

**PCC.I/RES. 125 (XI-07) <sup>1</sup>**

**CREATION OF A TECHNICAL NOTEBOOK ON THE OPERATION AND EXPERIENCES  
REGARDING THE INTRODUCTION OF NEW SERVICES IN A ENVIRONMENT OF  
CONVERGENCE**

The XI Meeting of Permanent Consultative Committee I: Telecommunications,

**RECOGNIZING:**

- a) That the convergence of services is allowing the provision of a wide range of additional services to incumbent telecommunication services;
- b) That service providers are in an ongoing search of strategies for the deployment and broadcast of their network capacities allowing the installment and successful provisioning of the new services;
- c) That the sharing of the experience on the installment and successful provisioning of new services may become into a virtuous circle for the creation and inclusion of non-incumbent services in the use of new capacities developed in the networks owing to convergence;
- d) That telecommunications services in an environment of convergence are in ongoing evolution and hence, it is important to study practical cases to be used as further reference by countries of the Region,

**CONSIDERING:**

That PCC.I is at a good position where it can make an important contribution by providing successful strategies and experiences in the effective deployment of new services including updated information, facilitating information exchange and focused debate,

**RESOLVES:**

- 1. To create and maintain a Technical Notebook on the operation and experiences regarding the introduction of new services in an environment of convergence so as to provide updated information facilitating the queries of the countries of the Region and the debate on successful strategies and experiences in the effective deployment of new services. The draft Table of Contents of this Technical Notebook is described in the Annex of this Resolution.
- 2. To appoint the Rapporteur of the Group on the New services Impact as Coordinator of this Technical Notebook, who will be responsible for the coordination of the contributions submitted by the Administrations and PCC.I Associate Members.

**INVITES:**

- 1. PCC.I Members to participate and contribute in the creation of this Technical Notebook.
- 2. Other PCC.I Working Groups to contribute to the development of this document.

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<sup>1</sup> CCP.I-TEL/doc. 1164/07 rev.1

**ANNEX TO THE RESOLUTION PCC.I/RES. 125 (XI-07)**

**TECHNICAL NOTEBOOK  
THE OPERATION AND EXPERIENCES REGARDING THE INTRODUCTION OF  
NEW SERVICES IN A ENVIRONMENT OF CONVERGENCE  
Table of Contents (to be included among others)**

1. Introduction
2. Cases on operation and experiences regarding the introduction of new services in an environment of convergence for the following parties:
  - a. Users: Impact on education, experiences in complaints or usual problems as regards the use of the new services and technologies.
  - b. Technology vendors: Speed of development.
  - c. Commerce.
  - d. Service operators: Impact On the economy, improvement of Quality of Service (QoS). Efficiency in the Operation and Maintenance.
  - e. Bodies responsible for generating policies and the monitoring of the sector: social inclusion, such as services for physically handicapped, etc.
3. Conclusions y recommendations.