



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

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

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**XIX MEETING OF PERMANENT CONSULTATIVE  
COMMITTEE I: TELECOMMUNICATIONS/  
INFORMATION AND COMMUNICATION  
TECHNOLOGIES**

**August 30 to September 2, 2011  
Mar del Plata, Argentina**

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**FINAL REPORT**

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

**(Document submitted by the Secretariat of CITEL)**

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## FINAL REPORT

### XIX MEETING OF THE PERMANENT CONSULTATIVE COMMITTEE I (PCC.I)

The XIX Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I) was held in Mar del Plata, Argentina, August 30 to September 2, 2011.

#### I. AGENDA<sup>1</sup>

1. Approval of the agenda and calendar of activities.
2. Establishment of the Drafting Group for the Final Report.
3. Report and meeting of the Working Groups:
  - 3.1 Working Group on Policy and Regulation (WGPR)
    - 3.1.1 Rapporteurship on the Rights of users of public telecommunication services
    - 3.1.2 Rapporteurship on Internet issues
    - 3.1.3 Rapporteurship on Convergence
    - 3.1.4 Rapporteurship on Roaming
    - 3.1.5 Rapporteurship on “Regulatory non-compliance practices and fraud Control in telecommunications/ICT”
    - 3.1.7 Rapporteurship on Economic aspects of telecommunications/ICTs
    - 3.1.8 Rapporteurship for the preparation of WTSA and WCIT
  - 3.2 Working Group on Development (WGD)
    - 3.2.1 Rapporteurship on the use of telecommunications in the prevention and mitigation of Catastrophes and Disasters
    - 3.2.2 Rapporteurship on Matters of common interest to CITELE and other organizations
    - 3.2.3 Rapporteurship on ICTs for social inclusion
  - 3.3 Working Group on Deployment of Technologies and Services (WGDTTS)
    - 3.3.1 Rapporteurship on Standards, Conformity and Interoperability
    - 3.3.2 Rapporteurship on Network Infrastructure and Service Deployment
    - 3.3.3 Rapporteurship on Cybersecurity and Vulnerability Assessment
    - 3.3.4 Rapporteurship on Telecommunications Numbering and Addressing
    - 3.3.5 Rapporteurship on “ICTs, Environment and Climate change”
  - 3.4 Ad Hoc Group on work methods
4. Agenda, venue and date for the XX Meeting of PCC.I.

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<sup>1</sup> CCP.I-TIC/doc. 2296/11 rev.3

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

## **II. AUTHORITIES OF THE MEETING**

<b>Alternate Chair:</b>	Mr. Héctor Carril (Argentina)
<b>ViceChairs:</b>	Ms. Rebecca Pimentel (El Salvador) Mr. Guillermo Thornberry (Peru)
<b>Executive Secretary:</b>	Mr. Clovis Baptista (OAS)
<b>Drafting Group:</b>	
<b>Chair:</b>	Mr. Juan Manuel López (Argentina)
<b>Members:</b>	Mr. Jonathan Siverling (United States of America) Mr. Fernando Hernández (Uruguay) Mr. Eden Altuve (Venezuela)

## **III. RESOLUTIONS**

### **PCC.I/RES. 189 (XIX-11)<sup>2</sup>**

#### **REGIONAL MEASURES TO COMBAT THE THEFT OF MOBILE TERMINAL DEVICES**

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

#### **CONSIDERING:**

- a) That the telecommunications and Information and Communication Technologies (ICTs) environment is undergoing substantial changes owing to rapid technological progress, market globalization, and the growing demand by users for integrated services adapted to their needs;
- b) That CITEI's mission is to facilitate and promote the integral and sustainable development of telecommunications/ICTs in the Americas, based on the principles of universality, solidarity, transparency, equity, reciprocity, non discrimination, technological neutrality, and resource optimization, taking into account of the environment and sustainable human development to benefit society in every country of the region;

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<sup>2</sup> CCP.I-TIC/doc. 2311/11 rev.5

- c) That within the mandates of the Permanent Consultative Committee I of CITELE we have one to work in coordination with the different CITELE Committees and Working Groups in those areas which, by their nature, lend themselves to joint action, and to promote the preparation and implementation of inter-American agreements in different areas;
- d) That one of the mandates of the Working Group on Policy and Regulations is to study aspects related to the prevention, detection, policies and action as regards fraud and regulatory non-compliance practices in the telecommunication/ICT service provisioning, by recommending the best practices that allow minimizing the impact for Member States, users and operators;
- e) That PCC.II, at its XVII meeting, adopted Resolution PCC.II/RES.73 (XVII-11), "Establishment of a Regional Partnership to Combat the Theft of Mobile Terminal Equipment," in which it is resolved to forward document CCP.II-RADIO/doc.2675/11 rev.1 to be considered by PCC.I with a view to the promotion of the establishment of joint measures by the Member States of the region to restrict the activation of mobile terminal equipment and for it to adopt specific recommendations for operators so that they use the resources afforded by technology and do not permit the connection to their networks of equipment whose origin has not been fully identified or that has been reported stolen or lost;
- f) That in view of efforts and progress made in combating the theft of mobile terminal devices achieved by Member States, the black market of mobile terminal devices has found a way around them by sending them to other countries, so that it is necessary to expand to the regional level actions successfully established locally by Member States;
- g) That the exchange, among operators of the different Member States, of information on mobile terminal equipment reported stolen and/or lost is essential to mitigate this problem;
- h) That national, regional, and international initiatives exist aimed at implementing this information exchange by means of various models, some at the design and discussion stage and others already in operation and that, in any event, consideration must be given to the different access technologies (CDMA, GSM, others);
- i) That the system for international exchange of black-listing service databases (GSMA IMEI DB) has now been implemented and is being operated by the GSM Association (GSMA), and is available to operators of this technology, while not failing to recognize the need to consider other technological media to implement this exchange among operators utilizing access technologies other than GSM, such as CDMA and others that exist;
- j) That, in view of the growing penetration of intelligent mobile terminal devices, their cost, and facilities for worldwide access to web applications the steep increase in theft of these devices has been observed, leading to severe personal assaults, motivated by the opportunity to take these terminal devices to other markets for resale, bearing in mind that, although they are black-listed, they remain activated for these services in any country of the world;
- k) That the trade in falsified, smuggled, and stolen mobile terminal devices constitutes a risk to the user, loss of revenue to the industry, and/or tax evasion,

#### **RECOGNIZING:**

- a) That the problem of stolen mobile terminal devices has become a regional problem that could have severe social repercussions;

b) Both national and international efforts and progress that the Member States have made with regulatory and technological aspects aimed at preventing the theft of mobile terminal devices in the region;

c) That CITELE enjoys important participation by different associate members, including mobile service operators,

**BEARING IN MIND:**

That in Resolution PCC.I/RES. 185 (XVIII-11), "Protecting the Telecommunications Infrastructure," it is resolved to request that the Member States and associate members take measures to protect telecommunications infrastructure and to adopt specific communication policies within their societies,

**RESOLVES:**

1. To invite the Member States and associate members to adopt, strengthen, or complement the measures needed, each within its sphere of competence, to minimize as much as possible the theft of mobile terminal devices and their activation and marketing at the regional level.

2. To invite the Member States to encourage their national mobile service operators that do not yet have them to consider implementing negative lists (black-lists) database that have a registry of the IMEIs or manufacturer's electronic serial numbers of mobile terminal devices reported stolen or lost nationally.

3. To invite the Member States to use, among other existing alternatives, platforms such as the GSMA IMEI DB, in view of the benefits it can afford to the countries, their regulatory entities, and operators in terms of cost, operating infrastructure, and experience in the exchange of IMEIs of devices reported stolen or lost.

4. For CITELE/PCC.I to invite the CDMA Development Group (CDG) to present to CITELE, insofar as possible, options for the exchange of blacklists for CDMA terminal devices similar to those presented by GSMA for GSM terminal devices.

5. To invite the Member States to take relevant actions in accordance with their regulatory framework to exchange at the international level blacklists of stolen or lost mobile terminal devices through the signature of bilateral or multilateral agreements.

6. To urge Member States to consider including in their regulatory frameworks the prohibition of the activation and use of the IMEIs or manufacturer's electronic serial number of devices reported stolen, lost, or of unlawful origin in regional or international databases.

7. To invite the Member States to collaborate, in coordination with the industry, in defining and implementing technical-operational solution options facilitating the suspension of all services and applications of mobile terminal devices that have been reported stolen and/or lost in national or international databases.

8. To invite the Member States to consider the implementation of, among others, the complementary measures included in the Annex hereto.

9. To invite the Member States to conduct campaigns to raise public awareness of the importance of reporting the theft and loss of their mobile terminal devices.

10. To invite the Member States to present to PCC.I at its next meeting information documents containing the results of actions carried out and steps taken with the aim of evaluating and discussing the complementary actions implemented in this area.
11. To invite the Member States to conduct information and awareness campaigns against the acquisition of mobile terminal devices of unlawful origin.
12. To instruct the Executive Secretary to forward this Resolution to the Permanent Executive Committee of CITELE (COM/CITELE) for its information.

#### **ANNEX TO RESOLUTION PCC.I/RES. 189 (XIX-11)**

##### Complementary measures:

- a. For operators and importers of mobile terminal devices of the Member States to promote the purchase of terminal devices complying with the security recommendations against reprogramming or duplication of the IMEI or manufacturer's electronic serial identification number, such as those defined by the GSMA.
- b. For mobile operators of the Member States utilizing GSM technology to report incidents of tampering with mobile terminal devices to the GSMA so that the manufacturer can remedy and enhance the security of terminal devices based on existing agreements between manufacturers and that Association.
- c. To invite mobile operators to explore alternatives to make available to affected users options facilitating the replacement of stolen terminal devices.
- d. To study the feasibility of implementing controls of the local marketing of mobile terminal devices and their connection to networks.
- e. To promote the establishment of regulatory fiscal, and/or customs mechanisms that ensure the import of mobile terminal devices and/or their parts of lawful origin and that are certified as in conformity with each Member State's regulatory framework, as well as customs controls preventing the exit or re-export of stolen mobile terminal devices and/or their parts.
- f. To study the feasibility of imposing penalties for the refurbishing of mobile terminal equipment reported stolen or lost for activation, using, or marketing (tampering with electronic serial numbers, removal from blacklists, etc.).

**PCC.I/RES. 190 (XIX-11)<sup>3</sup>**

**SUBMISSION OF INTER-AMERICAN PROPOSALS TO THE WORLD  
TELECOMMUNICATION STANDARDIZATION ASSEMBLY AND THE WORLD  
CONFERENCE ON INTERNATIONAL TELECOMMUNICATIONS**

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

**CONSIDERING:**

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

**RESOLVES:**

1. To adopt the procedure described in the Annex hereto for the submission and modification of inter-American proposals to the World Telecommunication Standardization Assembly (WTSA) and the World Conference on International Telecommunications (WCIT).
2. To derogate the Resolution PCC.I/ RES. 184 (XVIII-11).

**ANNEX TO RESOLUTION PCC.I/RES. 190 (XIX-11)**

**PROCEDURE FOR THE PREPARATION, APPROVAL, AND MODIFICATION OF INTER-AMERICAN PROPOSALS TO BE SUBMITTED TO THE WORLD TELECOMMUNICATION STANDARDIZATION ASSEMBLY AND THE WORLD CONFERENCE ON INTERNATIONAL TELECOMMUNICATIONS OF THE INTERNATIONAL TELECOMMUNICATION UNION**

**1. OBJECTIVE**

To establish the procedure that is to be followed for any document developed within Permanent Consultative Committee I: Telecommunications (PCC.I) for submission to the World Telecommunication Standardization Assembly and the World Conference on International Telecommunications of the International Telecommunication Union (ITU) as an INTER-AMERICAN PROPOSAL (IAP). IAPs will

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<sup>3</sup> CCP.I-TIC/doc. 2431/11 rev.2

be developed separately for WTSA and for WCIT. IAPs developed for one event cannot and will not be used for the other.

To establish the procedure that shall be followed to modify an IAP during a WTSA/WCIT.

To establish a procedure for the preparation of new IAPs with the Member States of CITELE attending the WTSA/WCIT for new matters and issues that may arise during the WTSA/WCIT.

In using this procedure, every effort shall be made to reach consensus among the Administrations of CITELE.

## **2. DEFINITIONS**

For the purposes of this procedure, the following definitions are established:

- a. R-WTSA/WCIT: Rapporteurship on the Preparation for the World Telecommunication Standardization Assembly and the World Conference on International Telecommunications, of the Working Group on Policy and Regulation of PCC.I.
- b. PROPOSAL: a proposal submitted for discussion with a view to it becoming a DRAFT INTER-AMERICAN PROPOSAL and, subsequently, and INTER-AMERICAN PROPOSAL.
- c. DRAFT INTER-AMERICAN PROPOSAL (DRAFT IAP): A PROPOSAL that, after being considered and discussed by the Member States, has the support of more than 1 (one) Administration.
- d. INTER-AMERICAN PROPOSAL (IAP): A PROPOSAL or DRAFT IAP for which the R-WTSA/WCIT has concluded its considerations and discussion, and that has the support of at least six (6) Administrations and is not opposed by more than 50% (fifty percent) of the number of supports obtained.
- e. LIMIT MEETING: The penultimate meeting of the R-WTSA/WCIT held prior to the WTSA/WCIT, which is to be held to comply with the rules and procedures of the ITU.
- f. FINAL MEETING: The last meeting of the R-WTSA/WCIT prior to the WTSA/WCIT.

## **A. PREPARATION OF INTER-AMERICAN PROPOSALS PRIOR TO THE WTSA/WCIT**

### **A1. STEPS**

The steps in the procedure for the submission and approval of INTER-AMERICAN PROPOSALS to be submitted to the WTSA/WCIT of the ITU are as follows:

#### **Step 1. Evaluation of the supports for and oppositions to a PROPOSAL or DRAFT INTER-AMERICAN PROPOSAL**

At the LIMIT MEETING or the FINAL MEETING, as applicable, the following items will be defined by the R-WTSA/WCIT:

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

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

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

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

**Step 3. Sending INTER-AMERICAN PROPOSALS to the ITU**

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

**A2. SUPPORT**

The Administrations wishing to support a PROPOSAL, a DRAFT IAP, or IAP under consideration shall do so either verbally or in writing at meetings of the R-WTSA/WCIT or as a reply to the corresponding circular from the Secretariat of CITEL.

**A3. OPPOSITION**

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

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

Additionally, if an Administration chooses to oppose a specific INTER-AMERICAN PROPOSAL at the WTSA/WCIT, that Administration shall make every effort to notify its intention to the R-WTSA/WCIT.

**A4. GENERAL PROVISIONS**

**A4.1. Negotiating supports**

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

**A4.2. Coordination of IAPs**

The Rapporteur of R-WTSA/WCIT shall make every possible effort to coordinate all PROPOSALS AND DRAFT IAPs so that conflicting IAPs are not generated.

#### **A4.3. Format of DRAFT INTER-AMERICAN PROPOSALS**

The heading of each DRAFT IAP being considered within the R-WTSA/WCIT shall include the following elements, in the order indicated below:

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

#### **A4.4. Points of contact**

Communications with the Administrations shall be channeled through the points of contact identified to the R-WTSA/WCIT.

#### **A4.5. Internal activity of Administrations**

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

### **B: REVISION OF AN INTER-AMERICAN PROPOSAL AFTER THE START OF A WTSA/WCIT**

During a WTSA/WCIT, it may be necessary to consider modifications to an IAP in accordance with any deliberations that may have taken place either at the Assembly or Conference, as applicable, regarding specific agenda items.

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

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

In the case of a modified IAP, only the names of the Member States of CITELE attending the meeting and supporting the modified IAP shall be listed in the heading. Member States of CITELE not attending the meeting of R-WTSA/WCIT shall be informed by the Secretariat of CITELE of the modified IAP once it has been approved.

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

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

### **C. NEW INTER-AMERICAN PROPOSALS AT THE WTSA/WCIT.**

The following shall be considered new IAP PROPOSALS at a WTSA/WCIT:

- (i) New proposals for agenda items for future conferences;
- (ii) Matters related to items on the agenda of the WTSA/WCIT not envisaged prior to those conferences.

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

Since the WTSA/WCIT is a dynamic process, matters may arise regarding items on their agendas that were not envisaged prior to said Assembly and/or Conference and for which a regional position may be required. Examples are proposals of other regional organizations for future agenda items regarding which CITELE must indicate its support, opposition, or neutrality. It may still be useful to establish positions of CITELE regarding other matters.

Once a need to prepare a new IAP has been identified (including the establishment of a position of CITELE), the spokesperson with responsibility shall distribute the proposed text to the participants in the Rapporteurship on WTSA/WCIT through the Secretariat and shall call for a debate among the Member States of CITELE present at the Assembly and/or Conference. The IAP shall be considered approved, provided 50% or more Member States of CITELE present at the Conference oppose it.

In the case of an IAP, only the names of the Member States of CITELE present at the meeting of the Rapporteurship for the preparation of WTSA and WCIT and supporting the new IAP will be listed in the heading. The Member States of CITELE not attending the meeting of R-WTSA/WCIT will be informed by the Secretariat of CITELE of the new IAP once it has been approved.

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

### **D. APPLICATION OF THIS PROCEDURE**

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

Any matter not for which this procedure does not provide shall be resolved in a plenary meeting of PCC.I, following the relevant consultations with the Rapporteur of the R-WTSA/WCIT.

**PCC.I/RES. 191 (XIX-11)<sup>4</sup>**

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

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

**RESOLVES:**

1. To hold the XX Meeting of the Permanent Consultative Committee I: Telecommunications/ICT in Argentina on May 15-18 2012.
2. To adopt the Draft Agenda for the XX Meeting of PCC.I attached to this Resolution.

**ANNEX TO RESOLUTION PCC.I/RES. 191(XIX-11)**

**DRAFT AGENDA**

1. Approval of the agenda and calendar of activities.
2. Establishment of the Drafting Group for the Final Report.
3. Report and meeting of the Working Groups:
  - 3.1 Working Group on Policy and Regulation (WGPR)
  - 3.2 Working Group on Development (WGD)
  - 3.3 Working Group on Deployment of Technologies and Services (WGDTS)
  - 3.4 Ad Hoc Group on work methods
4. Agenda, venue and date for the XXI Meeting of PCC.I.
5. Approval of the Final Report.
6. Other Business.

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<sup>4</sup> CCP.I-TIC/doc.2472/11

**SEMINAR ON THE INTERNET STANDARDS FRAMEWORK**

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

**RECOGNIZING:**

- a) That the Inter-American Telecommunication Commission (“CITEL”) of the Organization of American States (“OAS”) and the Internet Society have entered into a Cooperation Agreement (“Agreement”)<sup>6</sup> to cooperate with each other on matters of common interest within the scope of their general objectives;
- b) That specific areas for possible cooperation under the Agreement include Access and Multilingualism, Internet policy, Internet security and Internet and development. In particular:
  - i. Promoting access to Internet in OAS Member States, especially by communities that are currently deprived from access to Internet (Rural and Remote communities, Women, the Disabled, etc.);
  - ii. Promoting the increasing use of the languages of the OAS Member States on the Internet;
  - iii. Organizing joint activities to increase the awareness of policy makers on Internet policy issues;
  - iv. Organizing Internet policy discussions and debates; and
  - v. Assisting member countries to participate in worldwide Internet policy discussions;
- c) That the challenges of improving Internet access growth are multifaceted and interrelated, particularly in developing countries. They include, for example, access to technical skills and knowledge, the regulatory and policy environment for information and telecommunications services, and broader economic and market factors, language diversity, and the diffusion and reliability of basic infrastructures and services;
- d) That Internet is built on technical standards that allow devices, services, and applications to be interoperable across a wide and dispersed network of networks;
- e) That Internet depends on several types of technical standards, developed by a number of interdependent organizations working together;
- f) That increasing access to the Internet is a priority for CITEL,

**RECOGNIZING FURTHER:**

- a) That the Internet Society has served as the international organization for global coordination and cooperation on the Internet since 1992, promoting a broad array of activities focused on the Internet's development, availability, and associated technologies throughout the Americas and in other regions;

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<sup>5</sup> CCP.I-TIC/doc.2375/11 rev.1

<sup>6</sup> From now on “Agreement”.

- b) That CITEL and the Internet Society have the shared goal of building the capacity of the OAS Member States to face the challenges and benefits of a global and technology-driven economy;
- c) That one of the objectives of CITEL's PCC.I is to serve as a telecommunication advisory body of CITEL with respect to new policy, regulatory, and economic matters arising as a result of the rapid evolution of telecommunications;
- d) That the format of the seminar proposed by the Internet Society is a one-half day program for high-level policy-makers and key regional stakeholders focussing on the global framework for Internet Standards;
- e) That the Seminar is designed to promote regional awareness of the global Internet standards framework and the diversity of standards organizations involved, understanding how standards contribute to global interoperability, and appreciation for the importance of collaboration amongst standards bodies;
- f) That this activity is of interest to the Rapporteurship on Internet Issues;
- g) That this proposed collaboration will positively contribute to the Working Group on Policy and Regulation,

**NOTING:**

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

**BEARING IN MIND:**

That a Seminar examining the policy and technical issues concerning the Internet Standards Framework in the Americas is both relevant and timely,

**RESOLVES:**

1. To hold in 2012 a Seminar on "The Internet Standards Framework" the day before of one of the following PCC.I meetings in 2012, jointly offered and organized by the Internet Society and the PCC.I. The attached Annex offers a possible description of said Seminar in order to start planning it.
2. To appoint Mr. Andres Piazza from LACNIC as Coordinator representing the PCC.I.
3. That this Seminar will be held without using CITEL's financial resources.

**ANNEX TO RESOLUTION PCC.I/RES. 192 (XIX-11)**

**DRAFT AGENDA**

- a) Introduction to Internet Standards
- b) Internet Standards Framework – what do the different standards groups do, how do they operate, what are the key issues driving their work and how do they collaborate with other standards organizations?
  - c) IETF (Internet Engineering Task Force)
  - d) W3C (World Wide Web Consortium)
  - e) ITU (International Telecommunication Union)
  - f) IEEE
  - g) Identity / privacy standards group (TBD)

**PCC.I/RES. 193 (XIX-11)<sup>7</sup>**

**SEMINAR ON REGIONAL APPROACHES TO  
MOBILE-TO-MOBILE TERMINATION RATES (MTR-MTM)**

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

**RECOGNIZING:**

- a) That the Rapporteurship on “Economic aspects of telecommunications/ICTs” resolved to establish a Study Question to assess the status of Mobile termination rates – Mobile to Mobile (hereinafter MTR-MTM) in the Region; identify and assess the cost models and methodologies used in the Region for the purposes of settings MTR-MTM, where applicable, study the competitive impact of MTR-MTM in the Region, and identify best practices for regulation and opportunities for harmonized approaches, where applicable;”<sup>8</sup>
- b) That under Resolution PCC.I/ RES. 178 (XVII-10), the work on the Study Question included: (i) preparing an introductory background document on MTR-MTM; (ii) preparing and circulating a questionnaire eliciting information from Member States regarding their approaches towards MTR-MTM regulation and the rates currently in force in each country; and (iii) developing a Report, based in part on the responses to the Questionnaire on MTR-MTM, identifying the critical regulatory and economic issues associated with setting MTR-MTM; and
- c) That all tasks identified in *Recognizing* b) have been accomplished.

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<sup>7</sup> CCP.I-TIC/doc.2450/11 rev.1

<sup>8</sup> PCC.I/RES. 178 (XVII-10) “Development of a study on mobile termination rates (MTR-MTM) in the region.”

**RECOGNIZING FURTHER:**

- a) That pursuant to the mandate of the Study Question, and having received answers to the Questionnaire from various Member States, the United States, as Co-coordinator, submitted a comprehensive “Report based on the Responses to the Questionnaire on MTR-MTM;”<sup>9</sup>
- b) That the Report recognizes that significant differences exist between Member States in their approaches to MTR-MTM regulation; and
- c) That a Work Plan was agreed upon in order to identify barriers or reasons that may inhibit or restrict initiatives to implement the different approaches to MTR-MTM regulation and the need for their establishment, based on the different types of interconnection models in the region.

**CONSIDERING:**

- a) That Member States are noting different models of MTR-MTM regulation and, therefore, it is deemed advisable to share experiences of regulatory developments within the Region;
- b) That a Seminar highlighting the different approaches towards MTR-MTM regulation would be particularly helpful;
- c) That such a Seminar could be used to gather information from key regional stakeholders on MTR-MTM policies;
- d) That this activity is of interest to the Rapporteurship on “Economic aspects of telecommunications/ICTs;” and
- e) That this proposed collaboration will positively contribute to the Working Group on Policy and Regulations,

**RESOLVES:**

To hold a half-day Seminar on “MTR-MTM Approaches in the Americas” during the XX PCC.I meeting, jointly offered and organized by the United States of America as the Co-coordinator of the Study Question. The attached Annex offers a description of the topics to be addressed in the Seminar.

**ANNEX TO RESOLUTION PCC.I/RES. 193 (XIX-11)**

**TOPICS FOR SEMINAR**

- a) Background on MTR-MTM in the Region (current status of the mobile market, current levels of MTR, comparisons to other regions)
- b) Steps being taken in international markets regarding MTR-MTM policies in the European Union and other regions

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<sup>9</sup> CCP.I-TIC/doc.2344/11 “Report based on the Responses to the Questionnaire on MTR-MTM.”

- c) Different types of MTM-MTM interconnection models in the Region (e.g., models for determining costs and prices related to MTR-MTM, free agreement among the parties)
- d) Perspectives from sub-regional regulators, the case of ECTEL: its experience in adopting harmonized approaches toward MTR-MTM in the Caribbean
- e) Industry stakeholders' perspective on MTR-MTM (operators, and operator associations)

**PCC.I/RES. 194 (XIX-11)**<sup>10</sup>

**GENDER ISSUE IN THE AMERICAS REGION**

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

**CONSIDERING:**

- a) That the development of Information and Communication Technologies (ICT) constitutes a foundation for human development and inclusion in the new Information and Knowledge-based Society;
- b) That in that context, differences exist stemming from the capacity for equal access to the benefits of these new information and communication technologies;
- c) That in that regard, the “digital divide” refers not only to inequalities between those with and those without access to the infrastructure and education necessary to take advantage of those benefits, but also to a complex concept involving inequalities stemming from other aspects, such as age, gender, socioeconomic level, and ethnicity, among others, shaping and deepening society’s existing processes of inequity;
- d) That ICT development is not unrelated to inequities stemming from gender issues, with ensuing new forms of social exclusion of women;
- e) That if social and gender-based inclusion is to be promoted, a gender perspective must be mainstreamed in development policies,

**RECOGNIZING:**

The part played by regional and international telecommunication organizations in promoting access to ICT and, especially, in bridging the digital divide, whatever its origin: lack of access to infrastructure, the need for digital literacy, socioeconomic level,

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<sup>10</sup> CCP.I-TIC/doc.2460/11

## **BEARING IN MIND:**

- a) That women, children, indigenous peoples, older persons, and persons with disabilities have been included in the category of people with special needs;
- b) That the Hyderabad Action Plan stipulates that the Telecommunication Development Bureau of the International Telecommunication Union should continue to support training and human capacity building that helps expand communications infrastructure and access to communications services in the developing world, promoting greater participation in its activities by women, youth, and children, and, to that end, should allocate resources for activities that promote gender equality;
- c) That the objectives of Program 4 include “working on removing gender barriers to ICT training and promote equal training opportunities in ICT-related field for women and girls; to assist the membership in developing and implementing national strategies, plans, policies and practices in order to achieve digital inclusion for people with special needs, including fostering accessible telecommunications/ITC, such as by making assistive technologies available for people with disabilities, and ensuring basic ICT literacy training and use of telecommunication/ICT for economic and social development, poverty reduction and wealth creation.”; and “to support the membership in developing and providing capacity building on ICT literacy skills for all, ICT-based life skills and vocational and education training for people with special needs, including in local languages, taking advantage of existing facilities such as schools, libraries, multipurpose community centres ..., and by promoting the establishment of local ICT centres in collaboration with all stakeholders.”;
- d) That Resolution 70 (Rev. Guadalajara, 2010) establishes a series of actions to be carried out to ensure the mainstreaming of a gender perspective in all policies to be implemented; and
- e) That in that Resolution it was also resolved to endorse Resolution 55 (Doha, 2006) on promoting gender equality towards all-inclusive information societies,

## **RESOLVES:**

1. To create a “Program for the Inclusion of Women and Girls in ICT,” whose objectives include and provide for:
  - a) Building institutional capacities to internalize this issue and plan effectively for it.
  - b) Building capacities of children and women. Designing a capacity-building program that includes, *inter alia*, definitions and objectives, beneficiaries, infrastructure available or to be utilized, financing if required, and timeframes.
  - c) Evaluating measures implemented, performance, and impact on the lives of women and girls involved.
  - d) Contacting international organizations and organizations and entities specialized in this area for linkage of this proposal with current and emerging issues in the gender perspective area.

## **INSTRUCTS:**

1. The Executive Secretary of CITELE to forward this Resolution to the International Telecommunication Union (ITU) Development Bureau to request its support and assistance in implementing these actions.

2. The Secretariat of CITELE to forward this Resolution to international organizations and to organizations and entities specialized in this area for linkage of this proposal with current and emerging issues in the gender perspective area.

## **PCC.I/RES.195 (XIX-11)<sup>11</sup>**

### **SUPPORT PROGRAM FOR NON-PROFIT COOPERATIVE ORGANIZATIONS PROVIDING TELECOMMUNICATION SERVICES**

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

#### **TAKING INTO ACCOUNT:**

- a) That one of the main telecommunication objectives stated by the worldwide community is to narrow the digital divide;
- b) That our region is not oblivious to this fact and that this necessity was notified to the World Telecommunication Development Conference;
- c) That one of the regional initiatives approved in Resolution 17 (Rev. Hyderabad, 2010) is to enhance broadband access and uptake in urban and rural areas;
- d) That, lately, most Latin-American countries have adopted the strategic decision to implement plans fostering broadband access in their territories;
- e) That, in turn, several Member States have non-profit cooperative organizations working as telecommunication services providers in areas and cities neglected due to the economic factors of the market;
- f) That as last mile service providers, it is necessary to provide these cooperative organizations with capacities so as to be considered strategic actors in the provision of connectivity in rural areas,

#### **CONSIDERING:**

- a) That the role of cooperative organizations has taken on significance worldwide and their necessity and promotion of activities have been recognized at international level;
- b) That the General Assembly of the United Nations has declared 2012 “International Year of Cooperatives” and has also encouraged Member States to pay special attention to the role and contribution of cooperatives;

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<sup>11</sup> CCP.I-TIC/doc.2473/11

c) That, in turn, the General Secretary was requested to continue providing support, in collaboration with the competent organizations of the United Nations and other international organizations, to the Member States in their efforts to create a proper environment for the development of cooperatives, providing assistance to develop human resources, offering technical support and training, and fostering an exchange of experiences and best practices by means of conferences, practical courses, and seminars at regional and national levels,

**RECOGNIZING:**

a) That due to the continuous evolution observed in the scope of telecommunications and the proper nature of these cooperative entities, it is necessary to give them the necessary tools to develop capabilities and to adapt themselves to the new requirements of the service provision;

b) That it corresponds to the Member States to work in order to show the results expected by the Regional Initiatives in specific actions;

c) That the assistance of the Telecommunication Development Bureau on of the International Telecommunication Union (ITU) is considered crucial due to its technical expertise, and its experience in providing training for the creation of capabilities which has been developed and valued by the whole international community;

d) That it is necessary to coordinate actions and efforts with the aforementioned Office in order to generate synergy which results in tangible products for the purpose of reducing the digital gap and of proposing digital inclusion,

**RESOLVES:**

1. To create a Technical Assistance programme for non profit cooperative entities which provide telecommunication services in areas that are not properly considered or vulnerable of the Americas Region, in the framework of Regional Initiatives adopted by the last World Telecommunication Development Conference.

2. To establish that in the layout of the training that will be offered it shall be contemplated the definition of matters such as recipients, actors involved, objectives proposed, process of implementation, results expected and the term of the project, among others.

3. To draft an advancement report in the next meeting of this PCC.I.

**INSTRUCTS THE SECRETARIAT OF THE CITEL**

To send this Resolution to the Telecommunication Development Bureau of the International Telecommunication Union in order to ask for collaboration for the layout and the starting up of said program.

**CREATION OF A REGIONAL CHILD HELP ONLINE WEBSITE**

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

**RECOGNIZING:**

- a) That international cooperation is of vital importance in achieving effective protection of the best interests of minors;
- b) That online child protection has become an issue of international concern that is now being addressed by many organizations,

**BEARING IN MIND:**

- a) That the United Nations adopted the Convention on the Rights of the Child (1989), taking into account that both the 1924 Geneva Declaration on the Rights of the Child and the Declaration of the Rights of the Child, adopted by the UN General Assembly on November 20, 1959, point to a need for the special protection of children, a need also recognized in the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights (especially Articles 23 and 24), the International Covenant on Economic, Social and Cultural Rights (especially Article 10), and in the relevant statutes and instruments of specialized organizations and international organizations working in the area of child welfare;
- b) That in the framework of the Convention the Rights of the Child, the States Parties undertook to protect the child from all forms of sexual exploitation and sexual abuse, and, for these purposes, in particular, to take all appropriate national, bilateral and multilateral measures to prevent: (a) the inducement or coercion of a child to engage in any unlawful sexual activity; (b) the exploitative use of children in prostitution or other unlawful sexual practices; (c) the exploitative use of children in pornographic performance and materials (Article 34);
- c) That in accordance with Article 10 of the Optional Protocol to the Convention on the Rights of the Child (New York, 2000) on the sale of children, child prostitution and child pornography, the States Parties shall take all necessary steps to strengthen international cooperation by multilateral, regional and bilateral arrangements for the prevention, detection, investigation, prosecution and punishment of those responsible for acts involving the sale of children, child prostitution, child pornography and child sex tourism, and shall also promote international cooperation and coordination between their authorities, national and international non-governmental organizations and international organizations;
- d) That the World Summit on the Information Society (WSIS), in the 2005 Tunis Commitment (paragraph 24), recognized the role of ICTs in the protection of children and in enhancing the development of children, urging the Member States to strengthen action to protect children from abuse and defend their rights in the context of ICTs and emphasizing that the best interests of the child are a primary consideration. To that end, the Tunis Agenda for the Information Society includes a commitment to use ICTs, as a tool to achieve the international agreed development goals and objectives, including the

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<sup>12</sup> CCP.I-TIC/doc.2470/11 rev.1

Millennium Development Goals, by, *inter alia*, incorporating regulatory, self-regulatory, and other effective policies and frameworks to protect children and young people from abuse and exploitation through ICTs (paragraph 90.q);

e) That at the Plenipotentiary Conference, in Resolution 179 (Rev. Guadalajara 2010), it was resolved that the ITU should continue providing assistance and support to the Member States, especially developing countries, in developing and implementing roadmaps for the Child Online Protection (COP) initiative,

**CONSIDERING:**

a) That in Resolution PCC.I/RES. 188 (XVIII-11), it is resolved, among other things, to prepare a full study on the use of telephone helpline/online channels in the Member States, and to study the feasibility of a single channel to prevent, monitor, and intervene in cases of violation of the rights of children in the Americas region;

b) That this Consultative Committee, in the framework of the Rapporteur Group on Telecommunications Numbering and Addressing of the Working Group on Deployment of Technologies and Services, is now addressing matters related to child support and assistance in the Americas region;

c) That in that regard, the organization Child Help International is participating in the efforts of this Consultative Committee, working in conjunction with the Member States and associate members to develop strategies and tools that help provide better support and assistance to children in the region;

d) That as a result of this joint effort, it is deemed timely to move forward in creating a website as a fundamental tool in pursuance of the objective of support to children set by the Member States;

e) That with the creation of a collaborative space where the Member States of the CITELE and the Community of boys, girls and adolescents of the region they can contribute and interact with their experiences and trends in the use of electronic media, it will be possible to contribute to the achievement of the main aim of online child help;

f) That access to this site information as well as to contents shall be free from any advertising or marketing end,

**RESOLVES:**

1. To approve the creation of a child help website in the Americas region to facilitate assistance to the child that brings together criteria regarding issues addressed and providing information that results in greater collaboration and cooperation in their regard.

2. To designate the Administration of Mexico to be responsible for creating the regional child help online website, and for its maintenance and administration.

3. To accept the offer of Microsoft México to provide the space required to house the above-mentioned website and the proposed structure described in the Annex.

4. To approve the minimum information the Member States are requested to provide for inclusion in the website described in the Annex.

5. To take into account the possibility of developing the website so that it is interoperable by all

browsers.

6. To propose the creation of a child help online website under a collaborative technologies.

7. To request the Secretariat of CITEL to distribute this Resolution to the members to enable each Member State to provide the requested information to the Administration responsible for the regional website.

## **ANNEX TO RESOLUTION PCC.I/RES. 196 (XIX-11)**

### **CHILD HELP ONLINE WEBSITE**

#### **Actions to be developed**

#### **OBJECTIVE**

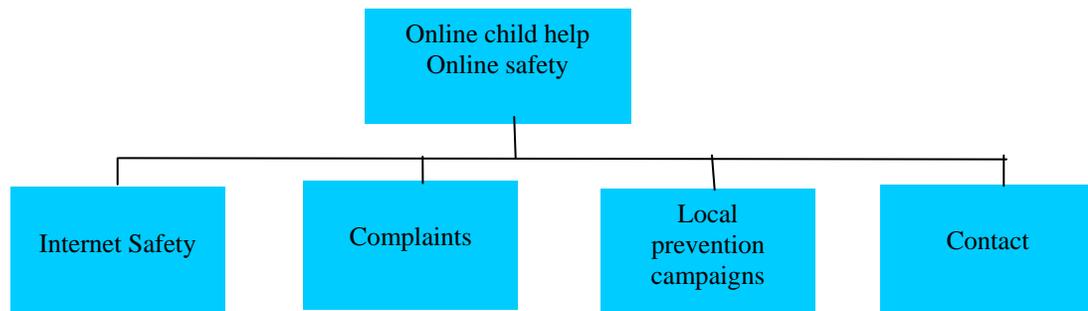
- a) Develop a website that focuses on online safety information for people in Latin America.
- b) Develop a website that concentrates risk prevention campaigns on the Internet developed by each country.

#### **ACTIVITIES TO BE DEVELOPED**

<b>Activity</b>	<b>Date</b>	<b>Remarks</b>
1. Acceptance of the Resolution submitted by Argentina and Mexico to create the website	August 30 - September 1	
2. Define campaign name and domain	September 1 - September 15	Define who will register the domain or a subdomain of CITEL and who will perform the procedure
3. Define web site hosting	September 1 - September 15	Confirm with CITEL where the site will be stored
4. Accept the web site structure according to the Resolution submitted by Argentina and Mexico (Annex)	August 30 - September 1	
5. Define the person responsible for updating site content by country	August 30 - September 1	The proposal that Mexico develops this activity can be accepted
6. Provide credentials for content updating to the responsible person	September 1 - September 15	
7. CITEL will send a meeting invitation for participation in the site content	September 15	
8. Receive confirmation of delegations participation	September 15 -30	
9. Request delegations content for the sections defined in accordance with literal 1.	October 1	Activity of CITEL
10. Deadline for sending contributions to the	October 1 - 20	

person responsible of content		
11. Template reception and graphic design of the new page of CITEL, sticking to the guidelines established by CITEL	September 15 - October 15	Activity to be conducted by the person responsible for updating content
12. Request CITEL the link to the site on children help in the home page	October 15 - October 30	CITEL and participating members
13. Presentation to members of site and information collected	October 30	
14. Website publishing	November 15	
15. Request to members of CITEL to spread the site on the major websites of each country	November 30	

## GENERAL NAVIGATION STRUCTURE

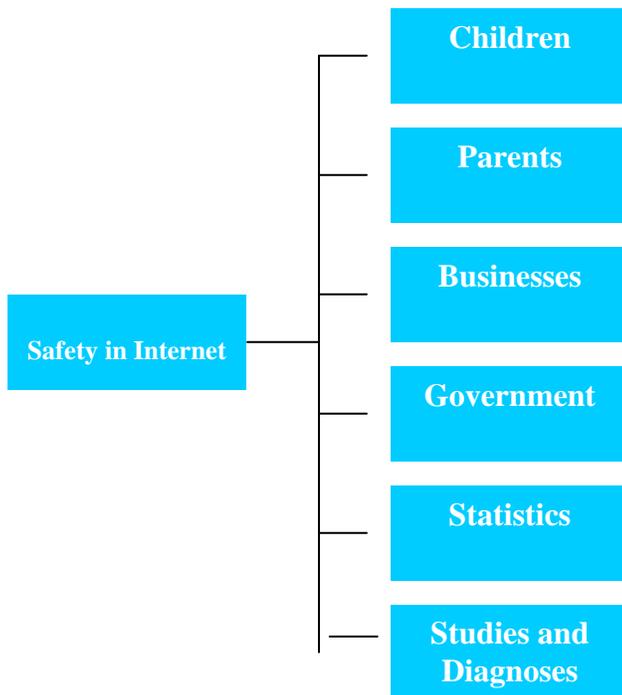


## STRUCTURE FOR INFORMATION REQUEST

- General Data
  - Country
  - Author
  - Date of Production
  - Title
  - Type of Collaboration: Article, Statistics, Advices
  - Aimed Audience
  - Summary: Extension up to 300 words, in English and in Spanish
- Guidelines for documents
  - Language: English and Spanish
  - Format: Word or PDF
  - Extension:
    - ❖ Articles: maximum 5 pages
    - ❖ Safety Advices : 1 page
    - ❖ Statistics: Unrestricted

## DESCRIPTION OF NODES

- **Node:** Safety in Internet
- **Purpose:** Gather information of the region aimed to child, parents, businesses and governments.
- **Structure:**



- **Matters to consider:**
  - Safety in social network sites
  - Electronic mail
  - Fraud
  - Electronic trade
  - Cyberbullying
  - National Digital Agenda
  - Legislations
  - Digital Gap
  - Safety tools
  - Malicious codes
  - Privacy
- **Node:** Complaint
- **Purpose:** Provide visitors with complaint data for the region and their districts.
- **Node:** Prevention Campaigns
- **Purpose:** Develop a catalogue for each country that reflects the actions taken to alert their population about risks in Internet and prevention measures.
- **Node:** Contact
- **Purpose:** Provide contact data for doubts and comments in general which may allow improving the website.

#### **IV. RECOMMENDATIONS**

##### **PCC.I/REC. 8 (XIX-11)<sup>13</sup>**

##### **ONE SINGLE PHONE NUMBER FOR CHILD HELPLINE SERVICES**

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

##### **TAKING INTO ACCOUNT:**

a) That the United Nations adopted the Convention on the Rights of the Child (1989), bearing in mind that the need to extend particular care to the child had been stated in the Geneva Declaration of the Rights of the Child of 1924 and in the Declaration of the Rights of the Child adopted by the General Assembly on 20 November 1959 and recognized in the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights (in particular Articles 23 and 24), the International Covenant on Economic, Social and Cultural Rights (in particular Article 10) and the statutes and relevant instruments of specialized agencies and international organizations concerned with the welfare of children;

b) That, in the framework of the Convention on the Rights of the Child, the States Party undertook to protect the child from all forms of sexual exploitation and sexual abuse and, for these purposes, to take in particular all appropriate national, bilateral and multilateral measures to prevent: a) the inducement or coercion of a child to engage in any unlawful sexual activity; b) the exploitative use of children in prostitution or other unlawful sexual practices; and c) the exploitative use of children in pornographic performances and materials (Article 34);

c) That the 2010 Plenipotentiary Conference, by means of Resolution 179 (Rev. Guadalajara 2010), resolved that the International Telecommunication Union would continue providing assistance and support to Member States, especially developing countries, to draft and apply roadmaps for the Child Online Protection (COP) Global Initiative,

##### **CONSIDERING:**

a) That Child Helpline International (CHI), founded in May 2001, focuses on providing assistance to children all around the world, providing professional advice to address problems suffered by children and information regarding its activities;

b) That said Organization is currently cooperating with CITELE, via the Working Group on Deployment of Technologies and Services of Permanent Consultative Committee I, in order to contribute its knowledge about this to Member States and associate members for the drafting of child help policies in the Americas region;

c) That, as a result of these activities, PCC.I is currently developing a regional child help website that would provide information and assistance regarding the many different problems suffered by children,

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<sup>13</sup> CCP.I-TIC/doc.2469/11 rev.1

## **RECOGNIZING:**

- a) That it is of the utmost importance for the region's countries to bring their efforts and policies together in order to provide children with better and faster help by creating tools that facilitate their identification and implementation;
- b) That the Working Group for the Coordination and Implementation of Actions regarding the NIÑ@SUR Initiative of MERCOSUR Sub-Working Group 1 "Communications," pursuant to ACTA No. 1/09, met on April 1, 2009 in the city of Asunción, Republic of Paraguay, in order to continue making progress in dealing with issues associated with the rights of the child and help for children;
- c) That the International Telecommunication Union (ITU) works actively on child help issues, as indicated in the Memorandum of Understanding signed in 2006 between ITU and Child Helpline International, and that SG-2 Recommendation E.164 Supplement 5 suggests that where countries have not already adopted a child helpline that countries consider using short code 116 or 116 111;
- d) That, by means of Resolution PCC.I/RES 188 (XVIII-11), a complete study on the use of online phone service channels of Member States, as well as the feasibility of having a common channel for prevention, monitoring, and intervention in cases of the violation of the rights of the child in the Americas region,

## **RECOMMENDS:**

1. That CITEL Member States, who have not already established a phone number, make the efforts that are needed to use one single phone number in their territory to provide assistance for children via phone services in order to facilitate access to information and counseling provided via this service.
2. That the Administrations consider the possibility to establish necessary regulatory measures for the communications via the child helpline service to be free of charge, for both those who are making the calls and those who are receiving them.
3. That the Administrations consider the possibility to establish necessary regulatory measures for the access to the child helpline service to be feasible from any telephone network, either fixed or mobile, with the purpose of facilitating the implementation of a child helpline abbreviated number.
4. That CITEL Member States consider the viability of allocating an abbreviated number as a child helpline, as long as the technical structure of their national numbering makes this allocation possible.
5. That CITEL Member States that have not as yet allocated a phone number for the child helpline consider adopting 116 or 116 111 so that the same number can be used throughout the region or sub-region.
6. That those Member States that have currently allocated a phone number for the child helpline other than 116 or 116 111 consider the possibility of using 116 or 116 111 alongside their other phone number for this purpose.
7. That those Member States making changes to their Basic Numbering Plans consider the possibility of using abbreviated number 116 or 116 111 as their child helpline.
8. That Member States work with associate members, and organizations that assist in protecting children to create more public awareness about these issues.

9. That Member States also considering providing contributions to the ITU Council Child Online Protection Working Group (CWG-COP) in order to provide information about the efforts of individual Members States in this area.

**HEREBY INSTRUCTS THE CITEL SECRETARIAT**

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

**PCC.I/REC. 9 (XIX-11)<sup>14</sup>**

**REGULATORY ELEMENTS FOR TRADING AND/OR DELIVERY OF PUBLIC TELECOMMUNICATION SERVICES**

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

**CONSIDERING:**

- a) That the V Regular Meeting of the CITEL Assembly agreed to promote information dissemination so that the population learns about the service features, price and security offered by the market;
- b) That the PCC.I (Telecommunications/ICT) mandate is to promote debate and develop recommendations to encourage infrastructure, embrace innovation and new services in a legal certainty environment;
- c) That the Working Group on Policy and Regulations of PCC.I has been entrusted with the development of best practice guidelines regarding the relationship between users and service providers;
- d) That education and the disclosure of the proper use of products and services that guarantee the freedom of choice and procurement equity are part of the basic principles on consumer relationships;
- e) That it is necessary to strengthen policy frameworks to protect consumers against misleading and abusive advertising, coercive and unfair business methods and practices and unfair or imposed clauses on the supply of public telecommunication services,

**RECOGNIZING:**

That the Resolution 64 (Hyderabad, 2010) "Providing protection and support for users/consumers of telecommunications/information and communication" of the World Conference on Telecommunication Development of the International Telecommunication Union urges Member States to develop and promote standards that support end-user communication with respect to the information concerning the characteristics of the telecommunication services offered by different suppliers,

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<sup>14</sup> CCP.I-TIC/doc.2380 /11

**TAKING INTO ACCOUNT:**

- a) That it is necessary that consumers have instruments with proportional and equitable terms and conditions offering security and legal certainty when hiring services;
- b) That it is convenient to count on instruments that establish the obligation of public telecommunication services providers to furnish consumers with adequate and clear information about the services rendered so that they have the necessary elements to make a decision best suited to their interests and meeting their needs,

**RECOMMENDS:**

- 1. That CITEL Member States consider the inclusion of the items encompassed in the Annex so as to establish national regulatory frameworks, designed to improve the relationship between telecommunication services users and providers.
- 2. That CITEL Administrations spread this Recommendation among its national agencies responsible for protecting users' rights.

**INSTRUCTS THE EXECUTIVE SECRETARY OF CITEL:**

To send this Recommendation to the Member States and associate members of CITEL.

**ANNEX TO RECOMMENDATION PCC.I/REC. 9 (XIX-11)**

**REGULATORY ELEMENTS FOR TRADING AND/OR PROVISION OF PUBLIC TELECOMMUNICATION SERVICES**

1. PURPOSE AND SCOPE

To establish the policies and trade information to be met by providers when trading and/or providing public telecommunication services, as well as the minimum requirements to be contained in the contract of adhesions entered into by providers and consumers in their business relationships for telecommunication services rendering.

2. DEFINITIONS

- 2.1. Consumer, User or Subscriber: The person or entity that, either temporarily or permanently, has access to telecommunication services and/or has entered into a contract of adhesion for the provision of telecommunication services with the provider.
- 2.2. Contract of Adhesion: A document unilaterally drawn up by the provider to establish standard formats of the terms and conditions applicable to the sale and/or provision of telecommunication services, even when such document does not contain all the regular provisions of a contract and irrespective of the celebration manner.

- 2.3. **Business Premises:** The place where the provider usually or regularly conducts trading and/or telecommunication services rendering acts in accordance with the provisions of the local legislation on the subject.
  - 2.4. **Telecommunication Terminal Devices:** It includes all users' telecommunication devices that connect beyond the terminal connection point of a public network in order to access and/or receive one or more telecommunication services.
  - 2.5. **Telecommunication services plans or packages:** Set of telecommunication services rendered by the provider either packaged or combined for a single price or rate.
  - 2.6. **Forced Term:** Fixed or fixable term in which a mandatory minimum duration is established for both parties for service rendering.
  - 2.7. **Provider or Supplier of Telecommunication Services:** The person or entity that usually or regularly furnishes telecommunication services and, to do so, has a license issued by the national authority.
  - 2.8. **Telecommunication Network:** System integrated by transmission media, such as channels or circuits using frequency bands of the radio spectrum, satellite links, wiring, electric transmission networks or any other means of transmission and, where appropriate, centrals, switching devices or any other equipment.
  - 2.9. **Public Telecommunication Network:** The telecommunication network through which telecommunication services are commercially exploited. The network does not include telecommunication terminal devices of users or telecommunication networks beyond the terminal connection point.
  - 2.10. **Additional Services:** Set of telecommunication services authorized to the provider pursuant to the relevant legislation that may be provided to the user in addition to the services originally agreed upon, or different from those in the basic contract, provided the consumer has authorized or requested so.
  - 2.11. **Originally Contracted Services:** Minimum or specific set of telecommunication services inherent to service provision that consumers should hire to be able to receive the telecommunication services continuously allocated by the provider.
  - 2.12. **Telecommunication Services:** Any emission, transmission or reception of signs, signals, writings, images, voice, sounds or information of any kind whatsoever sold through public telecommunications networks.
3. **GENERAL PROVISIONS**
- 3.1. The supplier shall provide telecommunication services in accordance with the terms and conditions under which they were offered, convened or agreed upon with the consumer, or implicit in the advertising or information used and/or published by it.
  - 3.2. Either the consumer and/or the provider may terminate the trading operation and/or provision of telecommunication services, according to the terms appearing in the contract of adhesion, which may be conducted by the same means in which the telecommunication services were traded

and/or hired, subject to the contractual penalties prescribed therein, which should be reciprocal and equivalent for the parties and shall not exceed the unpaid amount of the principal obligation.

- 3.3. The provider shall have consumer service mechanisms, such as telephone number, fax, email or any other means available to raise doubts, clarifications, and claims. Such services shall be provided free of charge and available 24 hours a day all year round.
- 3.4. The provider shall place on its website, and in its business facilities, available to consumers, the service hours, prices, fees and payment terms for service provision.
- 3.5. The provider shall ensure the infrastructure, refurbishment and technical capacity of equipment and manpower so as to provide the services set forth in the guarantee to the business facilities when offered to terminal telecommunication devices.
- 3.6. Notwithstanding the provisions of the relevant legislation, the supplier shall afford the consumer free of charge and at its home, or else in its business facility, the invoice or receipt wherein trading data and telecommunication terminal devices ownership are specified, provided to the user for the provision of telecommunication services.
- 3.7. The provider should made available on its website, as well as within the business facility, the prices, rates, payment, description, characteristics and/or contents of the telecommunication services plans and/or packages.

#### 4. INFORMATION ITEMS

- 4.1. The provider shall inform and explain consumers the content and scope of the contract of adhesion, prior to hiring telecommunications services.
- 4.2. The provider shall indicate whether specific terminal devices are required for the provision of telecommunication services. In case this is provided by the supplier, the modality under which the consumer purchases the devices shall be specified in conjunction with the technical and operational features, specifications, price, brand and model.

4.2.1. The terminal telecommunication devices provided by the supplier shall meet the standards and requirements established by the applicable legislation in order to be connected to a public telecommunication network or make use of the radio spectrum.

4.2.2. The supplier shall inform in writing if the telecommunication terminal devices offered are delivered blocked, so that they can only be used on its network, or if they can be unlocked for use on other networks.

4.2.3. The provider shall inform the consumer if the telecommunication terminal devices to be provided are guaranteed, in which case the provisions of the relevant regulations and the specifications in paragraph 6 of this Annex shall be observed.

4.2.3.1. If the contract for the provision of public telecommunication service shall be for a forced period, the guarantee granted by the supplier regarding the telecommunication terminal device shall not be less than that agreed upon.

4.2.4. In the event no guarantee is provided, it shall be reported in writing, as well as the consequences and implications for not granting it.

- 4.2.5. If the consumer owns a telecommunication terminal device and wants to use it to receive telecommunication services, the provider rendering the service shall inform it whether it meets the minimum requirements necessary to receive the service, as well as the possible consequences that may arise when using the devices. If such features are not present, this shall be informed in writing.
- 4.3. The information and advertisement on telecommunication services trading and/or provision spread by any means or form shall be truthful, verifiable and free from texts, dialogues, sounds, images, trademarks, designations of origin and other descriptions that lead or may lead to misleading or confusing or untruthful terms.
- 4.3.1. The business information provided by the suppliers shall be in an official language, the text shall be indelible, and legible to the naked eye, without prejudice that it may also be in another language. In case of dispute between them, the official language version shall prevail.
- 4.4. If the supplier trades telecommunication services through plans and/or service packs, it shall at least inform the consumer the following:
- 4.4.1. Total amount, final price, rates and cost of every item that the plans and/or service packs include.
- Such total amount, final price, rates and cost shall be expressed in national currency, no matter if the possibility to express it in foreign currency is an option pursuant to applicable legislation.
- 4.4.2. Description, characteristics, contents and further information included in the plans and/or service packs.
- 4.4.3. If service plans or packs are altered by any reason beyond supplier's control, in comparison with the characteristics and/or contents of them, these shall be notified to the consumer at least 15 calendar days before such modification is applied. If such modification harms the consumer, termination could be asked without penalty, within 15 following days such modifications take effect.
- 4.5. The supplier shall show not only in its Internet portal but also in its establishment at sight of the consumer, at least the following information:
- 4.5.1. Service plans and/or packs available for the consumer, showing minimum characteristics of them:
- 4.5.2. Rates, prices and/or cost of basic services and additional services relative to service contract.
- Such rates, prices and/or costs shall be expressed in national currency, regardless its equivalent in foreign currency pursuant to applicable legislation.
- 4.5.3. General public attention days and hours in the establishment.
- 4.5.4. Customer service telephone number or numbers and also e-mail for such purpose.

- 4.5.5. Documents where service terms, conditions, measures or procedures are established, approved by competent authority.
- 4.5.6. Procedures for customer enquiries, clarifications, complaints and claims.
- 4.6 The supplier shall inform the consumer about the characteristics, specifications, reach and geographical cover authorized by the telecommunication service it offers.
- 4.7 The supplier shall inform additional services available to the consumer, which shall have the required permit by competent authorities.
- 4.7.1. The supplier shall inform characteristics, specifications, coverage, costs of additional services.
- 4.8 If the supplier offers the telecommunication service with any promotion, sale or discount, it shall inform the consumer not only requirements, conditions and validity of it, but also the way in which it can be used.
- 4.9 The supplier shall block telecommunication services the consumer has not requested or agreed upon.
- 4.9.1 The supplier shall put at the consumer's disposal, procedure and means so that the consumer can request the block and/or termination of telecommunication services hired.
5. ON CONTRACT OF ADHESION:
- 5.1 Standard-form agreements relative to telecommunication services which are used by suppliers with consumers:
- 5.1.1. Shall be written in official language and be indelible, legible to the naked eye and the size and kind of letter shall be uniform of at least 9 points without perjury of being written on another language. Should this be the case, the version shall prevail in the official language.
- 5.1.2. Divide in chapters, sections, sub-sections or any other method which facilitate its comprehension and identification of telecommunication services established in the document and,
- 5.1.3. Shall not have clauses that:
- a. Allow to modify unilaterally the contract terms and conditions;
  - b. Transfer the supplier's liability to other party outside the agreement;
  - c. Release the supplier from its liabilities;
  - d. Foresee limitation terms inferior to the legal ones;
  - e. Prescribe the fulfilment of certain formalities for the applicability of actions filed against the supplier;
  - f. Force the consumer to quit to the protection of the law or submit it to the jurisdiction of foreign courts;
  - g. Condition the telecommunication service to the acquisition of any property, good or service;
  - h. Practice unlawful, abusive or discriminatory acts on behalf of the supplier; and
  - i. Force the consumer to renounce to its rights.

5.2 Likewise, the contracts of adhesion relative to the telecommunication service which are used by the suppliers with the consumers shall express, at least, the following:

5.2.1 To determine venue and date of the agreement.

5.2.2 To show the supplier's name or corporate name and also the address and location.

5.2.3 To establish the consumer's name or corporate name, address and location.

5.2.4 To establish the object of the service rendering agreement.

5.2.5 If the supplier provides telecommunication terminal equipment for the service, it shall be clearly established the way in which the consumer acquires such equipment.

5.2.6 To establish rates, sums, prices, date and venue of payment of the telecommunication services rendering.

5.2.7 To establish ways and means of consultation of telecommunication service plans and/or packs agreed upon.

5.2.8 To establish the way and means to consult geographical areas or regions which the supplier has authorized coverage to provide service.

5.2.9 To determine agreement enforcement, in case it is subject to a mandatory term, it shall establish assumptions which the consumer agrees to fulfil.

If the term of the contract is subject to a mandatory period, the supplier shall not modify the term and conditions offered and agreed upon, unless there is express consent on behalf of the consumer.

Once fulfilled the mandatory period, the consumer shall consider the agreement terminated at any time, with no penalty; unless living notice to the supplier.

5.2.10 To fix date, venue and time for delivery and, if necessary, installation of telecommunication terminal equipment.

5.2.11 To establish starting date of the onset of the service rendering , which may be different from the delivery date of the telecommunication terminal equipment and/or contract of adhesion.

5.2.11.1 To establish with clarity assumptions by which the supplier shall charge the telecommunication service offered; even if it is by venue, time, capacity, any other type of contract or combined.

5.2.11.2 If the charge of telecommunication service is by time, the moment in which the payment starts and ends shall be clearly established.

5.2.11.3 If the charge of telecommunication service is by venue, the assumptions which give origin and validity shall be clearly established.

5.2.12 To establish suspension grounds, interruption or flaws in the service.

5.2.13 To establish that in case the service is not fulfilled in the way and terms agreed, the supplier shall give a premium to the consumer with the proportional quantity of the telecommunication service which was not provided, and also at least 20% of the service that was provided.

5.2.14 To establish the cancellation or termination causes, pointing out the parties liabilities.

5.2.14.1 If the consumer does not authorize the modification of the terms and conditions of the contract, if it is subject to a fixed term, it can end the contract in advance without liabilities.

5.2.14.2 To establish that the consumer shall terminate the contract at any time, which shall be made by the same means the telecommunication service was contracted.

5.2.15 To establish conventional penalties for breach of adhesion contract by any party, which shall be mutual and equivalent for the parties and shall not imply abusive services for the consumers.

5.2.16 To establish that the supplier shall offer additional services when the consumer asks in written or by e-mail.

5.2.16.1 To establish that the consumer shall terminate the rendering of additional services to the Basic telecommunication service when it is expressly stated to the supplier; without implying suspension or termination of the basic telecommunication service.

5.2.16.2 To establish that the supplier shall not force the consumer to contract additional services as requirement to the contract of adhesion of telecommunication Basic services.

5.2.17 To establish that, in case the supplier ensures the fulfilment of the consumer's obligations, the supplier shall ensure the guarantee given does not imply abnormal services or abusive obligations. In such case, the supplier shall mutually ensure the fulfilment of its obligations to the consumer. The guarantees shall be returned when the contract ends.

5.2.18 To establish that the provider is forced to deliver a state of account or bill corresponding to the telecommunication service monthly contracted in the consumer's address where specific facts of the provided service are stated. The consumers shall pact with the supplier that in substitution of the referred obligation, may access to the state of the account and/or bill by any means which purpose is agreed by both parties.

The state of the account and/or bill shall include a description of the charges, cost, concept and nature of the provided telecommunication service. The means of payment must be known at least 10 calendar days before the payment term of the telecommunication service contracted expires.

5.2.19 To establish the procedure, means and venues for the attention of questions, claims and/or complaints; as well as their customer service times.

5.2.20 To establish that the consumer shall demand those suppliers and companies which use information with marketing and advertising targets that the information that concerns him is not

given or transmitted to others, or that advertising is sent about goods or services. This statement shall be signed in a clause at sight on the back of the contract of adhesion or in a document for such end.

5.2.21 To establish the levels of quality of the service with which the telecommunication service contracted shall be provided.

## 6. GUARANTEES

6.1 Notwithstanding what is stated by national law, guarantees offered by the supplier shall be clearly and precisely issued by written, with corresponding seal and signature, at the time of delivery of the telecommunication terminal equipment and shall comply with the following:

6.1.1 Be written in official easy to follow language and legible terms, notwithstanding that it also may be expressed in a different language. If controversy or difference exists, the version in the official language shall prevail.

6.1.2 To establish the procedure and location of the venues for the consumer to ask for its fulfilment, and also the time and service telephones.

6.1.3 They shall clearly specify, at least, its reach, validity (starting date and conclusion), duration and coverage (the parts of the telecommunication terminal equipment which have the same one).

6.1.4 If the contract of the telecommunication service provided was achieved by means of a mandatory period, the guarantee given by the supplier over the telecommunication terminal equipment shall not be lower than the term agreed upon.

6.1.5 It shall be expressed in writing whether the guarantee applies or not, setting the reasons of such situation. If the guarantee applies, a document shall be delivered by the supplier where repairs done under it are established.

6.2 The supplier shall be held responsible for any partial or total breakdowns, damages or losses the telecommunication terminal equipment suffers while it is under his responsibility to fulfill the given guarantee.

**IMPLEMENTATION OF PUBLIC OPINION STUDIES AND ANALYSES ON  
TELECOMMUNICATION SERVICES**

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

**TAKING INTO ACCOUNT:**

- a) That the need to work on strengthening consumer rights in the framework of international organizations has become increasingly important;
- b) That, alongside this, various regulators have focused their activities on safeguarding the quality of public services provided to their users;
- c) That, in this regard, procedures aimed at identifying demands, levels of satisfaction, unmet needs and parameters for assessing the behaviors and opinions of consumers and the customers and users of both public and private services, have been implemented in some Member States,

**CONSIDERING:**

- a) That the Telecommunication Standardization Bureau of the International Telecommunication Union has been working on service quality and user perception of quality and security;
- b) That the World Telecommunication Development Conference, by means of Resolution 64 (Hyderabad, 2010), instructed the Director of the Telecommunication Development Bureau to continue coordinating the ITU Standardization Sector with regard to service quality and perception of quality, among other issues;
- c) That the Opinion Studies make it possible to establish a direct channel of communication between users and regulators regarding their current expectations and demands;
- d) That this entails a more accurate assessment of the working needs of the Regulator, redirecting its efforts to those issues that are a priority for the public;
- e) That innovation in services and technologies lead to new demands and expectations from the public, which must be collected;
- f) That the experience gained from these studies by the Member Countries that, to date, have implemented public opinion surveys turn out to be contributions that are enriching for the other countries;
- g) That the implementation of opinion studies throughout the region would then make it possible to undertake joint and comparative analyses of the expectations and needs of users of the telecommunication services involved,

**RECOGNIZING:**

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<sup>15</sup> CCP.I-TIC/doc.2467/11

- a) That, to date, various regulators of the Member Countries of the Region do not have this working tool;
- b) That, because of this, it is recommended that the Member Countries assess the advisability of adopting these tools,

**RECOMMENDS:**

That the CITEI Member Countries examine the possibility of implementing Public Opinion Studies and Analyses as a useful tool to gauge the perception of users regarding the telecommunication services that are provided to them.

**INSTRUCTS THE CITEI SECRETARIAT**

To forward the present Recommendation to the Member Countries for dissemination and information.

**PCC.I/REC. 11 (XIX-11)<sup>16</sup>**

**NECESSARY MEASURES FOR A GREENER REGION OF THE AMERICAS**

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

**CONSIDERING:**

- a) That it is a priority to foster in the countries and the region as a whole the use of joint best practice models for environmental management to reduce the carbon footprint, greenhouse gas emissions and technological waste;
- b) That it is necessary for all CITEI's Member States to implement and build consensus on regional policies to control effects provoked by the ICT and telecommunication sector in the increment of carbon footprint and climate change;
- c) That it is necessary to promote higher efficiency in other sectors and to optimize production processes in the region by using ICT tools;
- d) That it is necessary to gather statistical information and reports from the countries of the region on carbon footprint and pollution, making it possible to adopt environmental care policies of common interest;
- e) That it is necessary to set guidelines promoting the use and development of green technologies focused on reducing the carbon footprint in the region and manufacturing technological equipment using neither polluting nor toxic materials,

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<sup>16</sup> CCP.I-TIC/doc.2453/11

## **RECOGNIZING:**

- a) The need to bring the efforts of all countries together to draft joint policies regarding ICTs, the environment and climate change;
- b) The importance of achieving goals and join forces to mitigate the impact of climate change by raising the awareness of societies about environmental care and protection, promoting the use of green technologies, implementing renewable energy, and adequately and sustainably managing electronic waste to improve environmental parameters with respect to each country's pollution and carbon footprint, in order to foster more equitable social development, one where the rights of nature are respected and responsibilities for the ecosystem and its care are tackled;
- c) The need to establish and exchange ideas (technical, legal contributions, etc.) by means of forums, panels, talks, and videoconferences for regional policymaking regarding greenhouse gas emission reduction, sustainable recycling of electronic waste, climate change impact mitigation, and use of renewable energy and green technologies;
- d) The importance of raising the awareness of society about this problem in order to create an environmental awareness and personal responsibility for taking care of the planet and thus contributing to mitigating this impact,

## **RECOMMENDS:**

1. All Member States to observe the following principles:
  - a. To make policies to control anthropogenic and polluting impacts in every country, which lead to a higher carbon footprint in the ICT and telecommunication sector.
  - b. To provide information needed to conduct studies, reports and statistics on carbon footprint in the region, making it possible to adopt environmental care policies of common interest.
  - c. To promote higher efficiency in other sectors by using ICT tools and optimizing production processes.
  - d. To manage in the countries the use of adequate models and best practices for environmental management to reduce the carbon footprint, greenhouse gas emissions and technological waste.
  - e. To promote the use and development of green technologies focusing on reducing the carbon footprint.
  - f. To adequately manage electric and electronic waste.
2. All Member States to implement the following actions:
  - a. To minimize the impact of climate change and the excessive extraction of raw materials, to meet the demand of all inhabitants.
  - b. To design ICT tools to help various sectors to efficiently promote reduction of their carbon footprint.

- c. To draw up CO2 emission inventories aimed at achieving substantial reductions every year.
- d. To reduce environmental impacts stemming from the production, use and elimination of electrical and electronic equipment. To this end, national campaigns for the collection and recycling of electronic waste and for the adequate management of hazardous waste and pollutants must be undertaken.
- e. To set up groups for follow-up and evaluation of the correct implementation of prevention and contingency measures to mitigate climate change impacts.
- f. To raise the awareness of the population of every country, so that the public can cooperate in handing over waste to the management systems that are established.

3. All Member States to fulfill the following commitments:

- a. To raise the awareness of society in order to create environmental awareness and personal responsibility for taking care of the planet by the implementation of public policies, advertising, dissemination campaigns, recycling campaigns, among others, for a subsequent exchange of experiences and results among the countries of the region.
- b. To draft climate change adaptation policies so that society can be prepared and set up a participatory front to tackle the problem, because all persons have a certain degree of differentiated responsibility for their standards of living and consumption.
- c. To promote the use of renewable and clean energy sources to mitigate climate change impacts.
- d. To promote the sustainable re-use and recycling of components, materials and substances coming from electronic waste.
- e. To use natural resources sustainably, by promoting the purchase of products whose origin and manufacture are environmentally friendly, minimizing the consumption of raw materials and the generation of waste, and fostering recycling, the recovery of materials and the suitable processing of waste.
- f. To propose national and regional measures to tackle climate change in a jointway, so that in all member countries the same course is followed, by means of policies and agreements, in line with the region's needs and challenges.
- g. To reduce social vulnerability and its various impacts by implementing contingency plans to address the various disasters unleashed by climate change impacts, in order to guarantee the safety of inhabitants.
- h. To submit, in the next PCC.I meeting, background documents expressing the results of the actions and measures put forward so as to assess and discuss the implementation of complementary actions for this area.

**INSTRUCTS:**

1. The Executive Secretary of CITES to submit a report to the delegations of CITES's Member States to ensure that most countries adopt the proposed measures in this Recommendation in order to foster and set regional guidelines to mitigate the impacts of climate change and use ICTs as a necessary and friendly tool to reduce impacts on the environment.

2. The Executive Secretary of CITES to send the Permanent Executive Committee of CITES (COM/CITES) about this Recommendation for their information.

3. The Secretariat of CITELE to set and implement environmental measures during the face-to-face meetings of the Consultative Committees and other meetings, such as: policies on non-printing of documents, paper and resources reutilization, digital files use, energy consumption in face-to-face sessions, and videoconferences use, among others.
4. The Rapporteurship on ICTs, environment and climate change to support the General Secretary.

**PCC.I/REC. 12 (XIX-11)<sup>17</sup>**

**GUIDELINES FOR THE FORMATION OF  
COMPUTER SECURITY INCIDENT RESPONSE TEAMS (CSIRTs)**

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

**CONSIDERING:**

- a) That in Resolution AG/RES. 2681 (XLI-O/11), “Increasing Access to Telecommunications and Information and Communication Technologies through Strengthening of the Inter-American Telecommunication Commission,” operative paragraph 1, the General Assembly resolves to renew its call on the Inter-American Telecommunication Commission (CITELE) to continue to collaborate closely with Member States in order to exchange best practices on policy, technologies, and national strategies on telecommunications/information and communication technologies (telecommunications/ICTs) and to promote even more vigorously the use of all appropriate media to serve rural, isolated, and underserved areas;
- b) That the Working Group on Deployment of Technologies and Services of the Permanent Consultative Committee I: Telecommunications/ICT has a mandate to produce and recommend methodologies and best-practices for cyber security;
- c) That confidence and security in the use of telecommunications/ICTs are highly important in creating the Information and Knowledge-based Society, as a result of which the countries of the region, especially the developing countries, require an ongoing exchange of experiences and best practices for the formulation of national, regional, and international policies in areas such as cyber security;
- d) That the dissemination, knowledge, and attention to the issue of information security must be strengthened in the different Latin America and the Caribbean countries, especially in the private sphere of companies and civil society organizations; and
- e) That guidelines are needed for the formation of Computer Security Incident Response Teams (CSIRT) within organizations (companies, institutions, etc.) of the different productive sectors of any country, including governmental entities,

**RECOGNIZING:**

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<sup>17</sup> CCP.I-TIC/doc.2482/11

- a) That in Resolution 58 (Johannesburg, 2008), “Encourage the creation of national computer incident response teams, particularly for developing countries,” of the World Telecommunication Standardization Assembly of the International Telecommunication Union, the Member States are invited to consider the creation of a national Computer Incident Response Team (CSIRT) as a high priority;
- b) That in Resolution 69 (Hyderabad, 2010), “Creation of national computer incident response teams, particularly for developing countries, and cooperation between them,” of the World Telecommunication Development Conference of the International Telecommunication Union, the Member States are invited to establish CSIRTs where necessary;
- c) That the Inter-American Committee against Terrorism (CICTE) of the Organization of American States (OAS) has a “Cyber Security” program, whose objective is to help Member States establish national “alert, watch, and warning” teams, also known as Computer Security Incident Response Teams (CSIRT),

#### **BEARING IN MIND:**

- a) That there is a need to continue to strengthen bilateral, subregional, regional, and international cooperation mechanisms, in keeping with the principles enshrined in the OAS Charter, to address, prevent, and combat in an integral and effective manner transnational organized crime, human smuggling, terrorism, kidnapping, criminal gangs, and technology-related crimes, including cyber crime, since in some cases these may impact social, economic, political development, and legal and institutional systems;
- b) That major challenges have arisen from the increasing digitization of the economy and society. SPAM, hacking of private information, and theft constitute some of the damage done to organizations and institutions by criminals and terrorists, especially those in countries without the institutional capacity for self-protection;
- c) That to counteract these problems, one of the most widely used mechanisms is to have in place a group in the company, service, and/or country with the capacity to handle network security incidents,

#### **RECOMMENDS:**

1. That the Member States take note of the urgent need to establish Computer Security Incident Response Teams (CSIRT) as an element necessary to build confidence and security in the use of telecommunications/ICT as a pillar in creating the Information and Knowledge-based Society.
2. That the Member States utilize the public policy tools available to them to promote the creation of these teams, following the specific recommendations for their implementation and launch.
3. That the Administrations disseminate at the different levels (company, service, and/or country) information related to the need to create CSIRTs as a necessary tool for response to these incidents.
4. That the Member States of CITEC consider taking into account the following reference documentation when establishing national CSIRTs:
  - a. The recently completed PCC.I document (CCP.I-TIC/doc.2342/11) on “Best Practices for National Cybersecurity: Building a National Computer Security Incident Management Capability”;
  - b. The three National Case Studies (Argentina, Dominican Republic, Venezuela) found in Chapters 1-3 of Appendix 2 in the Technical Notebook 4 “Cybersecurity”;

- c. The Case Study from Mexico (CCP.I-TIC/doc.2334/11), “Guidelines for the Formation of Computer Security Incident Response Teams (CSIRTs) - (to be added in Chapter 4 of Appendix 2 in Technical Notebook 4 “Cybersecurity”)

**INSTRUCTS THE SECRETARIAT OF CITEL:**

To forward this Recommendation to the CITEL Member States and to the CICTE Secretariat for its information.

#### IV. DECISIONS

PCC.I/DEC. 125 (XIX-11)<sup>18</sup>

### QUESTIONNAIRE ON THE CURRENT STATUS OF NATIONAL MEASURES AGAINST THEFT OF MOBILE TERMINAL EQUIPMENT

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

#### DECIDES:

1. To instruct the Executive Secretary of CITEI to forward to the Administrations the questionnaire contained in the Annex below and to transmit the replies to said questionnaire to the Rapporteurs on Regulatory non-compliance Practices and fraud Control in telecommunications/ICT.
2. To request the Administrations to complete the questionnaire and return it by October 21, 2011 at the latest, by email to the Secretariat of CITEI (citei@oas.org).

#### ANNEX TO DECISION PCC.I/DEC. 125 (XIX-11)

### CURRENT STATUS OF NATIONAL MEASURES AGAINST THEFT OF MOBILE TERMINAL EQUIPMENT

Country / Administration: \_\_\_\_\_

Sent by: \_\_\_\_\_

Entity / Institution \_\_\_\_\_

Contact:

Telephone \_\_\_\_\_ E-mail \_\_\_\_\_

List of measures against the theft of cellular equipment. Please indicate those measures implemented in your country. If measures have been implemented, please indicate, insofar as possible, how they have been implemented.

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<sup>18</sup> CCP.I-TIC/doc. 2362/11 rev.3

No.	QUESTION	ANSWER	
		YES	NO
1	Prohibition of activation on the cellular network of IMEI reported stolen/lost (international Mobile Equipment Identification)		
2	Blocking in sales and activation systems of devices reported stolen/lost		
3	Exchange of negative lists (blacklists) between operators in the country		
4	Regulatory obligation for operators to prohibit activation		
5	Centralized database of stolen equipment		
6	Exchange of blacklist databases with other countries		
7	Connection to regional blacklist databases		
8	Connection to the GSM Association (GSMA) IMEI DB (Global EIR) (Database of GSMA IMEI previously known as Global EIR or Global Equipment Identity Register)		
9	Control of informal sales of mobile terminal equipment		
10	Security assessment of terminal devices at time of purchase in accordance with the GSMA's IMEI security principles		
11	Use of the GSMA service for reporting vulnerabilities in the security of IMEIs of mobile terminal devices		
12	Sanctions of imprisonment for reprogramming the IMEI of a mobile terminal device		
13	Public campaigns to raise awareness of measures against the theft of mobile terminal devices		
14	Import controls of uncertified mobile terminal devices used or reported stolen		
15	Controls on the exit or re-export of used/stolen mobile terminal devices		
16	Suspension or prohibition of activation of the Personal Identification Number of chat services of smartphone manufacturers for devices reported stolen/lost		
17	Are user requirements in place for mobile terminal devices prior to online activation other than those established by the mobile operator?		
18	There provisions to suspend or prohibit the activation of invalid IMEIs (IMEIs not 15 digits in length, or whose TAC does not correspond to the make and model assigned by the GSM Association (GSMA), and/or duplicate IMEIs (the same IMEI programmed into more than one mobile terminal device)		

**PCC.I/DEC 126 (XIX-11)**<sup>19</sup>

**PUBLICATION OF THE DECISIONS OF THE AD HOC GROUP ON METHODS OF PCC.I IN  
THE WEBPAGE OF THE CITEL**

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

**DECIDES:**

1. To approve the publication of the decisions of the Ad Hoc Group on Methods of PCC.I adopted by the Committee in the webpage of the CITEL, including their annexes, if applicable (templates, etc) for consultation and downloading on the part of the Member States and associate members.
2. Instructs
  - a) The Executive Secretary of CITEL to provide the necessary means to publish in the webpage the decisions of the Ad Hoc Group adopted until then by the Committee, as well as those to be approved in the future.
  - b) The Secretariat of the CITEL to inform the Member States and the associate members the moment from which that information shall be available for consultation and downloading.

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**PCC.I/DEC. 127 (XIX-11)**<sup>20</sup>

**QUESTIONNAIRE TO BE SENT TO THE MEMBER STATES OF CITEL ON DISASTER  
TELECOMMUNICATIONS MANAGEMENT**

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

**DECIDES:**

1. To instruct the CITEL Secretariat to send the form included in document CCP.I-TIC/doc.2446/11 “Proposed questionnaire to be sent to the Member States of CITEL on disaster telecommunications management” to CITEL’s member Administrations.
2. To request the Member States to complete the questionnaire and return it 6 weeks prior to the next meeting PCC.I by e-mail to the CITEL Secretariat ([citel@oas.org](mailto:citel@oas.org)).
3. To request the Rapporteurship on the “Use of telecommunications in the prevention and mitigation of Catastrophes and Disasters” to analyze the responses for inclusion in the updated Technical

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<sup>19</sup> CCP.I-TIC/doc. 2373/11

<sup>20</sup> CCP.I-TIC/doc. 2446/11

Notebook 17 on “Use of Telecommunications in Disaster Prevention and Mitigation” including an Annex with a list of Administration points of contact in the region for disaster communications preparedness and response.

4. To designate the Administration of Costa Rica as coordinator of the update of the Technical Notebook.
5. To request the Rapporteurship to prepare a progress report for the next PCC.I meeting.

**ANNEX TO DECISION PCC.I/DEC. 127 (XIX-11)**

**DRAFT COUNTRY QUESTIONNAIRE ON DISASTER TELECOMMUNICATIONS MANAGEMENT**

The following questionnaire is designed to seek information from CITEL Administrations about the national agencies, processes, policies, technologies and personnel used to manage telecommunications aspects of disaster response and relief operations. Administration responses will facilitate an exchange of information to increase regional capacities in the area of emergency communications management. The questionnaire responses will be analyzed and included in the updated Technical Notebook 17 on “Use of Telecommunications in Disaster Prevention and Mitigation”.

**Objectives:**

- Provide a **baseline of information** about the way in which Member countries approach emergency communications in their countries, including whether or not countries have established, or are working on, a National Emergency Communications Plan. Consolidating this information in the Technical Notebook will help countries learn from one another’s experiences.
- Establish a **list of Points of Contact** in the region on issues related to Emergency Communications (planning, regulation/policy, equipment import, response, etc.) to help improve regional cooperation in preparedness and during times of disaster.
- Provide guidance on the **types of information** that could be considered by countries when preparing for the telecommunications aspects of disaster relief and response. Even if a country does not have a response for some questions, it is hoped that the questionnaire will help provide preparedness guidance.

<b>Country</b>	<b>XXX</b>
<i>1. Does your country have an overall National Disaster Management Strategy or Plan or Legislation addressing disaster management? Does your country have a Plan, Strategy or Legislation specifically addressing Emergency Communications/ICT? If not, is such a Plan or Strategy in Development?</i>	
<i>2. What are the various sectors or agencies/Ministries in your country make up Disaster Response planning (e.g., Emergency Management Authority, Communications/ICT, Defense, Foreign Affairs, Interior)? Which is the lead agency or Ministry? Is there a</i>	

<i>coordinating body that works across all of the affected agencies or Ministries?</i>	
<i>3. Point(s) of Contact for Emergency Communications Preparedness, Response and Relief (agencies or individuals) Having the correct points of contact identified in advance of an emergency can help facilitate relief and response efforts, as well as advance cooperation on preparedness. Responses should consider national points of contact in the areas of: central/lead POC or liaison on emergency telecommunications or disaster relief, equipment import, telecom/ICT licensing / regulations, diplomatic inquiries related to external offers of assistance, accreditation for relief personnel)</i>	
<i>4. Does your country consider Telecommunications to be a ‘Critical Infrastructure’? How does this impact national disaster communications management planning?</i>	
<i>5. Does your country have a process by which it assesses the condition of your country’s communications networks and infrastructure (wireless, wireline, broadcast, satellite, etc.) following a major disaster to help with relief and restoration efforts? What is the lead agency for collecting such information?</i>	
<i>6. Does your country have a special license category or waiver process to address telecommunications equipment (frequency authorizations, import, etc.) needed for emergency purposes?</i>	
<i>7. Is your country involved with any special Programs or Initiatives (local, national, sub-regional, global) that addresses emergency communications? Answers might include capacity building for government or telecommunications personnel, public-private partnerships with telecommunications entities, NGO’s, etc., sub-regional or other international preparedness working groups or committees, citizen awareness initiatives, etc.)</i>	
<i>8. In the context of international disaster communications relief support efforts, does your country provide governmental assistance to the private sector (for profit companies) such as fuel deliveries, area over flights, security details, and transportation?</i>	
<i>9. References (websites/online resources)</i>	

**PCC.I/DEC. 128 (XIX-11)**<sup>21</sup>

**A TEMPLATE FOR LIAISON STATEMENTS TO BE USED BY PCC.I**

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

**DECIDES:**

1. To approve the creation of a template for liaisons to be used by PCC.I (attached to the Annex) aimed at providing the Committee with a liaison statement which, in accordance with its nature, clearly describes its work and scope.
2. To instruct the Secretariat of CITEL to inform Member States and associate members upon the approval of the template for liaison statements to be used by PCC.I

**ANNEX TO DECISION PCC.I/DEC. 128 (XIX-11)**

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<b>Committee/</b>	<PCC.I>	<## PCC.I>, <Meeting location>, <Date>
<b>Working Group/</b>	<Name of WG>	
<b>Rapporteurship</b>	<Name of Rapporteurship>	

**Title:**

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**LIAISON STATEMENT**

**For action to:**

**For comment to:**

**For information to:**

**Approval:**

**Deadline:**

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<b>Contact:</b>	Name	Tel:
	Organization	Fax:
	Country	Email:

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<b>Contact:</b>	Tel:
	Fax:
	Email:

It is suggested to be used as follows:

- List the name of the Committee, Working Group or Rapporteurship originating the liaison statement.
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<sup>21</sup> CCP.I-TIC/doc. 2451/11

- List the PCC.I meeting number, location and date during which the liaison statement was prepared.
- Include a concise title appropriate to the subject matter. If this is in reply to a liaison statement, make this clear, e.g., "Reply to liaison statement from (*source and date*) concerning ...".
- Identify the Working Group(s) and Rapporteurship(s) (*if known*) or other standards organizations to which it has been sent. (*A liaison statement can be sent to more than one organization.*)
- Indicate if the liaison statement is sent for action *or* comment *or* information. (*If sent to more than one organization, indicate this for each one.*)
- Indicate the level of approval, e.g., Committee, or Working Group, or Rapporteurship, or state that the liaison statement has been agreed at a Rapporteurship meeting.
- If action is requested, indicate the date by which a reply is required.
- Include the name, address and international telephone number of the contact person(s).
- The text of the liaison statement should be concise and clear, using a minimum of jargon.
- Liaison statements should be forwarded to the appropriate destinations as soon after the meeting as possible. Copies of all liaison statements should also be sent to the chairmen of the Working Group(s) and Rapporteurship(s) involved for information.

## PCC.I/DEC. 129 (XIX-11) <sup>22</sup>

### REQUEST OF INFORMATION ON INTERNATIONAL INTERNET CONNECTIVITY (IIC)

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

#### **DECIDES:**

To request that CITELE Member States and associate members continue to provide their views on the issues contained in Resolution PCC.I/RES. 176 (XVIII-11) on International Internet Connectivity (IIC) for the elaboration of Best Dynamic Practices for the International Internet Connectivity (IIC) and related economic aspects, including:

- a) A list with all the Internet Exchange Points (IXP or NAP) of the region of the Americas.
- b) Strategies to promote the development of national and sub-regional IXPs or NAPs;
- c) Policies of network development of submarine cable that have facilitated a greater access to land stations and interconnections with them;
- d) Strategies to increase the development of local contents;
- e) Regulatory policy practices to facilitate network formation;
- f) Activities for training and capacity creation.

Contributions should be sent to the Rapporteur on Internet issues, Mr. Oscar Messano, (omessano@ccat.com.ar), and the IIC coordinator, Ms. Jane Coffin ([jcoffin@ntia.doc.gov](mailto:jcoffin@ntia.doc.gov)). The deadline for contributions in order to progress this work is January 31, 2012.

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<sup>22</sup> CCP.I-TIC/doc.2448/11 rev.1

**WORK PLAN FOR THE STUDY ON MOBILE-TO-MOBILE TERMINATION RATES 2013**

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

**DECIDES:**

1. To continue with the activities on Mobile to Mobile Termination Rates (*Mobile to Mobile - Mobile Termination Rates* — “MTM-MTR”), in the framework of the Rapporteurship on economic aspects of telecommunications/ICT
2. To adopt the Work Plan hereto annexed.

**ANNEX TO DECISION PCC.I/DEC. 130 (XIX-11)**

**WORK PLAN FOR THE STUDY ON  
MOBILE-TO-MOBILE TERMINATION RATES (MTM-MTR) 2012**

In keeping with the mandate of the group, and recognizing the importance of continuing the work on MTM-MTRs, the following Work Plan for the Coordinators of the Group was agreed upon by them.

The following presents a detailed Work Plan for the Study Questions on MTM-MTRs.

**Objectives:**

1. To identify different options for MTM-MTRs based on international best practices.
2. To compile new replies to the questionnaire on MTM-MTR of the Member States that have not submitted replies and update the Report on MTM-MTRs.
3. To coordinate a half-day seminar on MTM-MTRs durante la XX reunion del CCP.I.
4. To draft a new document taking into account the different approaches to MTM-MTRs.

**Timetable – Activities**

XX Meeting of PCC.I:

1. To conduct a half-day Seminar on MTM-MTR regulations.
2. To receive additional responses/contributions from regulatory authorities that have not yet responded to the MTM-MTR Questionnaire, and update the Report accordingly.
3. To present a draft decision to establish a definitive work plan for the activities of the next meetings of PCC.I.

The Member States and associate members are invited to participate actively by submitting contributions on the above topics.

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<sup>23</sup> CCP.I-TIC/doc. 2452/11 rev.3

**TABLE OF CONTENTS OF THE TECHNICAL NOTEBOOK  
“RIGHTS OF USERS OF TELECOMMUNICATION SERVICES”**

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

**DECIDES:**

To adopt the following outline for the table of contents of the technical notebook taking into account the agreements according to the documents presented during this meeting.

**ANNEX TO DECISION PCC.I/DEC.131 (XIX-11)**

**TABLE OF CONTENTS**

- A. Laws, policies, and regulations for the protection of the rights of users of telecommunication services: international, regional, national. By type of service.
- B. National and international organizations and institutions working to ensure the rights of users of these services.
- C. Procedures for resolving disputes among users and providers of services. Types and levels of dispute Resolution.
- D. National regulations and mechanisms to combat false advertising.
- E. Recommendations.

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<sup>24</sup> CCP.I-TIC/doc.2479/11

**PCC.I/DEC. 132 (XIX-11)**<sup>25</sup>

**CONTINUATION OF THE ACTIVITIES OF THE TELEHEALTH NETWORK OF THE AMERICAS**

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

**DECIDES:**

1. To appoint Mr. Guillermo Bill as Coordinator of the Telehealth Network of the Americas (TLH), and Mr. Carlos Crisci as Alternate Coordinator.
2. To recognize the work performed by Mr. Marcelo Petrich, his predecessor, who regrettably died last July 15, 2011. We want to remark the great professionalism and humanity with which he performed the activities related to ICTs and medicine in our Organization.
3. To instruct the Executive Secretary of CITEL to organize, jointly with the Coordinator of the Telehealth Network, a virtual classroom and/or teleconference, in order to introduce the activities of the Network and the tools it provides to the Member States and associate members.
4. To request the Administrations to promote the activities of the Network so that it can continue adding academic institutions and hospitals to its list of collaborators.

**PCC.I/DEC. 133 (XIX-11)**<sup>26</sup>

**NAME OF THE TELEHEALTH NETWORK OF THE AMERICAS**

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

**DECIDES:**

1. To name the Telehealth Network of the Americas (TLH) as “Prof. Marcelo H. Petrich” to pay tribute to its promoter and coordinator.
2. To ask the Executive Secretariat of the CITEL its dissemination among Member States and associate members of the organization and among the organization members of the TLH Network.

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<sup>25</sup> CCP.I-TIC/doc.2456 /11

<sup>26</sup> CCP.I-TIC/doc.2475/11

**PCC.I/DEC.134 (XIX-11)**<sup>27</sup>

**COLLABORATION BETWEEN CITEL AND ECLAC**

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

**DECIDES:**

To instruct the Executive Secretary of CITEL:

- a) To establish formal contact with the Economic Commission for Latin America and the Caribbean (ECLAC), in order to identify and implement a collaboration mechanism between both organizations.
- b) To establish contact, in coordination with the rapporteurs from the Rapporteurship on Economic Aspects telecommunications /ICTs and the Rapporteurship on Internet Issues, with the “Regional Dialogue on the Costs of International Connections and their Impact in Broadband Prices” of ECLAC, in order to get an insight into ongoing projects, to work in a coordinated manner for the development of complementary actions.

**PCC.I/DEC. 135 (XIX-11)**<sup>28</sup>

**INSTRUMENTATION OF COLLABORATION ACTIONS WITH ORGANISMS AND/OR TELECOMMUNICATION DEVELOPMENT AGENCIES**

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

**DECIDES:**

To instruct the Executive Secretary of CITEL:

- a) To perform required activities to implement collaboration actions concerning matters and projects identified in the conclusions of the Meeting of organizations and/or agencies to promote telecommunications/ICT development that was held during the XIX meeting of PCC.I.
- b) To perform these actions in coordination with rapporteurs and those in charge of pertaining matters, and also with the Regional Office for the Americas of the International Telecommunication Union (ITU).
- c) To present a report of advances made in the next PCC.I Meeting.

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<sup>27</sup> CCP.I-TIC/doc.2476/11

<sup>28</sup> CCP.I-TIC/doc.2478/11

**PCC.I/DEC. 136 (XIX-11)**<sup>29</sup>

**WEB SITE OF THE RAPPORTEURSHIP ON ICTs, ENVIRONMENT AND CLIMATE CHANGE**

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

**DECIDES:**

1. To approve the web site created by the Rapporteurship on ICTs, Environment and Climate Change for the purpose of interaction, exchange of information, consultation of technical papers, contributions to issues of the Rapporteurship, and publication of articles and news. The web site can be found on the following link: <http://www.ticmaccoea.mintel.gob.ec/>. CITEI Member States are requested to participate actively in the exchange of information, update of the regulatory framework, forums, surveys, and consultations regarding ICTs, the environment and climate change via this medium, which will make it possible to obtain the information required by the Rapporteur to assess those aspects involving the regulatory framework, projects, policies and plans implemented by Member States and to take this information as a baseline for drafting a handbook with an assessment and best practices that would become part of the Rapporteurship's Technical Notebook.
2. To instruct the Executive Secretary of CITEI to disseminate this information to the delegations of CITEI Member States.
3. To instruct the Rapporteurship on ICTs, Environment and Climate Change to provide the Secretariat with the support needed to implement the preceding instruction.
4. To invite CITEI Member States to interact and participate actively via this web site and to support it by providing information to enrich its contents for the purpose of giving the Rapporteur the inputs needed to achieve the goals of this Rapporteurship.

**PCC.I/DEC. 137 (XIX-11)**<sup>30</sup>

**PROJECT COMPLETION: BEST PRACTICES FOR NATIONAL CYBERSECURITY:  
BUILDING A NATIONAL COMPUTER SECURITY INCIDENT MANAGEMENT  
CAPABILITY**

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

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<sup>29</sup> CCP.I-TIC/doc.2449/11

<sup>30</sup> CCP.I-TIC/doc.2483/11

**DECIDES:**

To instruct the CITEI Secretariat to inform the membership that the CITEI PCC.I project: “CSIRT Best Practices Guidelines” has been completed. This project was assigned to the Rapporteur for Cybersecurity and Vulnerability Assessment within the Working Group on Deployment of Technologies and Services. The CSIRT Guidelines document can be found in CCP.I-TIC/doc.2342/11.

## **V. LIST OF BASIC DOCUMENTS**

Summary Minutes of the Inaugural Session and the  
First Plenary Session:

Summary Minutes of the Second Plenary Session:

Summary Minutes of the Third Plenary Session

CCP.I-TIC/doc. 2445/11 rev.1

CCP.I-TIC/doc. 2485 /11

CCP.I-TIC/doc. 2486/11 rev.1

List of Documents:

List of Participants:

Final Report for the Meeting

CCP.I-TIC/doc. 2294/11 rev.4

CCP.I-TIC/doc. 2295/11 rev.2

CCP.I-TIC/doc. 2487/11 rev.1