on Standards Coordination

1. Adoption of the agenda.
2. Review of the outcome of the previous meeting: XV meeting of PCC.I.
 - Local number portability-(LNP)
 - Intelligent networks (IN)
 - Signalling
 - Roaming, fraud and numbering.
 - Next generation networks
3. Review of WGSC work plan.
4. Contributions to the WGSC.
5. Meeting of the working subgroups.
6. Adoption of the final report.
7. Other relevant business.
8. Conclusion of the meeting.

b. Working Group on Certification Processes and Mutual Recognition Agreements

Draft Agenda of the Working Group on Certification Processes and Mutual Recognition Agreements

1. Welcoming of participants
2. Presentation and approval of draft agenda
3. Report of the last WGC/MRA meeting
4. Proposal for preparing and approving the organization of the YELLOW BOOK on Certification Processes for Telecommunications Equipment in the Americas.
5. MRA participation dates proposed by Member States
6. Discussions on:
 - Phase I implementation
 - Exchange of letters
 - Cooperation with APEC
 - Guide and Management Tools for the MRA

¹ Doc. PCC.I/doc. 1462rev.2

- Database to store information produced in the implementation
7. Next meeting of the WGCMA

c. Working Group on Basic and Universal Services

Draft Agenda of the Working Group on Basic and Universal Services

1. Adoption of the agenda
2. Universal service
 - Report of the Chair of the Group. Activities for year 2002
3. Telemedicine
 - Report of the Chair of the Group about the book of “Telemedicine in the Americas.”
Terms of references for the work of experts.
 - Draft Resolution approved the Terms of reference of the book..
 - Draft Resolution to perform a survey in the region.
 - Presentation of the methodology for the book of Telemedicine and the multimedia results of the book of Tele-education.
4. Tele-education
 - Final Report of the Chair of the Group and the Rapporteur of Tele-education about the book “Tele-education in the Americas.”
 - Final Presentation of the book.

d. Working Group on the Promotion of the Global Information Infrastructure

Draft Agenda of the Working Group On Promotion Of The Global Informacion Infrastructure

1. Approval of Working Agenda
2. Chair's Report / Report on the book "Information Infrastructure in the Americas"
3. Group Vice Chair's Report:
 - Update of “Standards Maps of the Americas.”
 - Update on Broadband use.
4. Group Vice Chair's Report and that of the Rapporteur on e-Commerce and Community Development:
 - Advances in the information gathering phase of the “e-America Project”
 - Report on the vision of the countries of the Region on the World Summit on the Information Society
5. Report from the Rapporteur on Applications Developed on the Global Information Infrastructure:
 - Update on Telecenters in the Americas.
 - E-Government Activities in the Region.
6. Member State and Associate Member Contributions
7. Review and approval of the Book on Information Infrastructure in the Americas.
8. Definition of objectives for the XVI Meeting of PCC.I / News projects.
9. Miscellaneous.
10. Presentation and approval of the Group report on the work carried out during XVI Meeting of PCC.I.

- e. **Ad Hoc Group to study and define an approach to telecommunications services that use IP technology.**

Draft Agenda of the Ad Hoc Group to study and define an approach to telecommunications services that use IP technology

1. Report of the Rapporteur for Available Technologies, Mr. Bill Graham - CANADA
2. Report of the Rapporteur for Policies for Promotion of Telecommunications Services Using IP Technology, Mr. James Roberts - U.S.A.
3. Report of the Rapporteur for Regulatory Matters, Mrs. María Villavicencio, VENEZUELA
4. Consideration and discussion of the rapporteurs' reports
5. Adoption of the document, including the rapporteurs' reports
6. Presentation to the plenary session of PCC.I of the draft resolution on the document pertaining to the work of the Ad Hoc Working Group

Draft Agenda Rapporteur Group on issues related to available technology:

1. Approval of the Agenda
2. Report of the Rapporteur
3. Disposition of the matrices on available technologies
4. Conclusions

- f. **Working Group on Economic and Tariff Principles from the Telecommunications sector of the Americas.**

Draft Agenda of the Working Group on Economic and Tariff Principles from the Telecommunications sector of the Americas.

1. Review and approval of the agenda.
 2. Review and approval of the report on the activities of the Working Group on Economic Issues & Tariff Principles within the Telecommunication Sector in the Americas through the 15th meeting of Permanent Consultative Committee I and proposed new topics.
 3. Presentation of comparative tables based on telecommunication indicator questionnaires sent to the member states.
 4. Presentation of contributions on topics relating to free competition and other matters of interest.
 5. International arrangements on Internet service charges in the Americas region
 - 5.1 Presentation of the report of the Rapporteurs group to study international arrangements on Internet service charges in the Americas region
 - 5.2 Presentation of contribution on the analysis of documents and publications issued on this subject by various international and regional organizations and by a number of international telecommunication consulting firms
 6. Presentation of other contributions.
 7. Conclusions.
5. Approval of the Final Report

6. Agenda, venue and date for the XVII Meeting of PCC.I
7. Other Business

II. MEETING AUTHORITIES

CHAIR	Mr. Félix Castro
VICE-CHAIR:	Mr. João Carlos Fagundes Albernaz
EXECUTIVE SECRETARY:	Mr. Clovis Baptista
CHAIR OF DRAFTING GROUP:	Mr. Samuel Waszczuk

MEMBERS PRESENT	Argentina, Bolivia, Brazil, Canada, Colombia, Costa Rica, El Salvador, Guatemala, Honduras, United States of America, Mexico, Nicaragua, Panama, Paraguay, Peru, Uruguay and Venezuela.
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ASSOCIATE MEMBERS:

ARGENTINA	Ericsson, Movicom, Telecom, Telefónica.
BRAZIL	Motorola do Brazil, Schmid Telecom Brazil, Qualcomm do Brazil S.A.
CANADA	Nortel Networks
COLOMBIA	Ericsson de Colombia S.A.
MEXICO	Ericsson, Lucent Technologies
UNITED STATES	Lucent Technologies, Ericsson, Committee T1, Verizon Communications Inc.
VENEZUELA	Cantv

OBSERVERS	ITU, Spain
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III. RESOLUTIONS

PCC.I/RES. 148 (XVI-02)² IDENTIFICATION OF THE CRIME OF CLONING MOBILE TERMINALS

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

CONSIDERING:

- a) That the Working Plan arising from Resolution PCC.I/RES.127 (XV-01): “Creation Of A Standardized Antifraud System in the Converging Telecommunications System (Basic-Mobile-IP)”, under which it has been resolved to “carry out a survey of experiences and developments regarding legislation, jurisprudence, and criminal and civil case-studies regarding the problem of Fraud in Telecommunications, as well as to take steps to share the best practices and promote common mechanisms to fight against fraudulent operations”.
- b) That this *Rapporteurship* has received contributions from several countries –among these, Argentina and Peru– focused on the need to identify the crime of cloning mobile terminals.
- c) That, furthermore, in some of the countries in the Americas, complementary procedures to those of the Official Bodies have been implemented in order to help prevent fraudulent actions.
- d) That it is also convenient to include this issue in the working agendas of the other Governments of the Americas in order to promote the identification of the crime of cloning terminals in their respective criminal codes.
- e) That cloning is the alteration of a mobile telephone’s identity, assuming that of a legitimate one, with the aim of using the service without the responsibility of paying for it. This consists in a process of duplication, as it is based on the use of technology to make calls from an illegal terminal (bastard terminal) and to charge the costs to another that has been legally registered at the operator (cloned telephone).
- f) That the tricks or methods employed never result from erroneous or accidental procedures but from deliberate actions.
- g) That the definition of the crime of cloning cellular telephones often represents an innovation for each particular criminal code and that it is therefore sought to adapt as accurately as possible to the communication services development in each country. That, at the same time, when drafting legal regulations for penalizing this kind of crimes it is an avoidable obligation of the legislators to observe the constitutional rights of freedom, proprietorship, and privacy. In other words, that all such provisions must abide by the law and enforce the application thereof in a more pragmatic way for the benefit of society, and that they should further support the smooth operating capacity of the companies and ensure a satisfactory and safe service for the mobile user.
- h) That even those countries that penalize this kind of fraud would improve their situation if this legislation were extended to all the countries in the Americas, as the roaming of a cloned mobile phone may damage the operators of other countries.

² Doc. PCC.I/doc.1522/02rev.2

ACKNOWLEDGING:

- a) That the fraudulent activity of cloning largely affects all operators, yet it has not been duly penalized in all the countries in the Americas.
- b) That *CITEL* could organize some activities to ensure that the identification of this crime in the criminal codes becomes a reality in every country in the Americas.

RESOLVES:

1. To identify and compile the existing applicable legislation on the matter in the countries in the Americas, as well as the bills under way.
2. To examine their contents (identification and mode of the crime, legal status, actions, handling of information, penalties, etc.) with the cooperation of the competent experts from both *CITEL* and the International Bodies mentioned in Resolves 6 of the aforesaid Resolution PCC.I/RES. 127 (XV-01) that is attached in the Annex.
3. To promote, through the Governments, the commitment to encourage in their respective countries the due identification of the crime of cloning terminals and the establishment of penalties in respect of this crime.

ANNEX

**PCC.I/RES. 127 (XV-01)³
ESTABLISHMENT OF A STANDARDIZED ANTIFRAUD SYSTEM IN CONVERGENT
TELECOMMUNICATION SYSTEMS (FIXED-MOBILE-IP)**

The XV meeting of the Permanent Consultative Committee I: Public Telecommunications Services,

CONSIDERING:

- a) That the Eighth Meeting of Permanent Consultative Committee I decided in 1998 to establish a Rapporteur Group within the Working Group on Standards Coordination, aimed at studies and tasks related to roaming, numbering and related fraudulent operations.
- b) That the XII Meeting of PCC I (June-July 2000) accepted the new Working Plan for the Rapporteur Group, confirming that issues on fraud and numbering have been included in the tasks of the Rapporteur Group and expanded its scope of action to fixed services and the different modes of interaction between both, and that this scope will increase with technological convergence.
- c) That while performing this year's tasks and preparing the presentations for the XV Meeting of PCC.I, Fraud issues have been repetitively and forcefully presented as a serious danger to network safety and operator activities, which additionally hinder the integration of communications in the region. The

³ PCC.I/doc.1370/01 rev.2 add.1

above has also been accepted by Administrations as an issue that calls for joint action between Government Authorities and the different companies.

RECOGNIZING:

- a) That at the time PCC.I/RES.50 (VIII-98) deemed it extremely important to adopt measures in order to share best practices and encourage common mechanisms against fraudulent operations.
- b) That the survey of experiences, analysis of the current situation and common elements in each country of the Americas regarding Legislation, Jurisprudence and Penal and Civil Crime Typification, as well as coordination with the Control Agency, demand thorough work on which proposals and concrete actions will be based to fight the scourge of Fraud.
- c) That as there is a Rapporteur Group in charge of this matter within CITELE, it is appropriate to make it responsible for the new specific tasks currently called for.

RESOLVES:

- 1. To reinforce the tasks performed by the Rapporteur Group on Roaming, Fraud and Numbering in the Americas in its fight against Fraud, within the Working Group on Coordination of Standards.
- 2. To request that the Rapporteur Group, in cooperation with other areas and officials of CITELE, continue performing surveys on experiences and the progress made regarding Legislation, Jurisprudence, and projects on penal and civil crime typification, as well as on the coordination between companies and the Control Agency in the different countries.
- 3. To encourage Member suppliers and operators to establish long lasting cooperation processes on technologies and systems to fight against Fraud.
- 4. To promote cooperation and exchange of information and registries between operators related to modes of fraud and specific fraud cases for the exclusive use as proof of fraud.
- 5. To urge governments to foster legal and regulatory means to identify and make punishable these crimes in order to discourage potential offenders, additionally fostering recognition of the validity of operator registries as evidence of this sort of crime. Likewise, to urge that jurisprudence cases related to this problem be reported to CITELE, thus fostering concrete actions at the continental level to ensure that this type of crime will not remain unpunished.
- 6. To encourage Administrations, particularly Regulatory Entities, to grant freedom of action to operators, thus enabling swift and effective actions in order to prevent fraud, without overlooking the common responsibility of ensuring customer rights.
- 7. To propose to COM/CITELE the establishment of ties between CITELE and other Agencies and Institutions fighting against Fraud in other regions of the world, such as CFCA (Communications Fraud Control Association), the GSM Association and its Study Group on Fraud, FIINA (Forum For International Irregular Network Access), and ETNO (European Public Telecommunications Network Operators Association).

WORK PLAN FOR RESOLUTION127 (XV-01)

WORK PLAN TO IMPLEMENT RESOLUTION PCC.I/RES. 127 (XV-01)

ESTABLISHMENT OF A STANDARDIZED ANTIFRAUD SYSTEM IN CONVERGENT TELECOMMUNICATION SYSTEMS (FIXED-MOBILE-IP)

(Presented by the Rapporteur for Roaming, Fraud and Numbering in the Americas)

- 1) Request that the administrations identify or suggest an entity as a point of contact to advance the work of the Rapporteur for matters related to the struggle against fraud. For that, a period of 30 days will be established for the purpose of the administrations presenting such data to this Rapporteur.
- 2) Establish formal ties between the distinct points of contact of the countries of the Americas.
- 3) Create a database within the Electronic Roaming Forum of the CITELE to compile all documents and proposals designed to minimize telecommunications fraud. Such a database will constitute the link among the contacts of each country and this Rapporteur.
- 4) Create a reflector list composed of all the interested members of CITELE with the purpose of exchanging in real time information and commentaries about the struggle against fraud, etc.
- 5) Organize a seminar on “Revenue Assurance and Fraud Prevention” on the occasion of the XVI Meeting of the Permanent Consultative Committee I of the CITELE. For this event, the points of contact mentioned in point one will be requested to create a presentation tied to the problems of each country.
- 6) Carry out the task of a survey of experiences and the state of advances concerning legislation, jurisprudence, and projects of penal and civil classification related to the problem of telecommunications fraud.
- 7) From the results of the task of the survey and the conclusions of the seminar sited in point 4, the conclusions, recommendations and best practices tied to the technical and legal solutions for fraud prevention will be elevated to CITELE. CITELE will be asked to distribute expeditiously the mentioned conclusions and recommendations to the Member Administrations and Associate Members, to encourage National Administrations to consider legislative solutions so that these crimes are analyzed, studied, classified and punishable.
- 8) For the next meeting of CCPI, the Rapporteur will elevate to CITELE the detail of the organizations and institutions of other world regions specialized in the combated of Fraud with the purpose of establish a tie of official cooperation. Create a framework of cooperation between CITELE and the distinct entities.

PCC.I/RES. 149 (XVI-02)⁴
COORDINATION OF THE ACTIVITIES OF THE PCC.I WORKING GROUPS
WITH RESPECT TO WTDC-02 RESULTS

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

CONSIDERING:

- a) The six programs adopted at the World Telecommunication Development Conference (WTDC-02) as the basic structure of the Istanbul Action Plan (IAP);
- b) The strategic guidelines, goals, and priorities established in the 1999-2003 ITU Strategic Plan for ITU-D;
- c) The topics assigned to ITU-D Study Groups 1 and 2 while the IAP remains in force;
- d) The two cross-cutting activities to support the programs on statistics and studies on the development of information and communication technologies; and
- e) The special activities related to the private sector, gender, youth, and indigenous peoples to be implemented pursuant to the IAP;

RECOGNIZING:

- a) That the joint work of the ITU-D Sector and CITELE will be of the utmost importance in implementing the Agenda for Connectivity in the Americas;
- b) That coordinated participation by CITELE Member-States in the activities of ITU-D Study Groups 1 and 2 plays a significant role in reducing the digital divide in these countries; and

RECALLING:

That the Inter-American Proposals presented to WTDC-02 were important in the structuring and are reflected in different Resolutions and Recommendations jointly approved with the IAP,

RESOLVES:

1. To entrust the Working Group Chair people to adopt the necessary measures to consider, within the activities under their responsibility, the Istanbul Action Plan (www.itu.int).
2. To entrust the Working Group for the Fostering of Global Information Infrastructure to bear in mind the works referring to IAP Program 2 – Technologies and Telecommunication Network Development (www.itu.int).
3. To entrust the Working Group on Basic and Universal Telecommunication Services to take into consideration the works regarding IAP Program 3 – e-Strategies and Applications. (www.itu.int).

⁴ Doc. PCC.I/doc.1504/02rev.2

4. To entrust the Working Group on Economic Matters and Rate-Setting Principles of the Telecommunications Sector in the Americas to take into account the costs associated to the services included in IAP and the works related to Program 4 – Economy and Finance, including IAP cost and rates. (www.itu.int).

5. To request the ITU/BDT, through the Regional Agency in Brasilia, that as they prepare the implementation of the IAP for the Americas, consider the previously mentioned activities.

PCC.I/RES. 150 (XVI-02)⁵

CREATION OF A RAPPORTEUR GROUP TO PREPARE A COMPREHENSIVE STUDY ON THE TELECOMMUNICATIONS SITUATION OF THE INDIGENOUS PEOPLE IN AMERICA WITHIN THE FRAMEWORK OF THE WORK OF THE WORKING GROUP ON TELECOMMUNICATION BASIC AND UNIVERSAL TELECOMMUNICATION SERVICES

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

CONSIDERING:

- a) That in the Declaration Connecting the Americas the signatory countries agreed to move towards the expansion of access to global knowledge and the full integration of the knowledge society particularly among rural and vulnerable groups.
- b) That on the basis of the recognition of the contribution that the respect for linguistic and cultural diversity brings to social and economic dynamics, in the Agenda of Connectivity for the Americas there is a clear commitment to use the tools of the new economy in order to allow all individuals to participate in the intercultural dialogue to promote and protect their cultures.
- c) That in the Action Plan of the Americas it was agreed that the digital divide between the national average population and the indigenous peoples and communities would be reduced through important connectivity projects that provide services in all fields of development.

RECOGNIZING:

- a) That the Istanbul Declaration establishes that the programs forming part of the Action Plan have been prepared with a sensitive view towards groups with specific needs including the indigenous peoples and communities and are important tools for the Member States and the Sector Members in their efforts to reduce the “digital divide”.
- b) That Program 1 of the Istanbul Action Plan called “Reform of Regulations” has considered the possibility of developing and promoting policies, legislation and regulations with a view to provide access to telecommunications and ICT to indigenous peoples and communities.
- c) That Program 3 of the same Plan called “Cyber strategies and Cyber services/Applications” seeks to create instruments to provide assistance in the preparation of guidelines, planning instruments and manuals on technological and political IP issues with a view to developing profitable, safe and self-sustainable services, that take into account the needs of groups with specific needs and among them the indigenous peoples and communities.

⁵ Doc. PCC.I/doc.1510/02rev.1

- d) That Program 5 of said Plan called “Creation of Human Training” established the need to carry out special initiatives to promote learning and training in indigenous communities in coordination with other organizations involved therein.
- e) That resolution Com 4-15 of the 2002 World Conference on Telecommunication Development considered including the support to the Initiatives of the Agenda of Connectivity for the Americas as a high ITU priority.
- f) That item 4.3.1.5 of the Quito Action Plan recognizes the usefulness of the Internet as a tool to preserve the cultural heritage of the various ethnic groups and maintain communication with those that are geographically distant
- g) That number 4.1 of the Quito Action Plan makes it clear that there is a need to set up planning schemes and mechanisms for coordination, integration and unification of extant efforts.
- h) To that end, it is considered necessary to establish actions that the indigenous peoples and communities may, in keeping with the Istanbul Action Plan and the Quito Action Plan, take advantage of for the development of telecommunications and the improvement of their quality of life.

RESOLVES:

1. To entrust the Working Group on Basic and Universal Telecommunication Services to take the following measures in order to achieve the objectives of the Istanbul Action Plan and the Quito Action Plan.
2. To create a rapporteur group to prepare a comprehensive study on the situation of the indigenous people of the Americas regarding Telecommunications, to be headed by a representative asked by the PCC.I to Mexico.
3. To approve the inclusion of the following issues in the study mentioned under paragraph 2.
 - a) Connectivity and access to telecommunications by the indigenous peoples of the Americas.
 - b) Experiences to develop the infrastructure of these regions taking into account their economic and social impact.
 - c) A directory of telecommunication community centers and projects in that regard taking into account their characteristics and ways of organization, sustainability, training, development of contents, etc.
 - d) Instruments and tools used to create contents with important examples.
 - e) A catalogue of companies, national and international entities, NGOs and International Organizations that have fostered or may foster and advise regarding this type of projects.
 - f) Creation of an information system on telecommunications development of indigenous peoples on the basis of the data provided by the research work done. This system would connect governments and international organizations interested in carrying out activities related to the telecommunications development of indigenous peoples.
 - g) Dissemination of the system to be used by all interested parties.

- h) Once the above is complete an assessment will be made of its impact and perspectives will be established for the application of new systems.

PCC.I/RES. 151 (XVI-02)⁶
TERMS OF REFERENCE FOR THE BOOK OF TELEMEDICINE
IN THE AMERICAS

The XVI Meeting of Permanent Consultative Committee I, Public Telecommunication Services.

NOTING:

- a) By Resolution CCPI/Res.133 (XV-01) the decision was made to write the “Book on Telemedicine in the Americas,” which establishes *inter alia*, policies and strategies for its development in the region;
- b) COM/CITEL by decision COM/CITEL/RES. 121 (X-01) acceded to this project;
- c) ITU/BDT has acceded to participate jointly in this project.

CONSIDERING:

- a) The methodology used to prepare the Book “Tele-Education in the Americas” brought satisfactory results.
- b) To draft the cited book, this Committee approved the minimum terms of reference for the work in question, to be taken into account by the experts that endeavor to compile the Book;
- c) The terms of reference to guide the efforts of the experts, must also be approved for the drafting of the "Book Telemedicine in the Americas;" and
- d) Resolution CCPI/Res 133 (XV-01) resolved to entrust the Chair of the Working Group of Basic and Universal Services to coordinate the compilation of information, drafting of documents and the editing of same with the cooperation of the Telemedicine Rapporteur's Office.

RESOLVES:

To approve the terms of reference attached in Annex 1, as the minimum requirements to be taken into account in the endeavor entrusted to the experts.

ANNEX 1

⁶ Doc. PCC.I/doc.1487/02

BOOK OF TELEMEDICINE OF THE AMERICAS

TERMS OF REFERENCE

INDEX

Prologues

Initial Analysis

1. Definitions on the uses and the applications of Information and Communication Technologies in the area of Health: What are *Telemedicine, Tele-health, Tele-care or Tele-attention, e-health or cyber-health and m-health*?
2. Clarification of Terms.
3. Factors and parameters of medicine and evaluation of the Telemedicine programs and projects.
4. Telemedicine and Health in the Third Millennium.

Objectives of the Book of Telemedicine

1. The status of Telemedicine in the Americas.
2. The incorporation of the New Information and Communication Technologies in the Health Systems in the Americas.

North America

Canada.

United States of America.

Mexico.

Central America and the Caribbean

Anguilla.

Antigua and Barbuda.

Aruba.

Bahamas.

Barbados.

Beliz.

Bermuda.

British Virgin Islands

Cayman Islands.

Dominica.

Grenada.

Guadaloupe.

Guyana.

Haiti.

Jamaica.

Martinique.

Montserrat.
Netherlands Antilles.
Puerto Rico.
St. Kitts and Nevis.
St. Lucia.
St. Vicente and the Grenadines.
Suriname.
Trinidad and Tobago.
Turks and Caicos.
U.S. Virgin Islands.
Costa Rica.
Cuba.
Dominican Republic.
El Salvador.
Guatemala.
Honduras.
Nicaragua.
Panama.

South America.

Argentina.
Brazil.
Bolivia.
Chile.
Colombia.
Ecuador.
French Guyana.
Paraguay.
Peru.
Uruguay.
Venezuela.

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Public and private sector investments in Health, per country.

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Private and public sector investments in Communication Infrastructure and Networks, per country.

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Telemedicine evolution in a globalized world.

CITEL OAS Recommendations

Conclusions.

Bibliography.

NOTE

The project consists of the creation of a guidebook that reflects the state of Telemedicine in the countries of the Americas.

Available information will be compiled from the different institutions and the current and future status of the projects will be illustrated as indicated in the index.

Furthermore, a CD-ROM will be created containing the experiences cited in a multimedia format and online based on the experience and positive results derived from the Book Tele-Education of the Americas.

To carry out the work, the information should be gathered from the following sources, among others:

- Available information at CITEL.
- The experiences of the countries of the region in Telemedicine and e-health.

- The information available on the subject in the Agency for Cooperation and Development of the OAS

- The information available at the ITU on the subject. Particularly the results of the first "World Symposiums on Telemedicine for the Developing Countries" (Cascais, Portugal; June 1997 and Buenos Aires, Argentina; June 1999)

- The efforts being made currently in the countries in the region to promote Telemedicine

- The experiences obtained by other organizations such as the IDB, PAHO, WHO, and AHCJET, etc.

- Surveys conducted by CITEL/ OAS.

PCC.I/RES. 152 (XVI-02) ⁷
REQUEST FOR INFORMATION ON TELEMEDICINE

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

CONSIDERING:

- a) The XV Meeting of this Permanent Consultative Committee I, resolved to prepare the Book of Telemedicine in the Americas (PCC.I/RES.133 (XV-01));
- b) Furthermore, the cited Resolution entrusted the Group of Basic and Universal Services with promoting the compilation of information for the purpose of assisting with the publishing of the Book of Telemedicine in the Americas;
- c) Resolution PCC.I/RES. 111 (XIV-01) invites the Member States and the Associate Members to contribute to the work of the group.
- d) The Chair of the Group on Universal and Basic Services prepared a form for completion by the national administrations to gather this information.

RESOLVES:

To survey the status of Telemedicine in the Americas, requesting that the National Administrations forward the information necessary for preparing the Book of Telemedicine in the Americas, by completing the form attached to this Resolution as Annexes I and II.

ENTRUSTS:

The Executive Secretary of the CITEL to send the national administrations the survey forms in the Annexes and provide the responses from the Administrations to the Chair of the Working Group on Basic and Universal Telecommunication Services for consideration in preparing the Book.

⁷ Doc. Pcc.I/doc.1488/02

ANNEX I

TELEMEDICINE POLL/SURVEY
Part 1: Country Poll

1. Country

2. Administrative Framework – governmental

2.1. Is (are) there a government agenc(y)(ies) on a national level responsible for development projects and programs in Communication and Information Technologies (ICTs)?	YES	NO
--	-----	----

If the answer is NO, go directly to question 2.5.

2.2. Is this an independent entity or is it an agency of the national government?

.....
.....

2.3. To which administrative authority does this entity report?

.....
.....

Could you provide the name of the person in charge/a reference person within this Entity for health related programs:

.....
.....

2.4. (What) (which) Government (Entity)(Entities) on a national level is/are responsible for developing Telemedicine projects and programs?

.....
.....

2.5. To which Administrative Authority (does it) (do they) report?

.....
.....

3. Legal Framework

3.1. In your country, is there specific legislation pertaining to:

3.1.1. The use of Information and Communication Technology in the area of health?	YES	NO
---	-----	----

3.1.2. Professionals practicing Telemedicine?	YES	NO
---	-----	----

3.1.3. Health professional's liability in Telemedicine?	YES	NO
---	-----	----

3.1.4. The confidentiality of the medical data transmitted?	YES	NO
---	-----	----

3.2. What is the current legal framework in force for transmission and/or cooperation between countries?

.....

4. Academic Framework

4.1. In your country has a legal framework been established regarding the re-certification of health professionals?	YES	NO
---	-----	----

4.2. Are there Experiences in Public Medical Science Degree Training Schools that involve the use of ICTs?	YES	NO
--	-----	----

4.3. Are there Experiences in Private Medical Science Under Graduate Degree Training Schools that involve the use of ICTs?	YES	NO
--	-----	----

4.4. Are there Experiences in Public or Private Medical Science PostGraduate Degree Training Schools that involve ICTs?	YES	NO
---	-----	----

5. Illustrative Framework

5.1. Has the National Authority (Government) conducted any of its own pilot experiences to introduce Telemedicine in your country?	YES	NO
--	-----	----

5.2. If the answer is yes, could you mention them (no more than 3) given the start and ending date of those pilot programs:

Name of Pilot Program	Start Date	End Date

ANNEX II

**TELEMEDICINE POLL/SURVEY
Part 2: Poll by Institution**

1. Geographic Information

1.1. Country:.....

1.2. Province:.....

1.3. Bordering Province(s):

.....
.....
.....

1.4. Countr(y)(ies) bordering the Project Province:

.....
.....

2. Institutional Data

2.1. Name of the Institution:	Domicile:.....
	Telephone:
	Fax:
	Home page: http://.....

2.2. Person In Charge/ Reference person for the Telemedicine Project or Program	First Name
	Last Name
	Position / Function.....
	Mailing Address
	Telephone
	Fax
E-mail:	

2.3. Type of Institution (mark one or several boxes)

- Government Agency
- Hospital
- Univ. / School
- Company
- Joint Venture
- Foundation
- Professional School
- NGO
- Multilateral Organization

2.4. What is the principal area of activity of the above?

.....
.....

3. Telemedicine Project/Program Objectives

3.1. What is the Main Objective for the use of Telemedicine?

.....
.....

3.2. Who are the recipients (mark one or several boxes)?

- | | | |
|--|---|--|
| <input type="checkbox"/> Univ. / School | <input type="checkbox"/> Private Institution
Network | <input type="checkbox"/> General Public |
| <input type="checkbox"/> Hospital | <input type="checkbox"/> Doctors | <input type="checkbox"/> Schools |
| <input type="checkbox"/> First Aid Centers | <input type="checkbox"/> Nurses | <input type="checkbox"/> Other public places |
| <input type="checkbox"/> Private Clinic | <input type="checkbox"/> Paramedics | <input type="checkbox"/> Homes |

3.3. What are the areas of activity?

- | | | |
|---|---|--|
| <input type="checkbox"/> Professional
Tele-education | <input type="checkbox"/> Emergencies
(general) | <input type="checkbox"/> Tele-surgery
(Robotized) |
| <input type="checkbox"/> Tele-Prevention | <input type="checkbox"/> Emergencies
(disasters and
catastrophes) | |
| <input type="checkbox"/> Tele-diagnosis
(general) | <input type="checkbox"/> Tele-epidemiology | |
| <input type="checkbox"/> Tele-diagnosis by
images | <input type="checkbox"/> Administration of
sanitation networks | |
| <input type="checkbox"/> Pathological
anatomy | <input type="checkbox"/> Tele-surgery
(Monitoring) | |
| <input type="checkbox"/> Tele-Monitoring | | |

Others:

.....
.....

3.4. What is the origination date of the Project?

.....

3.5. On what is the date did Telemedicine activities begin?

.....

4. Technical Information

4.1. What communication technologies are available to you in your city or province?

.....
.....

4.2. What communication technology is being used?

.....
.....

4.3. What specific installations (Hardware) are you working with?

.....
.....

4.4. What type of Software are you working with?

.....
.....

4.5. Have you included any type of solution through the Web?

.....
.....

5. Expected Results

5.1. Could you provide an estimate of the number of people who were treated during the first year of Telemedicine use?

Year:

Persons Treated:

5.2. Could you provide an estimate of the number of people treated during the last year of Telemedicine use?

Persons Treated:

After your experience, could you evaluate the following aspects (from 1 = fairly inadequate a 5 = very adequate):

	1	2	3	4	5
5.3. You believe that you have acquired new useful practices and knowledge					
5.4. You believe that the team has acquired new useful practices and knowledge					
5.5. Comparing the previous medical practice, you believe that the contribution of Telemedicine is					
5.6. You believe that Telemedicine is a satisfactory contribution to the patients/for the general population					
5.7.					

PCC.I/RES. 153 (XVI-02) ⁸
WORKSHOP ON WIRELESS EMERGENCY SERVICES
IN THE AMERICAS

The XVI 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 wireless emergency services infrastructure in a well-coordinated and transparent manner, linking the fixed and radiocommunications networks; and
- d) It is vitally important to ensure the safety and security of the lives and assets of the population.
- e) Innovative technologies such as automatic location identification for wireless subscribers enables public safety agencies to accurately locate citizens in situations of emergency.

CONSIDERING:

- a) Emergencies have made it clear to what degree public safety and disaster relief agencies need effective, high quality and reliable wireless telecommunications services to minimize the impact of the disaster and save lives.
- b) The activities at the international and regional level on this issue have increased significantly.
- c) Public and private sector agencies have begun to take action regarding implementation of position location technologies and related measures and will be able to share their experiences that will be of great value to CITEL Administrations, Associate Members and Public Safety Organizations.

FURTHER CONSIDERING:

That in recent meetings of PCC.I interest has been expressed in having a workshop on automatic location identification services.

⁸ Doc. PCC.I/doc.1542/02rev.2

RESOLVES:

1. To organize a one day Workshop on Wireless Emergency Services in the Americas on Monday or Tuesday during the XVII Meeting of the PCC.I, to be held in Brazil on November 4-8, 2002.
2. To urge all the Members of CITEI to participate in this Seminar. The following topics will be addressed:
 - Regulatory aspects
 - Regional and international activities and experiences
 - Public Protection and Disaster Recovery
 - Technology issues and solutions
 - Service provider aspects
 - Public safety role in location based technology
3. To designate Mr. Severino Camilo of the Brazilian Delegation and a delegate from the USA (to be determined) as the coordinators of this seminar.

INSTRUCTS THE EXECUTIVE SECRETARY OF CITEI:

To distribute this resolution to all member states and associate members and urge them to participate in this seminar and make contributions. Also, to urge the administrations to invite public safety organizations in their countries working in this issue to participate in this seminar.

ANNEX: TENTATIVE AGENDA FOR THE WORKSHOP

Time	Session	Issues Addressed	Presenters
	<u>Introduction:</u>		Seminar Coordinator
	<u>Session 1:</u> Public Safety Role in Location Based Technology.	<ul style="list-style-type: none"> ▪ Defining the problem ▪ Saving lives with location technology ▪ Major challenges 	Public Safety Organization Experts
	<u>Session 2:</u> Public Protection and Disaster Relief	<ul style="list-style-type: none"> ▪ Overview of issues being discussed at the ITU 	ITU Representative
	<u>Session 3:</u> Regulatory Issues	<ul style="list-style-type: none"> ▪ Scope of E-911 requirements ▪ Key concerns ▪ Consumer issues: privacy, etc. ▪ Implementation update 	CITEL Delegation(2)
	<u>Session 4:</u> Technology Solutions	<ul style="list-style-type: none"> ▪ Solutions based on triangulation ▪ Solutions based on GPS System ▪ Hybrid Solutions 	Technology Providers
	<u>Session 5:</u> Service Provider Perspectives	<ul style="list-style-type: none"> ▪ How network is effected ▪ Location based services – emergency services & commercial services ▪ Challenges 	Wireless Operators (2)

Tentative Agenda for Workshop:

PCC.I/RES. 154 (XVI-02)⁹
AGENDA, VENUE AND DATE OF THE XVII MEETING OF PCC.I

The XVI Meeting of Permanent Consultative Committee I, Public Telecommunication Services

RESOLVES:

1. To hold the XVII Meeting of the Permanent Consultative Committee I: Public Telecommunications Service, from 04 to 08 November, 2002 in Brasilia, Brazil.
2. To adopt the Draft Agenda for the XVII Meeting of PCC.I in the annex attached to this resolution.

ANNEX

Draft Agenda of the XVII Meeting of PCC.I

1. Approval of the agenda and schedule of activities
2. Establishment of the Drafting Group for the final report
3. Report of the activities of the Working and Ad Hoc Groups since the XVI Meeting
4. Report of the activities of the Working and Ad Hoc Groups during the XVII Meeting
 - 4a. Working Group on Standards Coordination
 - 4b. Working Group on Certification Processes and Mutual Recognition Agreements
 - 4c. Working Group on Basic and Universal Services
 - 4d. Working Group on the Promotion of the Global Information Infrastructure
 - 4e. Ad Hoc Group to study and define an approach to telecommunications service that use IP technology.
 - 4f. Working Group on Economic and Tariff Principles from the Telecommunications sector of the Americas
5. Approval of the Final Report
6. Agenda, venue and date for the XVIII Meeting of PCC.I
7. Other Business

⁹ Doc. PCC.I/doc.1544/02rev.1

PCC.I/RES. 155 (XVI-02)¹⁰
NETWORK PERFORMANCE OBJECTIVES FOR
IP-BASED SERVICES

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

CONSIDERING:

- a) That Y.1541 specifies IP performance values to be achieved internationally for each of the performance parameters defined in ITU-T Recommendation Y.1540;
- b) That Y.1541 defines network Quality of Service (QoS) classes that are intended to be the basis of agreements between end-users and network service providers, and between service providers;
- c) The limited number of network QoS classes defined in Y.1541 support a wide range of applications, including the following: real time telephony, multimedia conferencing, and interactive data transfer.

RECOGNIZING:

That CITELE Member States and Associate Members consider that it is important that service providers work together to provide end-to-end communications and that each provider understands its fair allocation of the end-to-end performance objectives.

RESOLVES:

That PCC.I endorse the ITU-T Recommendation Y.1541 - (Network Performance Objectives for IP-Based Services) with no deletions, additions or modifications to its normative references and Annexes.

INSTRUCTS:

That the Working Group on Standards Coordination continues to monitor and determine the applicability for the Americas of Y.1541 as it evolves.

¹⁰ Doc. PCC.I/doc.1546/02

ANNEX

NETWORK PERFORMANCE OBJECTIVES IN NEXT GENERATION NETWORKS COORDINATED STANDARDS DOCUMENT

1. EXECUTIVE SUMMARY

Telecommunications service providers are introducing new elements into their networks at a rapid pace. The goal is convergence – the ability to carry all types of telecommunications traffic (voice, data, video, etc) over a single network, known as the Next Generation Network. To that extent, Internet Protocol (IP) networks are evolving beyond best effort capabilities by providing a variety of performance and reliability options. Transport backbones are incorporating new optical technologies enabling flexible and cost-effective solutions for carrying various grades of telecommunications traffic.

In such an environment, it is important that service providers work together to provide end-to-end communications and that each provider understands its fair allocation of the end-to-end performance objectives. Those allocations must be both adequate for the service being offered and feasible based on the available networking technologies. To satisfy QoS considerations for all transaction and customer types, a service provider needs to carefully examine and plan for the QoS requirements and customer expectations in a manageable number of unique and well-defined classes.

ITU-T Recommendation Y.1541, “Network Performance Objectives for IP-Based Services” proposes grouping IP telecommunications transactions into six unique network QoS classes defined according to the desired performance QoS objectives. These classes serve as a basis for agreements between end-users and service providers, and between service providers. They support a wide range of traffic applications including point-to-point telephony, data transfer, and multimedia conferencing – applications whose performance needs are more demanding than others (future applications may require new or revised classification). The limited number of classes supports the requirement for feasible implementation, particularly with respect to scale in global networks.

The Next Generation Networks Rapporteur Group has been studying and monitoring work of the ITU-T. Information was discussed during at the last and the current PCC.I meeting. The result of the group’s work is a recommendation that PCC.I endorse the ITU-T Recommendation Y.1541, “Network Performance Objectives for IP-Based Services” for the region of the Americas.

2. BACKGROUND

Overview of ITU-T Recommendation Y.1540

ITU-T Recommendation Y.1540 “Internet protocol data communication service - IP packet transfer and availability performance parameters” defines parameters that may be used in specifying and assessing the performance of the speed, accuracy, dependability, and availability of IP packet transfer of international Internet Protocol (IP) data communication service.

The defined parameters apply to end-to-end, point-to-point IP service and to the network portions that provide, or contribute to the provision of, such service. Y.1540 defines the following IP packet transfer performance parameters:

- **IP packet transfer delay (IPTD):**
This is the delay for an IP datagram between two reference points. Typically, an end-to-end delay or a delay within one network.
- **Mean IP packet transfer delay:**
The arithmetic average of IP packet transfer delays for a population of interest.
- **IP packet delay variation (IPDV):**
The variations in IP packet transfer delay.
- **IP packet error ratio (IPER):**
This is the ratio of errored packets of all received packets.
- **IP packet loss ratio (IPLR):**
The ratio of lost packets from all packets transmitted in population of interest.
- **Spurious IP packet rate (SPR):**
The total number of spurious IP packets observed at that egress measurement point during a specified time interval divided by the time interval duration.
- **Percent IP service unavailability (PIU):**
The percentage of total scheduled IP service time that is categorized as unavailable using the IP service availability function. The basis for the IP service availability function is a threshold on the IPLR performance.

Overview of ITU-T Draft Recommendation Y.1541

This ITU-T draft recommendation proposes grouping IP telecommunications transactions into six unique network QoS classes defined according to the desired performance QoS objectives. These classes serve as a basis for agreements between end-users and service providers, and between service providers. They support a wide range of traffic applications including point-to-point telephony, data transfer, and multimedia conferencing – applications whose performance needs are more demanding than others (future applications may require new or revised classification). The limited number of classes supports the requirement for feasible implementation, particularly with respect to scale in global networks.

According to this recommendation, “a packet flow is the traffic associated with a given connection or connectionless stream having the same source host, destination host, class of service, and session identification”. Thus a service provider and an end-user will have agreed upon the maximum capacity required to support the class of service requirements of the packet flow as defined by one of these six classes. The QoS objectives are applicable when access link speeds are at the T1 or E1 rate and higher. Detailed parameter specifics and explanations for each class are described in Tables 1 and 2 in [2]. Brief comments on each class are provided here:

- **Class 0: Real-time, highly interactive applications, sensitive to jitter**
Mean delay upper bound is 100 ms, delay variance is less than 50 ms, and loss ratio is less than 10^{-3} . Application examples include Voice over IP (VoIP), Video Teleconference (VTC).
- **Class 1: Real-time, interactive applications, sensitive to jitter**
Mean delay upper bound is 400 ms, delay variance is less than 50 ms, and loss ratio is less than 10^{-3} . Application examples include VoIP, VTC.

- **Class 2: Highly interactive transaction data.**
Mean delay upper bound is 100 ms, delay variance is unspecified, and loss ratio is less than 10^{-3} . Application examples include signaling.
- **Class 3: Interactive transaction data**
Mean delay upper bound is 400 ms, delay variance is unspecified, and loss ratio is less than 10^{-3} .
- **Class 4: Low Loss Only applications.**
Mean delay upper bound is 1 s, delay variance is unspecified, and loss ratio is less than 10^{-3} . Application examples include Short Transactions, Bulk Data, Video Streaming.
- **Class 5: Unspecified**
Applications with unspecified mean delay, delay variance, and loss ratio. Application examples include traditional applications of Default IP Networks.

These six classes enable Service Level Agreements (SLA) to be struck between customers and network service providers with respect to QoS parameter requirements. The service provider then needs to ensure that the class of service requirements, for each customer are recognized and receive appropriate treatment across network layers. All values are PROVISIONAL and need not be met by networks until they are revised (up or down) based on real operational experience.

3. CONCLUSIONS

The Next Generation Networks Rapporteur Group recommends the endorsement of the ITU-T Rec. Y.1541, “Network Performance Objectives for IP-Based Services” for the region of the Americas.

4. FUTURE WORK

For the last two years, the Next Generation Subgroup of the Working Group of Standards Coordination has been studying multiple aspects of the NGN, including protocols definition and Network Quality of Service. Document PCC.1/doc.1478/02 [3] presents an updated version of these studies. It is therefore to be expected that future studies on various areas of that document will result on a number of future Coordinated Standards Documents.

RESOURCE DOCUMENTS

- [1] ITU-T Recommendation Y.1540, *Internet Protocol Data Communication Service – IP Packet Transfer and Availability Performance Parameters.*
- [2] ITU-T Draft Recommendation Y.1541, *Network Performance Objectives for IP-Based Services.*
- [3] PCC.I/doc. 1478/02, Next Generation Networks – Standards Overview (May 2002)

PCC.I/RES. 156 (XVI-02)¹¹
INTER-AMERICAN MRA: MEMBER STATES SCHEDULE
OF PARTICIPATION

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

CONSIDERING:

- a) The Inter-American MRA was endorsed by COM/CITEL in November 1999 and by the OAS General Assembly in June 2000;
- b) Some member states are already implementing the Inter-American MRA;
- c) Some member states are preparing to implement the Inter-American MRA;
- d) Some member states are planning to implement the Inter-American MRA.

RECOGNIZING:

- a) That the schedules of participation by the member states are different and will change due to domestic and regulatory requirements;
- b) That an up to date schedule of participation by the member states will be useful and beneficial to all member states.

RESOLVES:

- 1. To request member states to input or update their schedule of participation in the MRA on a regular basis. Member states are requested to enter “to be advised” if they do not have a firm schedule.
- 2. To instruct the Executive Secretary to forward the “Inter-American MRA: Member States Schedule of Participation” (attachment A) to the member states two months before each PCC.1 meeting and request the member states to input or update their schedule of participation.
- 3. To instruct the Executive Secretary to post the responses from the member states (updated versions of “Inter-American MRA: Member States Schedule of Participation) on the CITEL Website.

¹¹ Doc. PCC.I/doc.1532/02rev.1

ATTACHMENT A

INTER-AMERICAN MRA: MEMBER STATES SCHEDULE OF PARTICIPATION

Date: May 2002

Member States	Phase I	Phase II
Antigua and Barbuda		
Argentina		
Bahamas		
Barbados		
Belize		
Bolivia		
Brazil		
Canada	Now	Now
Chile		
Colombia		
Costa Rica		
Dominica		
Ecuador		
El Salvador	Now	
Grenada		
Guatemala		
Guyana		
Haiti		
Honduras		
Jamaica		
Mexico		
Nicaragua		
Panama		
Paraguay		
Peru	Now	
Dominican Republic		
Saint Kitts and Nevis		
Saint Lucia		
Saint Vincent and the Grenadines		
Suriname		
United States	Now	Now
Trinidad and Tobago		
Uruguay		
Venezuela		

Note: "to be advised" means that member states do not have a firm schedule.

PCC.I/RES. 157 (XVI-02)¹²
SUGGESTIONS FOR ACTION TO BE TAKEN TO GIVE
TRANSPARENCY TO INTERNET ACCESS SERVICES PROVIDED
IN THE MARKETPLACE

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

WHEREAS:

1. In reference to ISP's offering services through value-added access:
 - a) The increase in this modality;
 - b) Promotions offering certain accessories or computer programs along with "free" Internet access, or tools for the "free" use of those services, employing the computer as the connection platform;
2. Regarding companies providing broadband Internet access services:
 - a) The demand for point to point broadband access, for their Internet access service is increasing considerably;
 - b) Companies providing broadband Internet access set their prices, among other things, according to the maximum access speed allowed the customer;
 - c) A large number of customers acquire this type of service, attracted mainly by the broadband Internet access offered;
 - d) The high speed Internet access provider cannot possibly assure the customer the speed offered throughout the entire path, and
 - e) The customer should be aware of the restrictions that may exist regarding bandwidth and access speed,

CONSIDERING:

- a) The value-added services mentioned can be accessed from different telephone exchanges or by direct access;
- b) The actual bandwidth available to the contracting customer is of special importance;
- c) The configuration of the programs connecting the users' PC to these "free" services can involve international communications in some cases, which are billed as such,

MINDFUL:

1. That often the user is unaware of certain features when accessing the services mentioned,

¹² Doc. PCC.I/doc.1469/02rev.2

2. That informational transparency is needed by the customer when contracting services;

CONSEQUENTLY:

Action must be taken to maximize the transparency needed between the Service Provider and the user of those services, regarding service features, information, and anything that will allow the user to have a greater knowledge of the services acquired.

RESOLVES:

1. To request that the CITELE member countries take action to defend Internet service users from practices that are not in accordance with duly manifested transparency in the marketplace;
2. Take as a reference, to avoid practices contrary to transparency, the document submitted as an annex to this resolution.

**GUIDE TO ACTIONS TO BE TAKEN BY ADMINISTRATIONS TO GIVE
TRANSPARENCY TO INTERNET ACCESS SERVICES**

- 1) Suggest to the Internet access Service Providers to make an informational document available to their customers which includes, at least, the following information:
 - Average bandwidth available, making a distinction as to the different segments comprising the network.
 - Charges in addition to those made by the Provider, such as local, national or international fees.
 - Service Restrictions (if any).
 - How the service is used.
- 2) Suggest to the Internet Access Service Providers to include in the customer contract, at least, the following information:
 - Average bandwidth available, making a distinction as to the different segments of the network.
 - Extent of service acquired, indicating restrictions on that service, additional charges to be paid, etc.
- 3) Suggest to the Providers to submit to the Regulatory Agency a description of the services offered, so that this can be published by that Agency on its Web page to inform the users.
- 4) Recommend the Providers of these services that publicity should be clear, and it should not depart from the established in items 1, 2 and 3.
- 5) Take into account the importance of the role of the state in the dissemination among the users of Internet access services of their rights regarding the services received, so that they can demand from their providers the information that allows them to take the right decisions about the used service.

- 6) Establish, insofar as it is appropriate for each Regulatory Agency, controls and penalties that contribute to making the abovementioned actions effective.

PCC.I/RES. 158 (XVI-02)¹³

CALL TO MEMBER COUNTRIES AND ASSOCIATE MEMBERS TO FORWARD, AS REQUESTED, THEIR VIEWS AND REQUESTS REGARDING CITEL'S PARTICIPATION IN THE FRAMEWORK OF THE WSIS

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

CONSIDERING:

- a) That during the XV Meeting of Permanent Consultative Committee I: Public Telecommunication Services (PCC.I), Resolution PCC.I/RES.140 (XV-01) which entrusted the Rapporteurship on e-Commerce and Community Development with the coordination of a "Consultation on the World Summit on the Information Society" (WSIS) of the International Telecommunication Union (ITU), with the purpose of gathering the vision of Member Countries of the Inter-American Telecommunication Committee (CITEL) was approved;
- b) That Member Countries were requested, through the Executive Secretariat of the CITEL, to send their opinion and expectations as regards the participation of the CITEL within the framework of the WSIS; and
- c) That in reply to the request mentioned in the previous paragraph there was a reduced contribution of replies that does not make it possible to have the necessary elements to define the manner of participation of the CITEL within the framework of the WSIS.

TAKING INTO ACCOUNT

- a) That the World Summit on the Information Society is divided into two phases:
- Phase I – 2003 Summit: shall be held in Geneva on the invitation of the Government of Switzerland in December 2003. Numerous issues relating to the Information Society shall be addressed and a statement of principles and a Working Plan shall be adopted which shall deal with all issues relating to the Information Society;
 - Phase II – 2005 Summit: shall be held in Tunisia in the year 2005, on the invitation of the Government of that country. Mainly development issues shall be addressed, progress made shall be evaluated, and another Working Plan shall be adopted according to existing needs.
- b) That three meetings of the Summit Preparatory Committee are planned (PrepCom) in the years 2002 and 2003:

¹³ Doc. PCC.I/doc. 1536/02rev.1

- That the first meeting of the Preparatory Committee (PreCom-1) shall be held, in the month of July 2002, at the International Conference Center in Geneva (ICCG); and
 - That the second (PreCom-2) and third meeting (PreCom-3) shall be held in the first and third quarters of 2003, respectively.
- c) That the preparatory process shall be attended by government representatives and representatives of other involved parties, including representatives of the Governments, the United Nations family, Private Sector, Civil Society and Non-Governmental Organizations agencies of the United Nations, the private sector, the civil society, the NGOs; and
- d) That during this preparatory process, issues that are to be studied in Geneva (WSIS-Phase I) in December 2003, and in Tunisia (WSIS-Phase II) in 2005, shall be identified and agreed upon at each level.

RESOLVES

1. To urge the Member Countries of CITELE to submit to the Rapporteurship on e-Commerce and Community Development of the Work Group for Promotion of Information Global Infrastructure, a list of topics to be included in the document which the PCC.1 will prepare for consideration by COM/CITEL as CITELE's contribution to the WSIS.
2. To invite the Member Countries to participate in the next PreCom-1 to be held from July 1-5, 2002, at the International Conference Center in Geneva (ICCG).
3. Based on the results of the aforementioned PreCom-1, and on the list of subjects to be presented by the Member Countries, the Rapporteurship on e-Commerce and Community Development is to prepare a draft framework for the document to which reference is made in paragraph 1 of this Resolution.
4. That the draft framework mentioned in the previous paragraph be delivered to the Member Countries, in order that the said document be used as a basis from which will issue the comments they present to the Rapporteurship.
5. To instruct the Executive Secretariat of CITELE to send this Resolution to the Member Countries.

PCC.I/RES.159 (XVI-02)¹⁴
**CALL TO THE MEMBER COUNTRIES OF CITEL TO CONTRIBUTE INFORMATION
FOR THE E-AMERICAS PROJECT**

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

WHEREAS

- a) During the XIV Meeting of the Permanent Consultative Committee I: Public Telecommunications Services (CCP.I), through Resolution CCP.I/116 (XIV/01), Member States of CITEL were invited to answer the Questionnaire regarding the e-Americas Project; and
- b) Additionally, by means of the above mentioned Resolution the participation of sub-regional instances was encouraged, such as the Andean Community, MERCOSUR, the trilateral community of the North American Free Trade Agreement, Central American nations, the Caribbean and the Antilles, as well as the American nations experienced in areas for which there are e-region projects, for them to contribute detailed and/ or documented information on the features, size, advances and results of their corresponding programs, initiatives and projects regarding the information and knowledge society;

CONSIDERING

- a) That during the XV Meeting of the PCC.I the Rapporteur Group on e-Commerce and Community Development submitted an advance of the preliminary results obtained in connection with the consultation carried out regarding CITEL countries, concerning the e-Americas Project;
- b) That to this date, only seven countries have answered the Questionnaire proposed and approved through CCP.I/RES.116 (XIV-01 mentioned above), while the specific information which was requested pursuant to the General Working Scheme for the e-Americas Project, contained in document CCP.1/doc.1238/01cor.1 at the XV Meeting, has not been received; and
- c) That it is very significant to have the experiences in e-Country and e-Region programs which are being implemented in other countries of CITEL and in other regions, since they shall be very useful to establish models for evolution towards the information and knowledge society;

RESOLVES:

1. To urge the PCC.I, through the Executive Secretariat of CITEL, to exhort Member Countries of CITEL to submit, to the e-Commerce and Community Development Rapporteur Group of the Working Group for the Promotion of Global Information Infrastructure, such contributions or replies to the Questionnaire as may be useful for the development of guidelines for the e-Americas project.

¹⁴ Doc. PCC.I/doc. 1537/02rev.2

2. To instruct to the Executive Secretary of CITEI to send this Resolution to the Member Countries.

PCC.I/RES. 160 (XVI-02)¹⁵
**REQUEST TO MEMBER COUNTRIES AND ASSOCIATE MEMBERS OF CITEI FOR
SUBMISSION OF CONTRIBUTIONS TO CITEI'S ELECTRONIC FORUM
REGARDING INTERNATIONAL AGREEMENTS ON TRAFFIC EXCHANGE IN
INTERNET NETWORKS**

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

WHEREAS:

- a) During the XII Meeting of Permanent Consultative Committee I: Public Telecommunication Services, it was resolved that a Rapporteur Group should be established to make a study on international arrangements on Internet service charges in CITEI countries.
- b) An Electronic Forum was set up in CITEI's web page for discussion and contribution of documents regarding the Rapporteur Group to Study international arrangements on Internet service charges in CITEI countries.

IT IS HEREBY RESOLVED:

To exhort member countries and associate members of CITEI to submit contributions to CITEI's Electronic Forum on international agreements on traffic exchange in Internet networks, with the purpose of carrying out the study of international arrangements on Internet service charges in CITEI countries based on the same, to be submitted during the next PCC.I Meeting.

PCC.I/RES. 161 (XVI-02)¹⁶
**WORKING SCHEME FOR THE STUDY OF TOPICS REGARDING
FREE COMPETITION**

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

WHEREAS:

- a) During the XIV Meeting of Permanent Consultative Committee I, held in March 2001, document 1307, entitled "Structure for the report on free competition requested by COM/CITEI", was submitted.

¹⁵ Doc. PCC.I/doc. 1545/02

¹⁶ Doc. PCC.I/doc. 1548/02

- b) The working topics introduced in document 1307 cover a set of topics which it was unfeasible for a single member country to analyze.
- c) The document proved that member countries had agreed to commence studies of the issues related to the topics proposed at the XIV meeting.
- d) During the XV Meeting of Permanent Consultative Committee I, held in October, Resolution 146, establishing the working scheme for free competition topics, was approved.
- e) During the XVI Meeting of Permanent Consultative Committee I, the success of the working scheme approved by Resolution 146 was proven by the valuable contributions submitted for all sets of topics for the study of free competition.

CONSIDERING:

- a) That the analysis of competition topics is of great significance for member countries of CITEL, particularly those countries which are about to open up their telecommunications markets.
- b) That it is necessary for member countries to have wide knowledge of the problems involved in the transition to full competition in telecommunications markets.
- c) That according to the working scheme approved, no specific country has been designated to perform the analysis of the set of topics entitled "Elements to be considered for new Resolution models".
- d) The request by the Peru and Venezuela delegations to take part in the analysis of the set of topics entitled "Elements to be considered for new Resolution models".
- e) That the analysis of each set of topics requires a great effort on the part of each member country, and that it might not be suitable to entrust to one country the analysis of more than two topics,

RESOLVES:

1. To continue analyzing free competition topics according to the sets of topics approved by Resolution 146 of the XV meeting of PCC.1.
2. To urge Peru and Venezuela to analyze the topics pertaining to set of topics 4.
3. To add Panama as a substitute for Guatemala in the analysis of the topics pertaining to set of topics 2.

Likewise, the XVI Meeting of Permanent Consultative Committee I records that the United States of America has stated its will to communicate to the Chair of the Working Group on Economics and Tariff Principles of Permanent Consultative Committee I, the set of topics it will analyze.

PCC.I/RES. 162 (XVI-02)¹⁷
REPLY TO THE QUESTIONNAIRE ON TELECOMMUNICATIONS
SECTOR INDICATORS YEAR 2001

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

WHEREAS:

- a) In the XV Meeting of Permanent Consultative Committee I, Resolution 141 approved document PCC 1/doc.1430 that introduces the amended “Questionnaire on Telecommunications Sector Indicators”.
- b) In the XVI Meeting of Permanent Consultative Committee I the Report on Telecommunication Sector Indicators of the Americas was introduced with information concerning the period 1998-2000.
- c) In the XVI Meeting six contributions associated with the replies to the Questionnaire on Telecommunications Sector Indicators of the Americas were received, with information for the period 2001.
- d) The approval of the questionnaire at the XII Meeting assumes that its annual delivery shall be standard CITELE practice.

CONSIDERING:

- a) That the information supplied by the countries is really valuable to perform the analysis of the behavior and importance of the telecommunications sector.
- b) That it is necessary to have updated information on the development of the telecommunications sector of the Americas.

RESOLVES:

1. To request the Secretariat of the CITELE to send to the member countries the questionnaire on telecommunications indicators of the Americas approved in Resolution 141 of the XV meeting of PCC.1.
2. To request the Secretariat of the CITELE to publish in its web page the questionnaire on telecommunications indicators approved in Resolution 141 of the XV meeting of PCC.1.
3. To request those member countries that still have not submitted their replies to the Questionnaire on Telecommunications Indicators of the Americas, to provide the replies to the questionnaire by 30 August 2002.
4. To entrust the Working Group on Economics and Tariff Principles with the introduction of a report at the XVII meeting of PCC.1 with information for the year 2001.

¹⁷ Doc. PCC.I/doc. 1549/02

PCC.I/RES. 163 (XVI-02)¹⁸
FINAL REVIEW AND APPROVAL OF THE PUBLICATION OF THE BOOK
“INFORMATION INFRASTRUCTURE IN THE AMERICAS”

The XIV Meeting of 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 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 contents 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 Rapporteurships.
- c) The XII Meeting of the PCC.I approved the preparation of a Book on Strategies and Policies for the development of the Information Infrastructure which would draw the countries of the Americas closer to the Knowledge Society.
- d) The preparation and approval of the final version of this Book is one of the core objectives of the Working Group for the Promotion of the Global Information Infrastructure in the Americas.
- e) Draft “**D**” of the book “**Information Infrastructure in the Americas**” has been submitted for the XVI Meeting of the PCC.I - sufficiently structured and developed a document so as to be considered for approval.
- f) New contributions of the Member States for the book “**Information Infrastructure in the Americas**” have been received during the XVI Meeting of the PCC.I.

RECOGNIZING:

- a) That the new contributions received should be included in the book “**Information Infrastructure in the Americas**” so as to reflect as truly as possible the reality of infrastructure in the Americas.
- b) That the CITELE Member States and the Associate Members require a prudential time to review in detail the text of the book “**Information Infrastructure in the Americas**”.

¹⁸ Doc. PCC.I/doc. 1558/02rev.1

RESOLVES:

1. To entrust the Chair of the Working Group for the Promotion of the Global Information Infrastructure in the Americas with the inclusion of the new contributions of the Member States received during the XVI Meeting of the PCC-I, and the delivery to the CITELE Executive Secretariat of the final text of the book **“Information Infrastructure in the Americas”** no later than June 28, 2002.
2. To make the book **“Information Infrastructure in the Americas”** available in Spanish and in English in the CITELE Electronic Forum no later than August 30, 2002.
3. To notify the CITELE Member States and Associate Members of the existence of the book **“Information Infrastructure in the Americas”** once it has been published in the CITELE Electronic Forum.
4. To urge the Member States and Associate Members to review and comment, prior to September 30, 2002, on the text of the book **“Information Infrastructure in the Americas”**.
5. To publish by November 30, 2002 the book **“Information Infrastructure in the Americas”**.

INSTRUCTS THE EXECUTIVE SECRETARY OF CITELE:

In cooperation with the Chair of the Working Group for the Promotion of the Global Information Infrastructure in the Americas to make the necessary arrangements to implement resolves 2, 3, 4, and 5.

IV. LIST OF BASIC DOCUMENTS:

Minutes of the Opening Session and First Plenary Session	PCC.I./doc. 1530/02 rev.3
Minutes of the Second Plenary Session	PCC.I./doc. 1531/02 rev.2
Minutes of the Third Plenary Session	PCC.I./doc. 1554/02 rev.1
Minutes of the Fourth Plenary Session and Closing Session	PCC.I./doc. 1555/02
List of Documents	PCC.I./doc. 1460/02 rev.6
List of Participants	PCC.I./doc. 1461/02 rev.1
Final Report	PCC.I./doc. 1556/02 rev.1