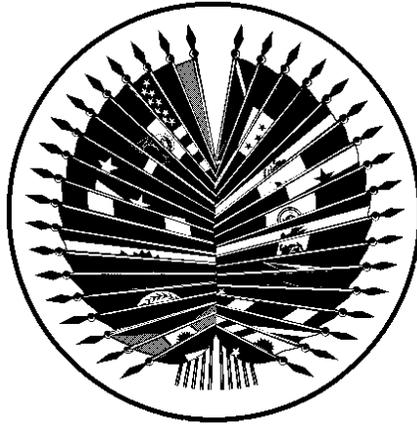


**X MEETING OF THE PERMANENT
EXECUTIVE COMMITTEE OF CITEL (COM/CITEL)
December 10 to 14, 2001
Salinas, Ecuador**

**OEA/Ser.L/XVII.5
COM/CITEL/doc. 682/01 rev.1 cor.1
22 March 2002
Original: Spanish**



FINAL REPORT

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FINAL REPORT

The X Meeting of the Permanent Executive Committee of CITEL, COM/CITEL, was held in Salinas, Ecuador from 10 to 14 December, 2001.

I. AGENDA ¹

1. Approval of the agenda and calendar.
2. Establishment of the Commissions of the meeting:
 - 2.1 Commission for the drafting of the Final Report.
 - 2.2 Commission for the preparation of the 2002 Plan of Operations.
3. Report of the Chair of COM/CITEL.
4. Reports of the Chairs of the Permanent Consultative Committees.
5. Report of the Joint Working Group on Legal Matters and Administrative Procedures of PCC.I, II, and III.
6. Report and meeting of:
 - 6.1 Working Group to prepare for the Meetings of the Council of the ITU.
 - 6.2 Working Group to prepare CITEL for the ITU Plenipotentiary and World Telecommunication Development Conferences of 2002.
 - 6.3 Working Group for the Development of Human Resources.
 - 6.4 Working Group on the CITEL Strategic Plan.
 - 6.5 Ad Hoc Group for the Improvement in the working methods of CITEL.
 - 6.6 Ad hoc Group for the revision of CITEL
7. Approval of the annual report on CITEL activities.
 - 7.1 Report of the Cooperation Agreements of CITEL.
 - 7.2 Report on activities to follow up on the Summit of the Americas.
 - 7.3 Coordination with regional and international telecommunications organizations.
8. Approval of the 2002 Plan of Operations (activities, budget, and schedule of meetings in 2002).
9. Report of the preparation for the Third Assembly of CITEL and the Forum of the Senior Telecommunication Officials meeting.
10. Establishment of an Agenda for Connectivity in the Americas.
11. Modifications to the Statute and Regulations.
12. Report of the ITU centers of excellence.
13. Review of the CITEL Strategic Plan.
14. Impact of the negotiations of the World Trade Organization (WTO) on Telecommunications in the Americas, and the participation of CITEL in the FTAA process.
15. Date, agenda, and site of the next meeting.
16. Approval of the reports of the commissions.
17. Other business.
18. Approval of the Final Report.

¹ Document: COM/CITEL/doc.602/01 cor.1.

II. AUTHORITIES OF THE MEETING

Chairman: Mr. José Pileggi, (Ecuador)
Vice-Chairman: Mr. Gonzalo Torres Carioni (Argentina)
Executive Secretary: Mr. Clovis Baptista (CITEL)

Drafting Group

Chair person: Mrs. Cecilia Jaramillo (Ecuador)
Members: Mr. Alvaro Solares (Mexico)
Mrs. Judy Kilpatrick (United States)
Mrs. Linda Armstrong (United States)

III. RESOLUTIONS

COM/CITEL/RES.121 (X-01)²

TELE-APPLICATION MANUALS AND TELEMEDICINE BOOK

The X Meeting of the Permanent Executive Committee, COM/CITEL,

CONSIDERING:

- a) That Resolution PCC.I/RES.111 (XIV-01) requests that the COM/CITEL includes the elaboration of Manuals on Tele-Application in the Americas in a list of priorities for the contribution to budget resources;
- b) That as per Resolution PCC.I/RES.133 (XV-01) it was decided that the Book “Telemedicine in the Americas” should be elaborated and the same amount of expenses as the one used to elaborate the book “The Universal Service in the Americas” were authorized;
- c) That Resolution PCC.I/RES.133 (XV-01) also requests the adhesion of COM/CITEL to the project of the elaboration of the “Tele-Medicine in the Americas Book”, and
- d) That the Manuals and Books mentioned are important instruments for the development of the Agenda for Connectivity in the Americas,

RESOLVES

1. To consider the projects for the elaboration of Manuals on Tele-application in the Americas as a priority in the use of budgetary resources.
2. To endorse the project for the elaboration of the Book on Tele-medicine in the Americas, based on its importance for the Member States.

² COM/CITEL/doc.646/01

3. To invite the Member States and Associate Members to contribute to these projects.

COM/CITEL/RES.122 (X-01)³

**ESTABLISHMENT OF COORDINATED ACTIVITIES TO COMBAT FRAUD IN
CONVERGENT TELECOMMUNICATION SYSTEMS (FIXED-MOBILE-IP)**

The X meeting of the Permanent Executive Committee of CITEL (COM/CITEL),

CONSIDERING:

- a) That Resolution PCC.I/RES.127 (XV-01) approved the establishment of a standardized antifraud system in convergent telecommunication systems (fixed-mobile-IP) and a work plan to implement this antifraud system, and
- b) That it is extremely important to administrations to adopt measures in order to share best practices and encourage common mechanisms against fraudulent operations.

RESOLVES:

1. To endorse the PCC.I activities to combat fraud in convergent telecommunication systems (fixed-mobile-IP) in the Americas.
2. To encourage PCC.I to open a dialogue between CITEL and other Agencies and Organizations on the subject of actions to discourage fraud in convergent telecommunications systems, with the objective to attempt to harmonize the approaches employed by CITEL and those Agencies and Organizations to achieve this goal.

COM/CITEL/RES.123 (X-01)⁴

**JOINT WORKING METHODS BETWEEN PCC.I AND PCC.III FOR THE DEVELOPMENT
OF STANDARDS COORDINATED DOCUMENTS FOR WIRELESS SYSTEMS AND
SERVICES**

The X Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

CONSIDERING:

- a) The growing need to restructure the working methods of the different regional and international fora due to the convergence of technologies and services, and their impact on regulatory and standardization activities regarding wireless communications;

³ COM/CITEL/doc.662/01

⁴ COM/CITEL/doc. 663/01.

- b) That in pursuance of the technological development of wireless systems and services, PCC.I and PCC.III's mandates bring about superposition in areas that require harmonization and coordination of activities related to the application of standards;
- c) That as a result of technological innovations in the field of wireless communications it is necessary and convenient to improve the efficiency of the activities of the working groups involved in the coordination of standards of the Permanent Consultative Committees in order to optimize their tasks, and
- d) That CITELE Member States will benefit from the availability of information on recent progress in wireless communication and standardization,

ACKNOWLEDGING:

- a) That Resolution COM/CITEL RES. 18 (III-95) instructs the Chairs of PCC.I and PCC.III to coordinate a joint meeting of the Working Groups carrying out activities to harmonize standards for wireless systems and services;
- b) That according to the joint meeting between PCC.I and PCC.III that took place in Asuncion, Paraguay, in March 1996, resolution PCC.III/RES..33 (IV-96) approves the unanimous Agreement between both Committees that establishes the method to coordinate the standardization of wireless networks, and
- c) That since the approval of these resolutions, CITELE has established an electronic forum to facilitate the use of efficient working methods in the prompt development of CITELE documents,

FURTHER ACKNOWLEDGING:

That without electronic mechanisms and efficient working methods, CITELE will not be able to adequately meet the needs of its Member States and associate members,

RESOLVES:

To approve the proposal on working methods for the development of Standard Coordination Documents between PCC.I and PCC.III in the field of wireless communications, as is attached to this Resolution as Annex 1

INSTRUCTS THE EXECUTIVE SECRETARY:

To report the approval of this resolution to PCC.I and PCC.III Chairs.

ANNEX 1

- a) Pursuant to the Unanimous Agreement between PCC.I and PCC.III, each Committee's responsibilities are indicated in the following table, according to the nature of their activity.

<p>PCC.I (Leader) PCC.III (Support)</p>	<p>1. DESCRIPTION OF SERVICES 2. NETWORK INTERFACES 3. ACCESS SIGNALING 4. SIGNALING BETWEEN SYSTEMS 5. INTELLIGENT WIRELESS NETWORKS</p>
<p>PCC.III (Leader) PCC.I (Support)</p>	<p>1. AIR INTERFACES 2. HANDOVER REQUIREMENTS 3. PRIVACY AND AUTHENTICATION REQUIREMENTS 4. USER IDENTIFICATION MODULES 5. MOBILE UNIT IDENTIFIERS</p>

- b) Each Committee will identify projects for which coordination with other Committees is required, according to the area of responsibility of each Committee, as specified in the previous paragraph;
- c) The Committee identified as the leader of a specific joint activity, shall prepare a plan and its corresponding schedule for any project carried out in coordination with the other Committee;
- d) The Committee identified as the leader shall request the support Committee's opinion, which shall reply by the date specified in the schedule. If required, the support Committee may respond to this request for an opinion by mail, preferably electronic.
- e) A specific Chapter will be established within CITEL's Electronic Forum for projects that require coordination between the two Committees, such that this Forum will serve as a space for opinion rather than for deliberations or approval of proposals.
- f) Both Committees' members will be informed by electronic mail about the initiation of a coordinated project and the establishment of a corresponding Chapter in the Electronic Forum;
- g) Each Committee will receive contributions relating to a coordinated project according to each Committees' obligations, pursuant to the provisions of paragraph a) above;
- h) Both Committees shall appoint a representative in charge of coordinating the work identified as joint activity in matters of wireless communications, for which they will present, at the corresponding Committee meetings, the results of the discussions held on the Electronic Forum.
- i) All documents of coordinated projects that are developed either during or between PCC meetings should be placed on Electronic Forum;
- j) The representative of the leader Committee shall inform all Electronic Forum participants about the matter, and that a coordinated project will be considered for adoption at the subsequent meeting of the respective Committee. That notification shall be given at least 45 days before the meeting.
- k) Every project, for which approval is pending, shall be placed on the Electronic Forum at least 30 days prior to the meeting of the corresponding Committee at which the project will be considered for adoption.

COM/CITEL RES. 124 (X-01)⁵

**APPROVAL OF THE COLOMBIAN ASSOCIATION OF ENGINEERS (ACIEM) AS A
CITEL REGIONAL TRAINING CENTER**

The X Meeting of the Permanent Executive Committee of CITEL (COM/CITEL),

CONSIDERING:

- a) The request made by the Ministry of Communications of Colombia for recognition of the Colombian Association of Electrical and Mechanical Engineers (ACIEM) as a CITEL Regional Training Center;
- b) The procedure for an organization to be recognized by CITEL to operate as a regional training center (COM/CITEL DEC. 14 (V-97)), and
- c) That the officials who met during the Eighth Meeting of the Steering Committee approved the ACIEM request on a temporary basis, under Article 99 of the Regulations and until ratification by the X Meeting of COM/CITEL,

TAKING INTO ACCOUNT:

That the Chairman of the Working Group on the Development of Human Resources made a positive assessment of the ACIEM infrastructure,

RESOLVES:

To approve the incorporation of the Colombian Association of Engineers (ACIEM) as a CITEL Regional Training Center.

TO INSTRUCT THE EXECUTIVE SECRETARY:

To inform the Ministry of Communications of Colombia that its request has been approved.

⁵ COM/CITEL/doc.608/01

COM/CITEL RES. 125 (X-01)⁶

APPROVAL OF THE COURSES TO BE GIVEN DURING 2002

The X Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

CONSIDERING:

- a) That the Third Summit of the Americas recognized the importance of facilitating the improvement of human resources in the telecommunication sector by means of continuous training programs in telecommunication policies, regulations, management and technology;
- b) That the Third Summit of the Americas also asked CITEL, in coordination with national entities, the ITU Center of Excellence for the Americas, to assist the countries of the Americas to respond to the growing needs for trained personnel;
- c) That according to the preparatory meeting of the region of the Americas for the World Telecommunication Development Conference (WTDC -02); held in Port of Spain, (Trinidad y Tobago) from October 16 to 18, 2001, under point five on human resources development, recognized the need to develop training programs for high level public authorities and regulatory agencies, as well as directors and administrators of the operators and suppliers of telecommunication services, and established priorities for the development of human resources in the Region of the Americas;
- d) The training requirements of the Member states of CITEL, as stated during the X Meeting of COM/CITEL, and
- e) That one of the mandates assigned to the Working Group for the Development of Human Resources is the coordination of training events,

TAKING INTO ACCOUNT:

The evaluation carried out with the Heads of the Various Delegations at the X Meeting of the Permanent Executive Committee of CITEL (COM/CITEL) presented by the Chair of the Working Group for the Development of Human Resources,

RESOLVES:

To select the following courses to be held during 2002.

1. Security of public networks; offered by the ITU Center of Excellence. Distance learning course for which CITEL will provide scholarships. The possibility of complementing it with a high level classroom course will be studied.
2. Interconnection of networks; offered by Asociación Colombiana de Ingenieros, ACIEM. Distance Learning course for which CITEL will take the necessary steps to convert the classroom course into a distance course and will promote the corresponding scholarships.

⁶ COM/CITEL/doc.669/01

3. Service Quality; offered by COMTELCA; has been selected as an alternate option in the event that it can be carried out, because it is provided by videoconferencing.

INSTRUCT THE EXECUTIVE SECRETARY:

- a) To carry out the pertinent procedures for implementing the distance learning courses during the year 2002.
- b) To make arrangements for the maximum possible dissemination of these courses.

COM/CITEL RES.126 (X-01)⁷

APPROVAL OF A JOINT ITU / CITEL / TIA EVENT IN 2002

The X Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

CONSIDERING:

- a) The many regulatory and market changes in recent years, which have had significant consequences for the activities of regulators, policy-makers and commercial interests in the Americas;
- b) The discussion between representatives of the ITU, a number of CITEL Member States, and TIA in June 2001 highlighting the benefits of bringing the above-mentioned interests together for a conference to discuss market changes, and in cases where certain market segments have been particularly vibrant, what elements (commercial, policy or regulatory) contributed to that vibrancy;
- c) The Agenda for Connectivity in the Americas discussed by COM/CITEL in Salinas, Ecuador, which included in its goals:
 - i. The inclusion of society's fundamental players – civil society, the private sector, and governments;
 - ii. The promotion of the use of infrastructure and development of national and regional content to promote the countries' respective cultural identities; and,
 - iii. The recognition of unique issues in each country while seeking common elements which might be applied throughout the region;
- d) The Cooperation Agreement between CITEL and TIA signed at the OAS in Washington, DC, in August 2001, which states that "activities that the Parties may agree to cooperate on include, but are not limited to, matters of telecommunication standardization, organization of seminars, meetings and round tables on matters of common interest; collaboration on joint projects; training; joint publications;"
- e) TIA's commitment to reach out to the private sector throughout the Americas;

⁷ COM/CITEL/doc.667/01

- f) The ability of the ITU and corporate sponsors to fund events; and
- g) That there would be no budgetary impact on CITELE,

RESOLVES:

1. To approve a joint conference between CITELE, the ITU and in coordination with TIA, to be held in conjunction with a previously scheduled CITELE meeting in 2002.
2. To designate the Chairman of the COM/CITELE to assist the ITU and TIA in the development of the agenda of such a conference.
3. To request the active participation of Member States and Associate Members in such an event.

COM/CITELE RES. 127 (X-01)⁸
ACCOMPLISHMENTS OF CITELE DURING 2001

The X Meeting of the Permanent Executive Committee of CITELE, COM/CITELE,

CONSIDERING:

- a) That in responding to the mandate received from the Third Summit of the Americas, CITELE has developed and adopted a draft Agenda for Connectivity in the Americas and Plan of Action of Quito, which may be found in the Annex to this resolution;
- b) That in addressing its mandates, CITELE developed and distributed to the Members and Associate Members a “*Reference Book on Tele-education in the Americas*”;
- c) That CITELE has initiated the preparation of a “*Reference Book on Telemedicine in the Americas*”;
- d) That the inaugural edition of the CITELE magazine has been published and distributed to its membership;
- e) That CITELE has initiated a program to address the issue of Fraud in the use of mobile communications including the coordination of this project with other telecommunication organization throughout the world;
- f) That CITELE is involved in an intensive process of developing common Inter-American Proposals for a) the 2002 World Telecommunication Development Conference, b) the 2002 ITU Plenipotentiary Conference and c) the 2003 World Radiocommunication Conference for the purpose of ensuring that the Region of the Americas has a strong voice in the global forum of the International Telecommunication Union;
- g) That CITELE has expanded the frequency range of its spectrum usage database to include allocations up to 400 GHz and includes data from the ITU, 31 of the countries of the Americas, the

⁸ COM/CITELE/doc.664/01

common European allocations, and the allocations of Korea, Japan and Thailand. The database is available on the CITEL web page in both English and Spanish;

- h) That CITEL has signed cooperative agreements with three telecommunication organizations and has concluded negotiations on such an agreement with the European Conference of Postal and Telecommunications Administrations;
- i) That the implementation of the Mutual Recognition Agreement on Conformity Assessment is now underway in the Americas with six countries either having signed the MRA or actively working to make modifications to their national regulations in order to position themselves to sign the MRA. Furthermore, CITEL has established an agreement with the Asia Pacific Economic Cooperation (APEC) Telecommunication Working Group for joint coordinated implementation of the MRAs, and

RESOLVES:

To inform the General Assembly of the OAS of these significant activities accomplished and initiated during 2001.

INSTRUCTS THE EXECUTIVE SECRETARY:

To attach this resolution to the CITEL annual report which will be submitted to the OAS general assembly.

COM/CITEL RES. 128 (X-01)⁹

GUIDE FOR THE ADOPTION OF RESOLUTIONS, RECOMMENDATIONS AND DECISIONS BY CITEL BODIES

The X Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

HAVING SEEN:

Documents STE-178/01 “Opinion of the OAS Department of Legal Services in relation to a Guide for the adoption of resolutions, recommendations and decisions in the Permanent Consultative Committees,” requested by PCC.III and document COM/CITEL doc. 628/01 “Guide for the adoption of resolutions, recommendations or decisions by CITEL bodies,” requested by the Steering Committee”,

⁹ COM/CITEL/doc.668/01

CONSIDERING:

That, in order to efficiently organize the work of CITEL, it is convenient to establish a guide for use of the CITEL Assembly, the Permanent Executive Committee of CITEL (COM/CITEL) and the Permanent Consultative Committees (PCCs) on the content of a “resolution,” a “recommendation” and a “decision” adopted in their respective areas,

RESOLVES:

1. To approve the “Guide for the adoption of resolutions, recommendations or decisions by CITEL bodies” attached hereto.
2. That the definitions and formats contained in this resolution are aimed at serving as a guide for the different entities of CITEL at their meetings. The expressions of the will of the corresponding entities as embodied in their documents will be valid in accordance with their content and the jurisdiction of the entity that issues them, and they are not deemed to be invalid if their format does not precisely observe the guidelines set forth herein.
3. That the subsidiary entities of the CITEL Assembly, COM/CITEL, and the PCCs will apply this guide as deemed relevant.

TO INSTRUCT THE EXECUTIVE SECRETARY:

To transmit this resolution, with its annex, to all CITEL bodies.

Annex

GUIDE FOR THE ADOPTION OF RESOLUTIONS, RECOMMENDATIONS AND DECISIONS BY CITEL BODIES

A. Resolution

a. Definition. It is the expression of the will of an entity whereby it approves, in the framework of its jurisdiction, measures or actions pertaining to any of the functions assigned to it by the corresponding provisions of the Statute of CITEL, the Regulations or other resolutions of competent entities, as a result of the opinion and criteria reached on the issue or issues subject of the resolution. Its application may be either permanent or transitory.

(i) The resolutions of the CITEL Assembly may refer, as the case may be, to any of CITEL's objectives as provided for in Article 3 or to the Assembly's functions, as provided for in Article 5 of the Statute of CITEL;

(ii) The resolutions of COM/CITEL may refer, as the case may be, to any of CITEL's objectives as provided for in Article 3 or to any of the functions provided for in Article 17 of the Statute of CITEL;

(iii) The resolutions of the PCCs focus on measures or actions for internal application referring to one or more aspects of a specific issue, included in the framework of the jurisdiction that the CITEL Assembly has assigned to them.

b. Format. The format of the resolutions should include an explanatory section and a decision-making section.

The explanatory section may contain one or more "Having seen" mentioning the legal documents, resolutions, or provisions that have been kept in mind as groundwork for the resolution and one or various "Taking into account," or "Considering," which describe the facts and standards that justify or make it necessary to approve the decision-making part of the resolution.

The decision-making section should contain one or more paragraphs setting forth the resolution. When necessary, a resolution may also include in its decision-making section one or more recommendations and one or more instructions, either to the Executive Secretary or to whomever it may concern.

B. Recommendation

a. Definition It is an expression of the will of an entity whereby it invites, in the framework of its jurisdiction, the administrations of the Member States or another deliberative organization of CITEL or OAS, to accept the opinion or criteria reached by the recommending entity on the different aspects of a specific issue or to implement them, as corresponds. Its application may be permanent or temporary.

(i). The recommendations of the CITEL Assembly may be addressed to the OAS General Assembly or to any other entity of the OAS, depending on the case, to the administrations of the Member States or to any consultative entity of CITEL;

(ii) The recommendations of COM/CITEL may be addressed to the administrations of the Member States, to the CITEL Assembly or to the other consultative entities of CITEL, and when the case merits it, to the OAS General Assembly, or to any other entity of the OAS, to present CITEL's position.

(iii) Recommendations of a PCC can be addressed to its Working Groups or Ad Hoc Groups, to another PCC, to COM/CITEL or to the CITEL Assembly, through the COM/CITEL.

b. Format. The format of the recommendations should include an explanatory section and a decision-making section.

The explanatory section should have the same characteristics as those indicated for the explanatory section of the resolutions.

The decision-making section should contain one or more recommendations. Furthermore, when necessary, it may contain one or more instructions to the Executive Secretary or to whomever it may concern.

C. Decision:

a. Definition. It is the expression of the will of an entity whereby it approves, in the framework of its jurisdiction, the implementation of a specific activity that is purely administrative. This category includes tasks such as the request for information, the remittance of forms to the national administrations or other similar entities.

b. Format. Decisions do not require any explanatory section. In the case of decisions of the PCCs, they will be described in the text of the minutes of the meetings and, in addition, shall be published in a table in the Final Report of each meeting, numbered consecutively. The decisions of the CITEL Assembly and the Permanent Executive Committee of CITEL will keep the current format.

COM/CITEL RES. 129 (X-01)¹⁰

**COM/CITEL PROPOSAL FOR THE CREATION OF A MEETING OF
TELECOMMUNICATION REGULATORS FROM THE AMERICAS AT III CITEL
ASSEMBLY**

The X Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

RECOGNIZING:

- a) That the Joint Working Group on Legal Matters and Administrative Procedures of the PCC.I, II and III (JWGLIAP) was established by Resolution COM/CITEL RES.30 (III-95) for the purpose of studying specific issues and to coordinate matters involving legal and administrative practices in the Americas in the area of telecommunications services and networks in coordination with the region's legal entities;
- b) That sub-working group I produced a draft report in the year 2000 (Draft Report) and presented the report at the IX COM/CITEL Meeting in November of that year (Ref.: Document COM/CITEL/doc.514/00);
- c) That the document was duly considered by COM/CITEL and, through decision COM/CITEL/DEC.26 (IX-00), COM/CITEL asked CITEL's Executive Secretariat to send the report to all the Member States and for the Steering Committee to consider any Member State comments at its August 2001 meeting;
- d) That the Chair of the sub-working group I of JWGLIAP sent the CITEL Secretariat and the OAS Department of Legal Services a draft considering discontinuation of the Draft Report preparation and a suggestion for COM/CITEL to adopt a proposal to replace the Draft Report, due to coordination difficulties, with a legal seminar sponsored by various legal and international organizations on telecommunications regulation in the Americas (Ref: Document COM/CITEL 638/01), and
- e) That it is also important for telecommunication regulatory agencies to independently meet and discuss issues of common interest,

CONSIDERING:

- a) The importance of maintaining a dialogue among telecommunication regulators in the Americas;
- b) That the recently concluded Global Summit of Regulators held in Geneva, Switzerland, during the first week of December, demonstrated the value of convening such meetings of regulators;
- c) That it would therefore be beneficial to the process begun by the JWGLIAP to provide the regulators of telecommunications in the Americas with the opportunity to meet and exchange thoughts on regulatory issues, and

¹⁰ COM/CITEL/doc.648/01 rev.1

- d) That a meeting sponsored by various legal and international organizations to discuss regulatory issues in the Americas is not precluded by a separate meeting of regulators,

RESOLVES:

1. To approve the creation of an agenda item for a meeting of appointed or similarly high ranking officials of telecommunications regulatory agencies in the Americas at the upcoming III CITELE Assembly for discussion of issues of common interests related to telecommunications regulations.
2. That it is prudent to wait until the conclusion of the ITU World Telecommunication Development Conference and the ITU Plenipotentiary 2002 to determine whether funded regional workshops are approved for ITU regional offices.
3. That if the appointed or similarly high ranking officials of the telecommunications regulatory agencies of the Americas determine that it will be useful to formalize the meeting process after the meeting at the III CITELE Assembly and that the timing, funding and subject matter are appropriate, given possible ITU events addressing the same issues, a further meeting on regulatory issues in the Americas could be held in conjunction with a meeting of the Permanent Consultative Committee I at the end of 2002.

INVITES:

Member States of CITELE participating in the ITU World Telecommunications Development Conference to support activities by the Telecommunications Development Bureau of the ITU (BDT), such as regional meetings of regulators, aimed at strengthening regulatory bodies (as a priority for the Americas Region).

INSTRUCTS THE EXECUTIVE SECRETARY:

To carry out the steps necessary to comply with the *resolves* 1 of the present Resolution and take such other actions upon further direction from CITELE.

COM/CITELE/RES.130 (X-01)¹¹

IMPLEMENTATION OF PAPERLESS MEETINGS IN CITELE

The X Meeting of the Permanent Executive Committee, COM/CITELE,

CONSIDERING:

- a) That at the XII meeting of CITELE/PCC.I, recommendation PCC.I/REC.11 (XIII-00) was adopted and subsequently presented to the IX Meeting of COM/CITELE in November 2000, and

¹¹ COM/CITELE/doc.674/01

- b) That COM/CITEL subsequently adopted the recommendation from PCC.I and resolved to establish an Ad Hoc group for the Improvement in the Working Methods of CITEL ((COM/CITEL.RES.111(IX-00)),

FURTHER CONSIDERING:

- a) That the OAS/CITEL PCC.I accomplishments at the XIV meeting in Natal, Brazil;
- b) The work done by Committee T1 from ATIS (Alliance for Telecommunications Industry Solutions) has done in regards to Wireless LAN Meetings, and
- c) The work done by Telecommunications Industry Association (TIA) Committee TR-45 has done in regards to Wireless LAN Meetings,

RECOGNIZING:

- a) The transitional process must take into consideration and plan for the difference existing among member countries;
- b) That not all participants at CITEL meetings at the current time have laptop computers at their disposal;
- c) That there must be a phased implementation to having a total paperless meeting;
- d) That a set of standard capabilities needs to be defined in order to provide consistent guidance to host countries and to ensure participants know what to expect when attending meetings of CITEL, and
- e) That the Ad Hoc Group presented a final report on its recommendations to the X meeting of COM/CITEL in 2001,

RESOLVES:

1. To adopt the recommendation of the Ad hoc Group for the Improvement in the Working Methods of CITEL, to have a phased approach for Implementation of a wireless LAN in 2002
 - At the first meeting of the PCCs to recommend purchase of laptops by each participant.
⇒ Each participant have a PC that is Windows 95 or later.
 - That at subsequent meetings begin the process of paperless meetings.
2. To continue the work of the Ad Hoc Group for the Improvement in the Working Methods of CITEL for the implementation of the program.
3. To designate Mr. Gains Gardner of United States of America as the Chair of the Group.
4. To adopt the following terms of reference for the Ad Hoc Group:

TERMS OF REFERENCE

1. Identify the CITEL Staff Requirements for the implementation of wireless meetings.
2. Identify Equipment Requirements for this purpose.
3. The project should be implemented by 1 June 2002.
4. To work closely with the Executive Secretary for all the phases in the implementation of this process.
5. To inform the results of the implementation by the XII meeting of COM/CITEL.

COM/CITEL RES.131 (X-01)¹²

RESULTS OF THE AD HOC GROUP FOR THE REVIEW OF CITEL

The X Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

HAVING SEEN:

Resolution COM/CITEL RES. 115 (IX-00) “*Ad Hoc* Group for the Review of CITEL” and

HAVING EXAMINED:

- a) The Report from the Chair of the Ad Hoc Group for the Review of CITEL (GT-REFORMA doc. 11/01) of September 15, 2001;
- b) The Report of the Canada Administration, Vice-Chair of the Ad Hoc Group, who chaired the last session of the Ad Hoc Group, held on December 12, 2001 (COM/CITEL/doc. 657/01 cor..2), and
- c) The documents “Legal issues identified during the meeting of the Ad Hoc Group for the revision of CITEL, at its meeting held on December 12, 2001”, (COM/CITEL 657/01 add.1), “Proposal on the structure of COM/CITEL” (COM/CITEL/657/01 cor.2) and “Proposed Modifications to the CITEL Regulations” (COM/CITEL/doc.661/01) which are attached to this resolution as Appendixes 1, 2 and 3 respectively,

CONSIDERING:

That it is necessary to give the Ad Hoc Group more time to continue studying the proposed modifications to the Statute and Regulations of CITEL,

¹² COM/CITEL/doc.654 /01 rev. 1, COM/CITEL/doc. 657/01 ad.1 , COM/CITEL/doc. 657/01 cor.2 , COM/CITEL/doc. 661/01.

RESOLVES:

1. To thank the Ad Hoc Group for the Review of CITEL for its Reports and prorogate its mandate to continue working and provide its report and recommendations to a meeting of COM/CITEL that will be held, immediately before the Third Regular Meeting of the CITEL Assembly.
2. To delegate the Ad Hoc Group the power to submit its report and recommendations directly to the Third Regular Assembly of CITEL, if COM/CITEL can not meet at the opportunity indicated in *resolve* 1 of this resolution.
3. To request that during the course of its work, the Ad Hoc Group:
 - a) To study the topics contained in the documents COM/CITEL/doc. 657 add.1 except for item 1 and Annex I both referring to the possibility of extending the COM/CITEL composition to 34 Member States, as this subject did not have support of the X Meeting of COM/CITEL;
 - b) To study the topics included in documents COM/CITEL/doc.657 cor.2 and COM/CITEL/doc. 661/01 and any other proposal submitted in a timely fashion during the mandate of the Group, and
 - c) Through the chair, to submit its recommendations in the way foreseen in *Resolves* 1 and 2 of this resolution, as needed,
4. To request that the Administration of Argentina, as the Chair of this Ad Hoc Group, continue carrying out the work of the Group by mail and to use the electronic Forum and the means provided by telecommunications.
5. To encourage the Administrations of the CITEL Member States and Associate Members to participate actively in the work of the Group and contribute their proposals by February 1, 2002, at the latest.

Legal issues identified at the meeting of the Ad Hoc Group on the Reform of CITEL, at its meeting held on December 12, 2001

The legal analysis of the proposals made in the Report from the Chairman of the Ad-Hoc Group on the Reform of CITEL was submitted by the OAS Legal Service Department in document COM/CITEL/doc. 634/01.

The legal issues that were presented at the meeting of the Ad-Hoc Group for the Review of CITEL at its meeting held on December 12, 2001 are set forth below:

1. What would be the majority of votes that should be required to ratify provisions at COM/CITEL, if the modification proposing that COM/CITEL be comprised of all Members States is approved, although a quorum of seven administrations would be required to hold a meeting?

The Legal Services Department was of the view that if COM/CITEL was going to be comprised of 34 Member States and if the quorum to hold a meeting required by the administration was going to be seven administrations, it would be advisable to modify the provisions of Article 20 of the Statute, which at present provides that the decisions of this Committee be adopted by an absolute majority of its members, as this majority would be 18 votes, which could turn out to be difficult to obtain if the quorum to hold a meeting was seven. The Group decided that, in order to adopt decisions, a favorable vote of the absolute majority of the States participating in the COM/CITEL meeting would be required, but that in no case could it be by less than seven votes. This formula is legally acceptable, and if the modification of COM/CITEL's composition is approved, this formula will be embodied in Article 20 of the Statute. The modifications to Articles 14, 18, 19, and 20 of the Statute and Articles 68 and 99 of CITEL Regulations needed to modify the composition of COM/CITEL are attached as Annex I.

2. In view of CITEL's character as an inter-governmental organization, may the Associate members of the PCCs participate in the meetings of the CITEL Assembly and in COM/CITEL?

From the legal standpoint, there is no impediment to the participation of Associate Members in the CITEL Assembly as observers, because this participation would be in accordance with "The Guidelines for the Participation of Organizations from Civil Society in OAS Activities" approved by the OAS Permanent Council (document CP/RES. 759 (1217/99)). The corresponding modification to Article 7 of the Statute and Article 17 of the Regulations of CITEL is attached as Annex II.

Nor is there a legal impediment for Associate Members to be observers at COM/CITEL. For this purpose, the corresponding modification to Article 7 of the Statute and Article 16 of the Regulations of CITEL is attached herewith as Annex III. It should be noted, however, that there is a statutory provision that permits COM/CITEL to invite to its meetings experts who could be associate members. Regarding this, Article 18 of the Statute of CITEL, when referring to COM/CITEL, provides that: "In consultation with the COM/CITEL members, the Chairman may invite representatives of specialized agencies or experts in matters to be considered at the meetings to advise as required."

We understand that, on occasion, COM/CITEL has invited associate members to participate in some of the working groups of COM/CITEL, depending on the matters to be dealt with. There is no legal impediment for this, because COM/CITEL is empowered to invite experts to carry out its work as efficiently as possible. We believe that Article 18 of the Statute, indicated in paragraph 2 of the present opinion, provides the legal basis for COM/CITEL to invite, whenever it deems necessary, associate members to participate as experts in some of its working groups. Nevertheless, if there is a wish to regulate more precisely the status of expert or advisor of an associate member participating in a working group of COM/CITEL, a provision could be added in the Regulations of CITEL. To do this we attach in Annex IV a text.

3. Could other agencies involved in telecommunications that are not currently covered by Article 24 of the Statute and Article 82 of the Regulations of CITEL be included among the associate members?

There is no legal impediment for this, as long as the requirements of legal personality are duly met, it is approved by the corresponding Member State, and the other requirements and procedures stipulated by the Regulations of CITEL for associate members have been complied with. The corresponding modification to Article 24 of the Statute and Article 82 of the Regulations of CITEL, as drafted by the Administration of Mexico, is attached herewith as Annex V.

DSL 13 Dec 2001

Annex I

Modifications to the Statute and Regulations to modify the Membership of COM/CITEL and related matters.

STATUTE

CHAPTER THREE

THE PERMANENT EXECUTIVE COMMITTEE (COM/CITEL)

Article 14

Membership

The Permanent Executive Committee (COM/CITEL) is the executive organ of CITEL. It is composed of ~~representatives of eleven~~ all Member States of CITEL ~~elected at the CITEL Assembly, who shall serve until the next Regular Meeting of the Assembly. The principles of rotation and of an equitable geographic representation shall be observed, insofar as possible, in the election of nine of these Member States. One of the two remaining members shall be the representative of the Member State hosting the meeting of the CITEL Assembly in which the election takes place. The other shall be the representative of the Member State in whose territory the next Regular Meeting of the CITEL Assembly will be held.~~

Article 18

Meetings and Headquarters of COM/CITEL

COM/CITEL shall meet at least once a year, in the country represented by its Chairman, in another country, or at the headquarters of the General Secretariat of the Organization, as the Committee may decide at its preceding meeting.

~~Any Member State which is not a member of COM/CITEL may participate in the meetings of COM/CITEL, with voice but without vote. The Chairmen of the Permanent Consultative Committees shall be invited to participate in the meetings of COM/CITEL with voice but without vote.~~

In consultation with the COM/CITEL members, the Chair may invite representatives of specialized agencies or experts in matters to be considered at the meetings to advise as required.

The Member State elected to preside over COM/CITEL shall organize, at its expense, and under the exclusive responsibility of the Chairman, an office in accordance with the Regulations.

Article 19

Quorum

Seven Member States ~~More than half the members~~ of COM/CITEL shall constitute quorum for a COM/CITEL meeting.

Article 20

Voting

In the deliberations of COM/CITEL, each Member, in the absence of consensus, shall have one vote, and decisions of COM/CITEL shall be adopted by the vote of an absolute majority of ~~its~~ the Members States participating in the meeting, but never by less than seven votes. However, on questions of procedure, decisions shall be taken by a simple majority of those present and voting. In the latter case, abstentions shall not be counted as votes cast.

REGULATIONS

CHAPTER III

THE PERMANENT EXECUTIVE COMMITTEE (COM/CITEL)

~~Length of Term~~

~~Article 68~~

~~—The Officers and members of COM/CITEL shall occupy their positions until the election of the new members at the next Regular Meeting of the CITEL Assembly.~~

Unregulated matters

Article 99

Situations and matters not provided for in these Regulations shall be decided by COM/CITEL by an absolute majority vote of its members participating in the meeting, but never by less than seven votes. Should COM/CITEL not be in session, they shall be dealt with provisionally by the Chairman, after consulting with the other members of the COM/CITEL, until COM/CITEL ratifies this decision at its next meeting. COM/CITEL shall report all decisions adopted under this Article, to the next Regular Meeting of the CITEL Assembly. No decision adopted under this Article can contradict the provisions of the CITEL Statute.

Annex II

Modifications to CITELE Statute and Regulation to enable Associate Members to participate in the CITELE Assembly as observers.

STATUTE

Article 7

Participation in CITELE Assembly

Observers

The following may be represented by observers at a meeting of the CITELE Assembly with the right to voice but without vote:

- a. Permanent Observers to the Organization;
- b. Subject to COM/CITELE's approval, those American States which are not Members of the Organization and which have asked to participate in the meeting.
- c. Subject to COM/CITELE's approval, those Non-American States that are Members of the United Nations or its specialized Agencies and which have asked to participate in the meeting.
- d. Inter-American specialized organizations and entities of the Organization, and Inter-American intergovernmental regional organizations;
- e. The United Nations and its specialized agencies;
- f. International and national organizations that are parties to agreements or arrangements establishing relations of cooperation with the Organization, with its organs, organizations or agencies, when such agreements or arrangements provide for participation of observers or in special cases when COM/CITELE so decides.
- g. Subject to COM/CITELE's approval, those international, regional, sub-regional and national agencies and organizations that are involved in telecommunications activities in the region and which have asked to participate in the meeting.
- h. *The Associate Members of the Permanent Consultative Committees.***

REGULATIONS

New article 17.

The active associate members may attend the public meetings of the CITEL Assembly as observers. The observers referred to in this article may speak at the plenary meetings of the CITEL Assembly or at the meetings of its main committees only when invited to do so by the Chair if there is a special interest or experience in the specific issue being discussed. These observers, in turn, may submit written statements on these matters when the Chair authorizes or expressly requests them to do so.

(The following articles need to be numbered correctly, so that the current Article 17 becomes Article 18 and so forth.).

Annex III

Modifications to CITEL Regulations so that Associate Members can participate as observers in COM/CITEL

Other observers

Article 16

International and national organizations that are parties to agreements or arrangements establishing relations of cooperation with the Organization, its organs, organizations or agencies may also attend the CITEL Assembly meetings when such agreements or arrangements provide for the participation of observers.

Subject to COM/CITEL's approval, the following entities may send observers to the CITEL Assembly:¹³

- a. American States that are not Members or Permanent Observers of the Organization who have asked to participate in the meeting.
- b. Non-American States that are Members of the United Nations or its specialized agencies who have asked to participate in the meeting.
- c. International, regional, subregional and national agencies and organizations that are involved in telecommunications activities in the region who have asked to participate in the meeting.
- d. ***The active associate members of the Permanent Consultative Committees.***

The observers referred to in this Article may speak at the plenary session of the CITEL Assembly or at the sessions of its principal committees, only when invited to do so by the corresponding presiding officer, because of special interest or expertise in a specific topic of discussion. Alternatively, such observers may provide written statements on such topics when expressly authorized or requested to do so by the presiding officer.

The participation of the observers referred to in this Article, before the CITEL Assembly, is without prejudice to the status that they may have in accordance with Article 82 of the Regulations.

¹³ Although this article refers to observers at the General Assembly, the inclusion of associate members under this article would empower them to request attendance as observer to COM/CITEL, by virtue of Article 76 of the Regulations of CITEL, provisionally modified by Resolution COM/CITEL RES. 76 (VII-98), ad referendum to the III Regular Meeting of the CITEL Assembly, whereby: “observers in the categories stipulated in Articles 13,14,15 and 16 may attend COM/CITEL meeting as observers on the same conditions as those established in the Regulations for their participation in the CITEL Assembly meetings.”

Annex IV

Modifications to CITEL Regulations so that Associate Members can participate in the Working Groups of COM/CITEL

Add a provision in Chapter III of the CITEL Regulations referring to COM/CITEL, whose text could read as follows:

COM/CITEL may invite representatives of associate members to participate in its working groups because of their experience or specialized knowledge of the matter that is the focus of the working group's mandate.

Annex V

Modifications to CITEL Statute and Regulations that are necessary to expand the categories of agencies that may obtain the status as Associate Member of the PCCs

STATUTE

Article 24

Participation in the Permanent Consultative Committees: Members, Associate Members, and Observers

Associate Members:

1. Any ~~recognized operating~~ agency, ~~scientific or industrial~~ organization, ~~funding or development~~ institution that is related to the telecommunication industry and is has a legal ~~entity~~ personality, with the approval of the corresponding Member State of CITEL, may become an Associate Member of a Permanent Consultative Committee. The Member State shall notify the Chair of COM/CITEL in writing of the names of the agencies and organizations it has approved. An agency, ~~or~~ organization or institution shall cease to be an Associate Member in the event that approval is withdrawn by the Member State.

REGULATIONS

Associate Members

Article 82

1. Associate Membership on a PCC is open to any ~~recognized operating~~ agency, ~~scientific or industrial~~ organization or ~~financial or development~~ institution related to the telecommunications industry, that has a legal personality (hereinafter “entity”), provided that the entity's Associate Membership is approved by the corresponding Member State of CITEL.

Proposal regarding the Structure of COM/CITEL

The Fourth Plenary Session of the X Meeting of COM/CITEL considered the possibility of always reflecting the different regions in the structure of COM/CITEL. Currently although Article 14 of the CITEL Statute states that “The principles of rotation and of an equitable geographic representation shall be observed, insofar as possible, in the election of nine of these Member States.”, this does not guarantee representation for each of the regions.

The Management Board setup of the Inter-American Agency for Cooperation and Development (IACD) of the OAS contemplates the concept that all regions will always be represented on the Board. In this regard, article 7 of the Statutes provides that:

Article 7

Membership of the Management Board

1. The Management Board shall consist of nine Member States of the Organization of American States elected by CIDI, observing, in accordance with the provisions of Article 77 of the Charter¹⁴, the criteria of rotation and equitable geographic representation **and guaranteeing** that no Member State shall be excluded from the opportunity for election to the Board and that every region **shall have the opportunity to be at all times represented.** (*underlines has been added*)
2. The members of the Management Board shall serve for a term of two years. The election shall be held annually at the Regular Meeting of CIDI, and shall be arranged so that in the year after the first election, four vacancies and in the subsequent year five vacancies shall occur, alternating annually thereafter. CIDI shall establish the procedures governing the conduct and timing of elections and the method of determining the initial vacancies.
3. Each Member State elected to the Management Board shall designate an official representative who preferably should have recognized experience and expertise in matters pertaining to cooperation and development programs and related activities. Such Member State may also designate Management Board alternate representatives and advisors.
4. The Chair of CEPCIDI shall serve ex officio as a non-voting member of the Management Board.

The Ad Hoc Group could consider a similar text for discussion and develop the procedure. For the effects of regional representation, the Group could examine the model adopted by the ITU to ensure the participation of all regions within the Council. The Americas have five clearly distributed regions: the NAFTA Group, CARICOM, Central America, the Andean Community of Nations and Mercosur with Chile.

¹⁴ Article 77 of the OAS Charter states that “With the prior approval of the General Assembly, the Councils may establish the subsidiary organs and the agencies that they consider advisable for the better performance of their duties. When the General Assembly is not in session, the aforesaid organs or agencies may be established provisionally by the corresponding Council. In constituting the membership of these bodies, the Councils, insofar as possible, shall follow the criteria of rotation and equitable geographic representation.”

Proposed Modifications to CITEL's Regulations

1. A review of all provisions of CITEL's Regulations has demonstrated that although Article 87 of CITEL's Regulations indicates that PCCs can adopt decisions by mail in accordance with the procedure established by COM/CITEL, there is no provision that entitles COM/CITEL itself to adopt decisions by mail, except for Article 99, on unregulated matters.¹⁵ The Chair of COM/CITEL feels that it would be convenient to have a specific provision on this matter in CITEL's Regulations. For that purpose, the Legal Services Department has prepared a text, which, if adopted by COM/CITEL and eventually by the CITEL Assembly, will be incorporated into CITEL's Regulations with a specific article number in Chapter III of the Regulations, regarding the CITEL's Permanent Executive Committee. (COM/CITEL).

Proposal:

“ COM/CITEL may approve resolutions, recommendations or decisions by mail, if, due to their urgent nature, the issues to be resolved cannot wait until the next COM/CITEL meeting. The resolutions, recommendations and decisions shall be approved by all COM/CITEL members, in accordance with a procedure approved by COM/CITEL itself. The CITEL Secretariat will keep a written report of the consultations and its' results and will communicate it to the Chair and other members of COM/CITEL.”

2. It has been noted that Article 73 of CITEL's Regulations on the replacement of the Chair and Vice-Chair is incongruent with the fact that the Chair and Vice-Chair of COM/CITEL fall to countries and not individuals. A Member State that holds the Chair or Vice-Chair of COM/CITEL, can, at any time, change its representative who is acting as the Chair or Vice-Chair, and appoint a new one. Under these circumstances, if the representative of the country holding the Chair is permanently prevented from continuing in that position, it would not be the Vice-Chair who would become the Chair, but would rather correspond be the country that holds the Chair to appoint its new representative. Similarly, if COM/CITEL'S Vice-Chair has a permanent impediment, it would be the country that holds the Vice-Chair that would appoint its new representative. For these reasons, it is recommended that the possibility of modifying Article 73 of CITEL's Regulations be considered such that the substitution stipulated therein will refer only to cases of temporary impediment by the Chair, Vice-Chair, or both.

¹⁵ Article 99 of CITEL's Regulations states that:

“ Situations and matters not provided for in these Regulations shall be decided by COM/CITEL by an absolute majority vote of its members. Should COM/CITEL not be in session, they shall be dealt with provisionally by the Chairman, after consulting with the other members of the COM/CITEL, until COM/CITEL ratifies this decision at its next meeting. COM/CITEL shall report all decisions adopted under this Article, to the next Regular Meeting of the CITEL Assembly. No decision adopted under this Article can contradict the provisions of the CITEL Statute.”

Proposal

Substitution of the Chair

Article 73

In the event of the temporary or ~~permanent~~ impediment of the Chair of COM/CITEL, the Vice-Chair will replace him/her. In the event of the temporary impediment of both, the functions of the Chair will be performed by the eldest oldest of the Chairmen Chairs of the Permanent Consultative Committees shall exercise the duties of the Chairmanship until the next regular Meeting of the CITEL Assembly, as long as the impediment lasts. ~~or until the next Ordinary Meeting of the CITEL Assembly, as appropriate.~~

COM/CITEL RES. 132 (X-01)¹⁶

UPDATED VERSION OF THE “STRATEGIC PLAN OF CITEL FOR 2001-2005”

The X Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

CONSIDERING:

- a) That it is necessary to keep the Strategic Plan of CITEL updated so it can serve as an adequate short and medium term Planning tool that will better orient the work of each and every one of the members that make up CITEL;
- b) That the Assembly of CITEL, through Resolution CITEL/RES. 23 (II-98) approved the Strategic Plan of CITEL 1998-2002 and decided to carry out its revision periodically;
- c) That during the IX meeting of COM/CITEL, through Resolution COM/CITEL RES.114 (IX-00) the updating of the Strategic Plan for the period 1999-2003 was approved and the Working Group was put in charge of the “Strategic Plan of CITEL”, as well as the periodic assessment and updating of the Plan;
- d) That both the technological breakthroughs that have affected the telecommunications sector and the changing environment in the Region require that the Strategic Plan of CITEL be permanently updated, and
- e) The dynamics of the processes of legislation and regulation change in the Member countries, due to the opening of the market to free competition,

¹⁶ COM/CITEL/ doc. 625/ 01 rev. 1

RESOLVES:

1. To approve the updated version of the Strategic Plan of CITEL for the 2001-2005 period, which is attached as an annex.
2. To put the Working Group in charge of preparing the necessary and adequate procedures in order to carry out the assessment of the Plan so it may serve as an updating tool.
3. To request the active participation of the Member States in these processes.

STRATEGIC PLAN OF CITEL FOR 2001-2005

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STRATEGIC PLAN OF CITEL FOR 2001-2005

EXECUTIVE SUMMARY

This strategic plan has been developed in response to the need to guide CITEL in the 21st century bearing in mind the breakthroughs in telecommunication technologies, the restructuring of administrations of Member states (government areas and regulatory agencies), and worldwide globalization.

This Plan is the outcome of a general review of the Strategic Plan for 2000-2004 approved by Resolution COM/CITEL RES.114 (IX-00) and the document "*CITEL's Strategic Plan for 1999-2003*", from which the guidelines and global strategies approved by the Assembly in March 1998 were gathered, as well as the guidelines set forth in the PCC's' and the Steering Committee's mandates, incorporating the strategic orientation of the PCC's, facilitating their periodic evaluation on the basis of sector action plans. This will enable CITEL to remain at the leading edge of regional advisory organizations preparing, coordinating and reaching a consensus on competitive matters and activities of importance for CITEL.

The Plan indicates where we are and where we are going, enabling the Member States to have the same approach and to ensure unity of purpose, with clearly established goals, policies, and strategies under a Strategic Planning scheme for a five-year period.

CITEL'S STRATEGIC PLAN FOR 2001-2005

1. BACKGROUND

The Inter-American Telecommunication Commission (CITEL) is a high-level advisory commission within the Organization of American States, established under Article 52 of the Charter of the OAS.

The OAS, as an organization comprised of 35 countries, has its origins in the first Panama Congress, held on June 22-July 15, 1826 in Panama, and in the ideal of the Liberator Simón Bolívar of setting up a united hemisphere.

Signing of the Treaty of Union, League and Perpetual Confederation of the Panama Congress on July 15, 1826 created the current OAS, which is the oldest organization in the world.

CITEL, as a part of the Organization, has an extensive background, as indicated below:

- In March 1890, the First International American Conference adopted important telecommunications resolutions on promoting telegraphic cable lines to unite the countries represented at the Conference (18), with regular services and equitable rates. One of the telegraphic cable lines, the Pacific line, was supposed to join the ports between San Francisco in the United States and Valparaíso in Chile.
- CITEL was initially set up on May 2, 1923, at the Fifth International American Conference, with the establishment of the Inter-American Electrical Communications Committee.
- Between 1923 and 1959 various expert-level activities were carried out, especially in the fields of broadcasting and radiocommunications, such as the South American Radio Agreement, the Inter-American Convention on Radio Communication, and the North American Radio Broadcasting Agreement. Part of these emerged with the establishment of the Inter-American Radio Communications Office, created in December 1937.
- Beginning in 1962, CITEL was established as a specialized committee of the Inter-American Economic and Social Council (CIES) and was called the Inter-American Telecommunication Commission.
- Beginning in 1971, the Commission became the Inter-American Telecommunication Conference, a specialized organization of the OAS, attached to the CIES.
- The Inter-American Telecommunication Commission, CITEL was established through resolution AG/RES.1224 (XXIII-0/93.)
- CITEL's First Regular Assembly at the ministerial level was held in Montevideo, Uruguay, in February 1994, with the Statutes adopted by the OAS General Assembly in June 1993 serving as a legal basis.
- Since 1994, CITEL's work has been recognized worldwide, and the organization has been enriched by the presence and joint contributions of the associate members, which along with the States on the Permanent Consultative Committees and the Working Groups have examined highly important topics, such as: Training and Human Resources, Preparation of World Conferences,

preparation of stances for the meetings of the ITU Council, Legal Matters and Administrative Procedures, Coordination of Standards, Network Modernization and New Services, Basic and Universal Services, Value-added Services, Terrestrial Mobile Services, Mobile Satellite Services, Wireless Access, Alternative Calling Procedures, Certification Processes, Global Information Infrastructure, Internet, and the harmonious, efficient use of the Radioelectric Spectrum, among others.

2. ANALYSIS OF THE CURRENT SITUATION

2.1 Analysis of the Environment

Technological Breakthroughs

- Rapid technological breakthroughs that contribute to improving the efficiency of services and the inclusion of innovations with the emergence of new services.
- Technologies facilitate infrastructure cost reductions.
- The explosive development of networks based on IP Protocols.
- The significant advances that have been made by the ITU in identifying ranges of frequencies for global mobile personal communications by satellite (GMPCS) systems, which have enabled the establishment of world operators that have obtained authorizations and licenses to operate in the territories of various States of the Americas.
- The administrations are doing studies to introduce International Mobile Telecommunication systems, IMT 2000, based on the resolutions established at the World Radiocommunication Conference (Istanbul, 2000), and the use of appropriate characteristics, of the ITU-R and ITU-T recommendations.
- The convergence of telecommunications, computer and audiovisual technology has facilitated the ongoing expansion of services and the massive extension of consumption to a large part of the population, which has access to the basic service.
- The trend toward the integration of networks and services, as well as the segregation of networks as an element of market development.

Comparative Development

- The substantial difference with regard to expanding and modernizing services between countries that use cutting edge technology and those that do not, the countries of the Americas being for the most part among the latter.
- The transfer of ownership of state-owned enterprises to semipublic or private enterprises, with the larger part of stock being purchased by trans-national companies.
- Regulation process in some countries and deregulation in others in terms of service delivery.

- Majority tendency of reforming legislation as a result of technological convergence and evolution.
- Overall liberalization of both product and services markets.
- National and regional initiatives to promote the development of the Global Information Society.

2.2 Analysis of CITEL's Strengths, Opportunities, Weaknesses, and Challenges

- ***Strengths***

It is a high-level specialized organization of the OAS, which is supported by the assets and resources of the Organization and whose work has been recognized by the General Assembly.

It has aroused the interest of operator companies, suppliers, industry, learning centers, and other companies, which have become affiliated as associate members of the Permanent Consultative Committees. This proves that CITEL is a valid forum for developing telecommunications in the Americas.

It is an entity that promotes joint positions, enabling Member States to successfully cope with globalization trends and, when appropriate, to elaborate regulations by consensus.

It has a proven, recognized organizational infrastructure.

Assists Telecommunications administrations of Member States with resolutions and recommendations issued by the Permanent Consultative Committees of CITEL and support granted in the areas of spectrum management and telecommunication service delivery regulation.

It is an organization that is aware of the regional need to develop a Global Information Society that permits integration, development and general well-being.

- ***Opportunities***

The difference in the development of the telecommunications of Member States and the different sectors within the states will enable CITEL to focus its efforts on community support to recommend adequate solutions.

New technologies and reduced costs will allow the states' national goals to be reached sooner and with better options. CITEL can identify human and economic resources for program implementation.

The joint work with the ITU and other regional and sub-regional bodies has allowed the joining of efforts and common decision taking that have benefited the Member States.

Identification of research, training, and technology transfer programs will enable Member States of CITEL to improve management orientation and development.

The globalization trend requires the establishment of organizations comprised of Member States in order to adopt common stances and carry out actions for their benefit.

The new framework created by the World Trade Organization and the regulation of telecommunication services.

- ***Weaknesses***

Limited participation of Member States in CITEL's endeavors. Many States rarely or never participate.

Substantial differences in the development level of Member States.

Scarce financing opportunities for the development of activities.

Lack of human and economic resources facilitating the ongoing participation of some State representatives in CITEL's activities.

Lack of flexible mechanisms for exchanging experts among Member States, facilitating the training of human resources and the implementation of development plans.

Continuous change of the representatives of Member States in the bodies of CITEL's organizational structure, which in some cases prevents the work from being consistent over time.

- ***Challenges***

The trend towards the liberalization of services exerts an impact on regulation processes, which affects CITEL's fulfillment of the mission of standardizing and harmonizing services in Member States.

The interests that stem from the private enterprise to obtain higher economic earnings could eventually lead to proposals that are contrary to those of CITEL.

For the development and preservation of the competitive market, it is advisable that market access be available to all players on the basis of the same terms and conditions, subject to the particular regulatory environment in all Member States.

The natural trend toward market domination hinders agreements between service suppliers of Member States for a better service delivery for the benefit of users of different countries.

The digital gap and the limited telecommunication infrastructure in rural and marginal urban areas of the region which makes it difficult to develop the Information Society within the reach of everybody.

2.3 Sector Analysis

- ***Environment***

CITEL is a leading regional organization in coordinating development of the telecommunications sector in the Americas.

The International Telecommunication Union, pursuant to the Constitution and Convention, is the governing body for telecommunications in the world and therefore of Member States of CITEL. The presence of all the countries from Region 2 in ITU will clearly benefit the joint work carried out by ITU and CITEL.

Negotiations in the World Trade Organization (WTO) have promoted trade in telecommunications services among Member States of CITEL. The Free Trade Area of the Americas (FTAA) agreement framework and other subregional agreements are expected to promote trade in the region.

The existence of regional and sub-regional telecommunications organizations benefits CITELE's work plans.

World and regional credit institutions could better contribute to the development of telecommunications in Member States that need it if they provide better financing conditions. They should also reduce their demands with regard to requirements and guarantees, since telecommunications in itself is a very reliable sector for investment.

- ***Influence Segment***

It encompasses the telecommunications sector of all Member States, both in countries that use cutting edge technologies and those that do not. It also includes a large sector of industry, trade, operations, and research for the public and private sector, which participate in CITELE as associate Members of the Permanent Consultative Committees.

- ***Structural Dependence***

In the framework of the structure and procedures of the Organization of American States, Member States are a part of CITELE.

3. STRATEGIC ORIENTATION

3.1 MISSION

To contribute to the harmonious and integral development of telecommunications in Member States of the Region as a dynamic, effective, specialized agency.

3.2 VISION

To contribute to ensure that all member countries of CITELE have universal telecommunication service which include information and communication technologies to promote the region's development.

3.3 STRATEGIC OBJECTIVES

1. To maintain CITELE as a regional organization recognized worldwide within the world telecommunications context
2. To accelerate the development of telecommunications in Member States.
3. To consolidate CITELE's administrative organization gearing it towards efficiency and effectiveness.
4. To improve CITELE's mechanisms for dissemination.
5. To promote training and the transfer of technology between Member States.
6. To promote economic, social, and cultural development in Member States.

7. To promote the establishment and development of the Global Information Society as a tool to achieve harmonious development respecting the cultural and social aspects of the Member States.
8. Promote the implementation and evaluation of the Agenda for Connectivity in the Americas and Plan of Action of Quito.

3.4 GENERAL POLICIES

1. To consolidate the foundation of CITEL, intensifying the participation of Member States, associate members, representatives of International and Regional Telecommunication Organizations that are Member of the Americas Region, Observers, Guests and other related telecommunication sector.
2. To broaden the scope of action, guaranteeing technical preeminence in the field of telecommunications.
3. To secure and expand its technical competence in matters relating to telecommunications, so as to play a more predominant role in issues relating to the economy and society.
4. To strengthen working relations with other international, regional and subregional organizations.
5. To promote access to basic telecommunications and information services.
6. To promote the development of telecommunications and information technology and communication.
7. To stimulate and support amateur services and amateurs via satellite, as a resource to promote the participation of society of the Member States in radiocommunication techniques and practices, as well as foster international friendship and provide rapid, effective communications in the case of disasters and support humanitarian assistance activities.
8. To bear in mind telecommunication needs and the environment of different cultures existing in the majority of the Member States, especially those of the indigenous peoples.

3.5 STRATEGIC PRIORITIES FOR THE 2001-2005 PERIOD

1. To maintain CITEL as an organization recognized within the context of world telecommunications:
 - To motivate participation and increase the responsibility of each and every Member State.
 - To promote cooperation ties with development organizations as well as with other organizations related to telecommunications matters.
 - To expand the relationship between the three PCC's and strengthen their collaboration process, including working methods to elaborate coordinated standards.
 - To unify criteria and efforts that benefit Member States in the ITU Council decisions.

- To identify financing opportunities to be dedicated to development activities in the telecommunications sector in Member States.
 - To hold ongoing informational and training fora on issues relating to trade in telecommunications services and products, including the MRA's.
2. To speed up the development of telecommunications in Member States:
- To analyze regularly the needs of CITELE Member States, associate members, Observers, and Guests of the world telecommunications sector, and user groups.
 - To establish mechanisms that allow for the harmonious development of telecommunications in Member States, promoting the continuous development of telecommunications services, looking after the countries' requirements, based on their level of development.
 - To include social concepts in telecommunication development.
 - To coordinate related regulations and procedures for telecommunications in the Americas.
 - To help identify human and economic resources for the fulfillment of national goals of Member States.
 - To work in coordination with the Development Sector of the ITU and subregional telecommunication organizations promoting the development of investment projects.
 - To coordinate and promote the performance of studies, allowing the implementation of current research towards third generation systems in a harmonious way among the Member States, with special emphasis on the technical, legal, and economic aspects of roaming.
 - To establish mechanisms that allow integration of services, convergence of technologies and network segregation.
 - To promote Internet development in the Member States and to urge their Administrations to declare the Internet a National Interest, establishing initiatives that facilitate access by the population at large, in accord with social conditions and adequate quality parameters.
 - To promote the establishment of the Global Information Society by implementing the Agenda for Connectivity in the Americas and Quito Action Plan.
3. To consolidate CITELE's administrative organization, orienting it towards efficiency:
- To improve working methods and performance, within the framework of a flexible structure.
 - To use electronic means as a working tool to automate processes and procedures.
 - To reinforce coordination activities of the PCC's.
 - To improve the working methods of the CITELE meetings by handling documentation electronically and online, in order to reduce costs.

4. To improve CITEL's mechanisms for broadcasting:
 - To broadcast information and technical knowledge, when appropriate, through informational meetings, seminars, manuals, and other means.
 - To optimize handling of information through the use of electronic media.
 - To optimize internal communication among Member States.
 - To increase CITEL's public information capacity, assuming a leadership position in the telecommunications community in the Americas.
5. To promote training and technology transferring among Member States.
 - To establish a dynamic mechanism for the exchange of experts among Member States.
 - To increasingly promote training for the development of human resources, emphasizing innovative methods, such as ITU's Centers of Excellence, to fulfill CITEL's mission in a practical and objective manner.
 - To identify research, training, and transfer of technology programs to improve gearing the management of the companies of the sector towards the development of Member States.
 - To use Internet as a tool for training events, with Member States massive participation.
6. To promote economic, social, and cultural development.
 - To extend information technology and audio broadcasting and television through terrestrial and satellite systems.
 - To contribute to creating a stable and transparent environment to attract investment in Member States from the region.
 - To incorporate social concepts in the development of telecommunications.
 - To consider Internet as a tool to achieve economic, social and cultural development.
 - To promote the implementation and evaluation of the Agenda for Connectivity in the Americas and Plan of Action of Quito.
 - To provide general guidelines within a conceptual framework of reference.
 - To suggest mechanism to help guarantee the continuity of the agendas of each one of the member countries and reiterate the need to rely on the active and ongoing participation of civil society.
 - To highlight the urgency of setting up working teams at the highest possible level.

- To develop three fundamental components: infrastructure or access, its utilization, and the quantity and quality of the contents which should be governed by principles of equity and universality.
- To consider topics of interest of the Region in the preparatory process for the World Summit on the Information Society.

4. MANDATES

CITEL's goals are achieved through activities of Permanent Consultative Committees and Working Groups, as well as through meetings and forums, sharing certain strategic goals and orientations in a given period.

4.1 Steering Committee

Terms of reference:

- a) To consolidate the coordination of activities of the different entities of CITEL and its relationship with other telecommunications organizations or entities involved in this activity, inside or outside the region of the Americas in order to ensure the better functioning of CITEL as a whole.
- b) To use more efficiently the funds and increase Regular Fund and Specific Fund resources, with the help of CITEL's Executive Secretary acting as Secretary of the Committee, with the responsibility of presenting to COM/CITEL a detailed report on:
 - All draft proposals to amend CITEL's Statutes and Regulations,
 - All draft proposals to amend the Mandates of the Permanent Consultative Committees and the Working Groups that are part of COM/CITEL,
 - All draft proposals for the budget and all proposal to amend budgets and programs of activities being implemented,
 - Conclusions from the in-depth study of the implementation of Programs of Activities and Budget conducted by Permanent Consultative Committees, the Working Groups that are part of COM/CITEL, and CITEL's Executive Secretariat, and the decisions adopted by the Steering Committee.

Joint Working Group on legal matters and administrative procedures of PCC.I, II and III

Terms of reference:

- a) To study the matters and provide the advisory services requested by the three PCC's on legal matters and administrative procedures with respect to the telecommunications networks and services that are part of CITEL's mandate.
- b) To limit its work to tasks officially entrusted to it by the PCC's; nevertheless, when necessary, it can included in its recommendations to the PCC the identification of matters that require CITEL's immediate attention.

- c) To study specific topics and coordinate those matters involving legal and administrative practices in the Americas in the area of telecommunications services, in coordination with the region's legal entities.
- d) To present a report assessing the regulatory and legal means that promote the liberalization of telecommunications services.

4.2 PERMANENT CONSULTATIVE COMMITTEES

4.2.1 PCC.I: PUBLIC TELECOMMUNICATION SERVICES

Objective

To act within the Inter-American Telecommunication Commission with respect to standards coordination, planning, financing, construction, operations, maintenance, technical assistance, equipment certification processes, tariff principles, and other matters related to the use, implementation, and exploitation of public telecommunications services in the Member States.

Mandates

In accordance with the ITU Regulations and taking into account the ITU recommendations:

- a) To promote and watch over the integration and strengthening of networks and public telecommunications services operating in the Member States, taking into account the need for their modernization and for the promotion of basic services, as well as for increasing the availability of specialized public services.
- b) To promote the development and implementation of new services that will make it possible to meet the telecommunications needs of all the inhabitants of the Americas, especially those in the most poorly served areas and sectors, on the basis of the national targets of each country and taking into account the programs established by sub-regional, regional, and worldwide organizations, in particular the ITU World Telecommunication Development Conferences.
- c) To provide incentives for research, training, technology transfer, and the experiences of all Member States and to see to it that these activities are considered necessary in all development and implementation processes.
- d) To undertake a coordinated effort with the different CITEC Groups in those areas that, by their very nature, lend themselves to joint action.
- e) To undertake the coordination of regional preparations for major ITU-T Conferences and meetings, including the preparation of common regional proposals (IAP) and positions when deemed appropriate.
- f) To continue the development of its role as a forum where the private sector and governments can come together to discuss issues concerning emerging IP networks, including IP telephone service, inter-operability and coordination of standard-setting for these networks.
- g) In addition, to make efforts to improve coverage and access to Internet in the Americas by cooperating with the private sector.

- h) To promote the implementation of Mutual Recognition Agreements.

4.2.2 PCC.II: Broadcasting

Objective

To act as a technical advisory body within the Inter-American Telecommunication Commission with respect to standards coordination, planning, operation, and technical assistance for the broadcasting service in its different forms.

Mandates

Under the application of the ITU Radio Regulations and taking into account the ITU recommendations:

- a) To stimulate and foster the development of the broadcasting service in the region.
- b) To promote and stimulate the use of modern technologies and to evaluate their impact.
- c) To promote the efficient use of the radio spectrum allocated to the broadcasting service, taking into account, in particular, the need to prevent and avoid, to the extent possible, harmful interferences to the radio communication services.
- d) To undertake a coordinated effort with the different CITELE groups in those areas that, by their very nature, lend themselves to joint action.
- e) To undertake the coordination of regional preparations for major ITU-R. Conferences and meetings within its mandates including the preparation of common regional proposals (IAP) and positions when deemed appropriate.

4.2.3 PCC.III: RADIOCOMMUNICATIONS

Objective

To act as a technical advisory body within the Inter-American Telecommunication Commission with respect to standards coordination, planning, and full and efficient use of the radio spectrum and satellite orbits, as well as matters pertaining to the operation of radio communication services in the Member States.

Mandates

In accordance with the ITU Radio Regulations and taking into account ITU recommendations:

- a) To promote harmonization in the utilization of the radio spectrum and the operation of radio communication services in the Member States, bearing especially in mind the need to prevent and avoid, to the extent possible, harmful interference in radio communication services.

- b) To foster the development and implementation of modern technologies and new services in the field of radio communication that make it possible to meet the needs of Member States, in conjunction with a more efficient utilization of the spectrum.
- c) To undertake a coordinated effort with the different CITEL Groups in those areas that by their very nature lend themselves to joint action.
- d) To undertake the coordination of regional preparations for major ITU-R Conferences and meetings, including the preparation of common regional proposals (IAP) and positions when deemed appropriate.

4.2.4 COM/CITEL'S WORKING GROUPS:

Working Group for the Development of Human Resources

Terms of reference:

- a) To identify and promote specific training courses in order to meet the needs and priorities of the Members of CITEL;
- b) To identify the organizations, institutes, and training centers capable of providing suitable training, mainly taking into account the possibilities of the Center of Excellence;
- c) To identify and promote scholarships, complements, or other financial resources that facilitate the participation in human resources training;
- d) To coordinate training programs with regional centers for CITEL's countries;
- e) To elaborate and disseminate, with available information, a document indicating the facilities being offered by training centers;
- f) With the information provided by liaison officials, to prepare a list containing the training demand of the member countries;
- g) To encourage the agencies of member countries to dedicate additional efforts to training and developing their human resources;
- h) To develop and maintain an updated list of courses available in regional, sub-regional and international telecommunications bodies;
- i) To develop and maintain an updated list of international events relating to training in telecommunications;
- j) To publish information on the CITEL page regarding the group's activities, its progress and the above lists, and keep it up-to-date, seeking to establish links with the web pages of the suppliers;
- k) To identify and promote training programs offered by operating companies and equipment manufacturing companies;

- l) To coordinate activities with other areas of CITELE that are involved in the field of education, especially taking advantage of the experience of the Working Group on Basic and Universal Telecommunication Services and rapporteur for tele-education. Preference should be given to programs offered on classroom study programs, which should be held in special cases;
- m) To consolidate a more direct relationship with international organizations that could provide training for the personnel of CITELE member countries, especially in terms of telecommunications administration and regulation;
- n) To coordinate work with the Center for Excellence of the ITU, to be established in the Republic of Argentina, and
- o) To present periodical work progress reports to the COM/CITELE Chairperson.

Working Group on the Strategic Plan of CITELE

Terms of reference:

To periodically update and evaluate the CITELE Strategic Plan.

Working Group to prepare CITELE for the 2002 Plenipotentiary Conference (PP-02) and the 2002 ITU World Telecommunication Development Conference (WTDC-02)

Terms of reference:

- a) To identify the matters to be dealt with by the Conference and that are of interest for the objectives and activities of CITELE and establish the group's structure for dealing with these matters.
- b) To prepare common proposals for consideration by the conference.
- c) To coordinate and establish the strategy to be developed by CITELE during the Conference.
- d) To analyze and prepare general guidelines for representation at the meeting during the Conference.
- e) To prepare the WTDC-02 through coordination by the regional presence and development chapters.
- f) To work in close coordination with the Regional Office of the ITU and other Regional Telecommunications Organizations to:
 - i. Prepare a report, for consideration by the WTDC-02, on telecommunications development in the Americas from the Malta Conference in 1998 to date, containing a list of priority issues to be dealt with by the Conference and the results of the assessment carried out by the Regional Office of the ITU on priorities of the states in the Americas Region; and,
 - ii. Develop common proposals and/or recommendations for the work of the Conference.

Working Group to prepare for the meetings of the International Telecommunication Union (ITU) Council

Mandate:

- a) To identify the matters dealt with by the Council of ITU that turn out to be truly important for the objectives and activities of CITELE, including the decisions adopted by the Plenipotentiary Conference and to establish priority to the most urgent matters.
- b) To conduct the preparatory work for the matters defined as important for CITELE and coordinate the strategy to be developed in the Council, its Commissions, and dependent Working Groups.
- c) To coordinate topics of common interest with the Working Group to prepare for the Plenipotentiary Conference (PP-02) and the World Telecommunication Development Conference of 2002 (WTDC-02), including any draft Inter-American proposals or other matters that may be developed for presentation to the ITU by the latter, before the presentation of any such matters or Inter-American proposals to the ITU.
- d) To coordinate with the Permanent Consultative Committees the handling of matters and activities of the Council that correspond to the Committees, as follows:
 - To utilize the result of the work undertaken within the PCCs.
 - To inform the Chairman of the PCCs regarding the decisions adopted in Council that impact the work of their respective committee.

Ad Hoc Group for improving the Working Methods of CITELE

Terms of Reference:

- a) To identify CITELE's personnel needs for implementing meetings with electronic documentation.
- b) To identify the equipment requirements for that purpose.
- c) The project shall take effect on June 1, 2002.
- d) To work with the Executive Secretary during all implementation phases of that process.
- e) To report on the results of the implementation of this project during the XII Meeting of COM/CITELE.

Ad Hoc Group for the establishment, implementation and development of the Agenda for Connectivity in the Americas

Terms of Reference:

- a) To propose planning and financing schemes for implementing specific regional and subregional programs and initiatives;
- b) To propose methods oriented toward modernizing national legislation to promote the implementation of the Agenda for Connectivity in the Americas and Plan of Action of Quito.
- c) To propose programs for promoting modernization and expansion of telecommunications infrastructure in rural and urban areas through the timely adoption of new technologies and services.
- d) To propose strategies for upgrading human resources in the telecommunications sector by means of continuous training programs in telecommunications policies, regulation, management and technology.
- e) To propose programs for promoting the creation of local and regional activities dedicated to the generation of local internet based content and industries, with special emphasis on the use of indigenous languages.
- f) To periodically review the Agenda for Connectivity and Plan of Action and propose modifications for the approval of COM/CITEL.

COM/CITEL RES. 133 (X-01)¹⁷

**AGENDA FOR CONNECTIVITY IN THE AMERICAS AND
PLAN OF ACTION OF QUITO**

The X meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

RECOGNIZING:

- a) That the Leaders of the nations of the Americas have drawn attention to the vital importance of connectivity during the 2001 Summit of the Americas in Quebec, by approving the “Declaration on Connectivity;” and
- b) That the Quebec City Action Plan further instruct the pertinent telecommunications authorities and regulatory agencies to work with regional and sub-regional organizations and agencies in the development and execution of a cooperative and collaborative program to support the Agenda for Connectivity in the Americas,

CONSIDERING:

- a) That a Group of Experts met in Quito, Ecuador, to prepare a draft Agenda and Action Plan for Connectivity in the Americas;
- b) That it is important for all Member States to have opportunity to examine and comment upon the Agenda and Action Plan, and
- c) That the International Telecommunication Union (ITU) is preparing the World Summit on the Information Society that needs to be taken into account by CITEL,

RESOLVES:

- 1. To approve the draft Agenda for Connectivity in the Americas and Plan of Action of Quito; and recommend that Members States implement it.
- 2. To create an Ad Hoc Group under the co-ordination of Mr. José Pileggi-Véliz from Ecuador to gather comments from CITEL Members and Associate Members, and to complete a final version of the Agenda for Connectivity in the Americas to be considered and acted upon by the III Assembly of CITEL, to be held in 2002.
- 3. That the Ad Hoc Group propose effective methods of working within CITEL and with other interested bodies to implement the Agenda for Connectivity; and propose an implementation scheme to the CITEL Assembly for its approval taking into account the preparation of the World Summit on the Information Society of the ITU.

¹⁷ COM/CITEL/doc. 655 rev.1 /01

4. That the implementation scheme include a proposal for a workshop for the Administrations and regulatory agencies of the region to be informed about concepts relevant to the Action Plan, and to discuss their participation in the development of National Connectivity Action Plans.
5. That the implementation scheme include also plan to involve other regional and sub-regional organizations and agencies in the Americas to join with CITELE to further develop and implement the Agenda for Connectivity.

INSTRUCTS THE EXECUTIVE SECRETARY OF CITELE:

To distribute the document “Agenda for Connectivity in the Americas and Plan of Action of Quito” along with the text of this resolution to all Member States and associate members so that they will be aware of this opportunity to comment.

URGES THE CHAIRMAN OF COM/CITELE:

To inform the Summit Implementation Review Group (SIRG) of the progress made by CITELE in implementation of the directive from the Summit of the Americas.

ANNEX 1

**TERMS OF REFERENCE FOR THE
AD HOC GROUP ON THE AGENDA FOR CONNECTIVITY IN THE AMERICAS AND
PLAN OF ACTION OF QUITO**

The work of the Ad Hoc Group on the Agenda for Connectivity in the Americas shall be conducted respecting the following deadlines:

1. Receive all comments from Member States and Associate Members of CITELE not later than 15 January, 2002. Comments are to be submitted to the Ad Hoc group via electronic mail to Mr. Bill Graham (graham.bill@ ic.gc.ca)
2. Circulate to all Member States a second draft of the Agenda for Connectivity in the Americas, considering all comments received, not later than 1 February, 2002.
3. Circulate to all Member States the following three proposals not later than 15 February, 2002:
 - a. A proposal for effective methods of working within CITELE and with other interested bodies to implement the Agenda for Connectivity in the Americas and Plan of Action of Quito;
 - b. A proposal for an implementation scheme to be submitted to the CITELE Assembly for its consideration; and
 - c. A proposal for a workshop for the Administrations and regulatory agencies of the region to be informed about concepts relevant to the Action Plan, and to discuss their participation in the development of National Connectivity Action Plans.

ANNEX 2

CITEL

AGENDA FOR CONNECTIVITY IN THE AMERICAS

PLAN OF ACTION OF QUITO

Meeting held in Quito, December 3-7, 2001
DRAFT

Executive Summary

The Heads of State and Government of the Americas, gathered at the Summit of the Americas held in Quebec City, in April 2001, recognized that an extraordinary technological revolution is now under way, one of profound social, cultural, political, and economic consequence, and that the region is entering a new economy and society defined by its vastly enhanced capacity to access knowledge and to improve the dissemination of information.

The Heads of State and Government expressed their firm conviction that promotion of an Agenda for Connectivity in the Americas, in the form of national agendas or strategies, would facilitate the integration of the Hemisphere into an increasingly knowledge-based society, which will provide the citizens of the Americas with an opportunity to develop and obtain knowledge so that they may profit fully from opportunities to strengthen democracy, generate prosperity, and fulfill their human potential.

In fulfillment of the Plan of Action of the Quebec Summit, signed by the Heads of State and Government, telecommunications authorities and the pertinent regulatory agencies were instructed to work with regional and subregional organizations and agencies to develop and execute, prior to the next Summit of the Americas, a cooperative and collaboration program to support an Agenda for Connectivity in the Americas.

To carry out the task mandated by the Heads of State and Government, the Inter-American Telecommunication Commission (CITEL) has coordinated the preparation of the document attached hereto, and invites other regional organizations to join forces with it in establishing an Agenda for Connectivity in the Americas.

The objectives of the attached document are:

- As part of a conceptual reference framework, to provide general guidelines facilitating the respective processes of assessment, design, implementation, evaluation, and integration of national Agendas for Connectivity.
- To indicate how important it is for connectivity agendas to be understood, conceived, and executed as broadly-conceived state policy.
- To suggest mechanisms that may contribute to ensuring the continuity of the Agendas, and to underscore the need for active and ongoing participation by representatives of civil society, the private and public sectors, and regional and international organizations in the life cycles of such agendas, that is, the assessment, design, implementation, evaluation, and integration phases.
- To underscore the urgency of constituting working teams at the highest possible level, under the guidance and direction of the respective governments, and with active participation by civil society and the private sector. To maintain the autonomy necessary for the successful design and execution of the respective agendas, such teams must be established as secretariats or national coordination offices.
- Given connectivity's "horizontal" nature and multisectoral application, it is suggested that such secretariats or national coordinating offices not be assigned or subordinate to any particular ministry, department, or agency. It is unnecessary to create new bureaucratic

entities; these secretariats or national coordination offices should report directly to the head of state.

The process should be designed to see that all countries of the Americas develop statements setting out their vision of their own connectivity agendas and that they begin to implement them prior to the next Summit of the Americas.

In defining such a national vision, each country should establish dates, and objectives and goals that may realistically be achieved within that timeframe.

The first premise for the success of connectivity agendas is that they must be conceived and executed with the active and ongoing participation of society's fundamental players -- civil society, the private sector, and the respective governments -- and must be developed around three fundamental components: infrastructure or access, utilization of that infrastructure, and the quantity and quality of the information superhighway's content.

The second premise is that the design and implementation of a connectivity agenda must be guided by principles of equity and universality, that is, access for everyone everywhere, at a cost truly within the reach of most of the public.

The third premise is promotion of the use of infrastructure, and development of national and regional content to promote the countries' respective cultural identities, and encourage the use of all languages within each country, including indigenous languages, without excluding or restricting access to international content.

In developing the Agenda for Connectivity in the Americas, an assessment must be carried out that enables strategies, policies, and procedures to be defined, both those applying exclusively to each country and those for application in all, and whose results it is suggested are valid for all countries of the region in achieving an information and knowledge-based society.

It is proposed that this initiative be directed by an entity designated within each country to lead and coordinate the Agenda for Connectivity. The urgency is underscored of constituting working teams at the highest possible level, under the guidance and direction of the respective governments and with active participation by civil society and the private sector.

To that end, each country must develop its own measurement plan, adapted to national realities and ensuring, insofar as possible, a process of ongoing and regular analysis that enables it adequately to monitor the development of its plans of action for the Agenda for Connectivity.

The document attached hereto sets out general guidelines to be used in designing an assessment of the status of information and communication technologies, their application, utilization, and national impact. To that end, appropriate research must be developed to measure the coverage, access, and utilization of such technologies.

Said general assessment guidelines are grouped as follows:

- Information and communication technology (ICT) infrastructure available to civil society, the private sector, and government
- Utilization of ICT by civil society in education, health, employment, and in recreational and cultural activities; utilization of ICT by the private sector, in particular, for electronic

commerce; and utilization of ICT by government for purposes such as its role as model user and driving force for initiatives, on-line government services and transactions, and electronic hiring

- Internet content for civil society, the private sector, and government

To implement the Agenda for Connectivity, the document proposes planning schemes, coordination mechanisms, and a plan of action for the execution of a series of coordinated strategies based on plans and programs designed to develop infrastructure, utilize ICT for community socioeconomic development, and make available important pertinent content for connectivity's three players: civil society, the private sector, and government.

Presented below are certain vital elements to be taken into account in addressing the challenge faced by all governments of the region in creating a modern regulatory framework that supports and sustains the development of the Agenda for Connectivity:

- Equitable, universal access to information
- Transparency
- A competitive ICT industry
- Effective civil society participation in the development of the regulatory framework
- Information protection mechanisms
- Training in the use of ICT services
- Protection the new information society's intellectual property
- Coordination of legislation governing the information and communications sectors

Also considered to be of the highest importance is how the Agenda for Connectivity will be financed. That connectivity is a national priority, and that the respective Agendas are state policy, must therefore be acknowledged in the development plans of the region's governments. It is essential that the importance assigned to connectivity is reflected in the design of the countries' respective macroeconomic policies and, in particular, in allocating public expenditure.

Creative project financing alternatives that benefit principally the Hemisphere's smallest economies must therefore be developed with the active participation of international financial institutions and the region's private sector.

Lastly, a proposal is presented for CITELE commitments to support effective implementation of the Agenda for Connectivity in the Americas in keeping with the mandate received from the Heads of State and Government of the Americas gathered in Quebec City at the Summit of the Americas of April 2001.

CITEL

AGENDA FOR CONNECTIVITY IN THE AMERICAS

AND

PLAN OF ACTION OF QUITO

Meeting held in Quito, December 3-7, 2001

DRAFT

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AGENDA FOR CONNECTIVITY IN THE AMERICAS AND PLAN OF ACTION OF QUITO

1. Background and justification

The Heads of State and Government of the Americas, gathered at the Summit of the Americas held in Quebec City, in April 2001, recognized that an extraordinary technological revolution is now under way, one of profound social, cultural, political, and economic consequence, and that the region is entering a new economy and society defined by its vastly enhanced capacity to access knowledge and to improve the dissemination of information.

The Heads of State and Government expressed their firm conviction that promotion of an Agenda for Connectivity in the Americas, in the form of national agendas or strategies, would facilitate the integration of the Hemisphere into an increasingly knowledge-based society, which will provide the citizens of the Americas with an opportunity to develop and obtain knowledge so that they may profit fully from opportunities to strengthen democracy, generate prosperity, and fulfill their human potential.

In fulfillment of the Plan of Action of the Quebec Summit, signed by the Heads of State and Government, telecommunications authorities and the pertinent regulatory agencies were instructed to work with regional and subregional organizations and agencies to develop and execute, prior to the next Summit of the Americas, a cooperative and collaborative program to support an Agenda for Connectivity in the Americas.

To carry out the task mandated by the Heads of State and Government, the Inter-American Telecommunication Commission (CITEL) has coordinated the preparation of the document attached hereto, and invites other regional organizations to join forces with it in establishing an Agenda for Connectivity in the Americas.

1.1. Objectives of this document

In fulfillment of the general objectives set out at the Summit of the Americas held in Quebec City, in April 2001, and, in particular, in the document “Connecting the Americas,” signed by the Heads of State and Government of the 34 nations of the Hemisphere present at the Summit, this document’s objectives are:

- As part of a conceptual frame of reference, to provide general guidelines to facilitate the corresponding processes of assessment, design, implementation, evaluation, and integration of national connectivity agendas.
- To indicate how important it is for connectivity agendas to be understood, conceived, and executed as broadly-conceived national state policy.
- To suggest some mechanisms to contribute to ensuring the continuity of agendas, and to underscore the need for active ongoing participation by representatives of civil society, the private and public sectors, and regional and international organizations in the life cycles of

such agendas, that is, the assessment, design, implementation, evaluation, and integration phases.

- To underscore the urgency of establishing working teams at the highest possible level, under the guidance and direction of the respective governments, and with active participation by civil society and the private sector. To maintain the autonomy necessary for the successful design and execution of the respective agendas, such teams must be established as secretariats or national coordination offices.
- Given connectivity's "horizontal" nature and multisectoral application, it is suggested that such secretariats or national coordinating offices not be assigned or subordinate to any particular ministry, department, or agency. It is unnecessary to create new bureaucratic entities; these secretariats or national coordination offices should report directly to the head of state.

2. Definition of an Agenda for Connectivity

2.1. Definition of connectivity

Connectivity is a society's internal capacity for communication and with its global environment through the use of telecommunications, information technologies, and what is produced by content industries, whose purpose is to evolve towards the information and knowledge-based society. Connectivity is the solution to the digital divide – or gap.

2.2. Definition of Agenda for Connectivity.

A series of interrelated strategies to enable full advantage to be taken of communications, information technologies, and content in the economic, social, cultural, and political development of a national community, with the ultimate aim of preparing it to evolve towards the information and knowledge-based society.

2.3. Vision

For all countries of the Americas to formulate a statement of their vision of their own Agendas for Connectivity, and for them to implement them prior to the next Summit of the Americas.

In formulating that national vision, each country must establish a target date and realistic goals to be attained within that timeframe.

2.4. Players

The Agendas for Connectivity must be conceived and executed with ongoing active participation by society's fundamental elements: civil society, private sector, and the respective governments. Participation by these players must be reflected in the entire life cycle of the connectivity process, that is, assessment, design, implementation, evaluation, and integration of the respective agendas.

2.5. Components

Infrastructure or access, utilization of that infrastructure, and the quantity and quality of the information superhighway's content are three components or areas inherent in connectivity. They may be defined as follows:

- Infrastructure: a combination of hardware, software, human resources, and telecommunications networks that facilitate access to digital information and services.
- Utilization: the added value of the use and application of digital information and services for the purpose of generating knowledge to enhance the population's quality of life.
- Content: the availability of pertinent quality digital information and services for the region's people and communities.

It should be noted that these three elements must be addressed both from a comprehensive point of view and by taking account of the needs and aspirations of connectivity's players.

2.6. Principles

The design and implementation of an Agenda for Connectivity must be guided by principles of equity and universality, that is, access for everyone everywhere, at a cost truly within the reach of most of the public.

In turn, utilization of infrastructure must be promoted and national and regional content must be developed to promote cultural identities, encourage the use of all languages within each country, including indigenous languages, without excluding or restricting access to international content.

2.7. Strategies

Linking the interests of the players, elements, and guiding principles must lead to the design and implementation of specific strategies that eventually produce on-line communities (e-communities), on-line companies (e-business), and on-line government (e-government) each of which, from its own perspective, addresses a wide range of national topics and priorities related to, *inter alia*, education, health, generation of employment, economic opportunities, democratic participation and protection of human rights, industrial development, particularly small and medium-size industry, commerce and services, tourism, the agricultural and export sectors, and recreation.

3. Assessment

In developing the Agenda for Connectivity in the Americas, an assessment must be carried out that enables strategies, policies, and procedures to be defined, both those applying exclusively to each country and those for application in all, and whose results it is suggested are valid for all countries of the region in achieving an information and knowledge-based society.

3.1. Inventory of national initiatives and assessment of country status

As has been established, there is agreement among governments regarding the need to develop national initiatives to facilitate the entry of countries into the information society for

the principal purpose of stimulating socioeconomic development in general and, in particular, enhancing the quality of life of citizens. It has also been agreed to call these initiatives the Agenda for Connectivity in each country, which will be consolidated within the Agenda for Connectivity in the Americas.

Moreover, there are various initiatives within each country, at both the private and the public level, and at both central level and within the lower tiers which, in some cases, have not operated in coordination and of which the community is not even aware.

Considering, on the one hand, the sense of urgency felt about closing the digital gap by taking advantage of the opportunity provided by information and communications technologies and, on the other, the possibility of enhancing results by achieving coordinated and focused work by all those concerned, an inventory of national initiatives at the planning stage and at different levels of development must be made, to include their objectives, the institutions designing and supporting them, goals, strategies, and financing plans.

It is suggested that this initiative is implemented by an entity designated in each country to lead and coordinate the Agenda for Connectivity.

As detailed an assessment as possible must also be made showing each country's readiness for the information society. This study must be conducted at local level and with full autonomy, both in determining the model itself and in the information-gathering procedure.

There are various methods of reference for establishing the readiness of a country to build the information society, and the status of its effective Internet connection. Such methods may be consulted in Appendix 6.2.

What is important here is, once the importance is acknowledged of the development of an Agenda for Connectivity to promote the use of information technologies as support for the national growth and development, it becomes necessary to ascertain the status of development and use of information and communications technologies in the three key sectors of this new model of society: civil society, the private sector, and government.

To that end, each country must develop its own measurement plan, adapted to its national realities and ensuring, insofar as possible, a process of ongoing and regular analysis enabling it adequately to monitor the development of its plans of action related to the Agenda for Connectivity.

This chapter sets out general guidelines to be used in designing an assessment of the status of information and communication technologies, their application, utilization, and national impact. To that end, appropriate research must be developed to measure the coverage, access, and utilization of such technologies.

It is acknowledged that the scope and scale of the proposed elements to be included in the assessment might discourage undertaking work on the Agenda for Connectivity. However, it must be evident that in an ideal world, governments would have all necessary information, which is not usually the case. It must therefore be clear that the recommendations in this chapter relate to assessment with ideal coverage, but not the coverage strictly necessary at the outset.

Finally, it should be noted that the countries have taken the road towards connectivity and learned the lesson of the importance of a large-scale approach and of taking the first step.

3.2. Infrastructure

The objective is to assess the installed and available resources needed to implement national Agendas for Connectivity.

The infrastructure assessment will focus on civil society, the private sector, and government.

3.2.1. Civil society

To assess the technological infrastructure needed by civil society in the framework of the Agenda for Connectivity, it is suggested that the following aspects be taken into account:

- Assessment of human resources for connectivity.

Under this item, an attempt will be made to gather, insofar as possible, information on the number of experts in telecommunications, information technologies, computer science, multimedia, and content in a given country, and data on the national student population, and curricula and programs of study in these areas, and those for user training. This may possibly be expanded to include more specific and detailed points, as required. This part of the assessment will enable the quantification of the capacity of response of specialized human resources and of the institutions to which they belong to implement the content of the Agenda for Connectivity.

- Assessment of telecommunications

As telecommunications is one of the main vehicles for connectivity, various parameters must be studied in connection with its current status at the national level. Among the most important aspects to be assessed in this section are:

- Teledensity in lines per 100 inhabitants
- Average number of telephone lines per household
- Geographic distribution of telephone lines
- Number of Internet service providers
- Study of national wireless capacity, installed or available, that may be used to bring connectivity to rural or remote areas to satisfy the requirements of civil society
- Existing wide band networks or, where none yet exist, narrow band networks, which may serve to support the development of civil society connectivity

- Universal service and universal access programs or funds that may support the initiation of the connectivity development within the country
- Alternative low-cost terminal equipment and features such as microcomputers to reduce connectivity costs for civil society
- Any other items considered necessary to ensure fulfillment of the objectives of the Agenda for Connectivity

This part of the assessment will provide elements to evaluate the extent to which current telecommunications infrastructure is able to meet the requirements of the Agenda for Connectivity, and how it must evolve to improve its capacity to do so.

- Assessment of information technologies and computer science

In this case, owing to the difficulty likely to be encountered in obtaining this information, assessment efforts may be limited to four types of establishment: educational institutions, health centers, libraries, and, where they exist, community Internet access centers. Some of the most pertinent points to be assessed are given below:

- Estimation of the number of PCs available in the country, in accordance with the information available
- Estimation of the number of PCs with Internet connection nationwide
- Number of PCs with Internet connection available to civil society in the community Internet access centers (telecenters), educational and health centers, libraries, and other establishments
- Number of PCs without Internet connection in the establishments listed in the preceding paragraph, but that might be connected to the Internet, to be made available to civil society
- Any other items considered necessary to ensure fulfillment of the objectives of the Agenda for Connectivity

- Assessment of available access

One of the priority aspects of infrastructure for civil society connectivity is the availability of access on a universal, equitable, and affordable basis, without negatively affecting the quality of services for the general public nationwide. This need is addressed basically through community access points, which provide essential telecommunications, applications, and content services to the public. Access points provide a viable solution for all sorts of communities. The current status of this civil society connectivity alternative must therefore be assessed.

Several points to be carried out to cover this portion of the assessment are suggested below:

- Inventory of community access point available capacity in the country
- Number, type, capacity, and geographic location of available access points
- Determination of the number of access points by type of entity operating and maintaining them (government, company, or educational or social institution)
- Any other points deemed advisable to assess in this connection

3.2.2. Private sector

This part of the assessment is intended essentially to determine the possible extent of private sector contribution to the Agenda for Connectivity. As stated above, the private sector is one of the most important players in implementing an Agenda for Connectivity as, in addition to serving as the force driving modern economies, it has a capacity to create and develop infrastructure for connectivity. Minimally, the items to be covered are:

- Number of telecommunications service operators, distinguishing between wired, wireless, cable, and satellite, and their respective coverage
- Number of firms marketing hardware and software and their sales points within the country
- Private sector plans related to items on the Agenda for Connectivity enabling the extent of their contribution to its implementation to be evaluated
- Average teledensity of telephone lines for the sector, wired and wireless, and high performance links, broken down by business subsector as a proportion of national teledensity
- Number of computers and data networks in the sector, and by business subsector
- Number of PCs with Internet connection in the sector, and by business subsector
- Other aspects of private sector contribution to connectivity

3.2.3. Government

Government plays three parts in implementing the Agenda for Connectivity: it contributes, with resources and exercise of its authority, to connectivity's success; it must become a model user of ICTs; and it is responsible for directing and supervising the Agenda.

An assessment of technological infrastructure in the government sector in the framework of the Agenda for Connectivity must minimally cover the following basic items:

- Average teledensity in lines within the different government agencies. The study must be conducted at all levels of government.

- Number of computers in each government agency, at its different levels. This must also be broken down by government area, as necessary and feasible.
- Number of PCs installed at the national level at each government level. To be broken down by government area.
- Number of PCs with Internet connection at the different government levels and various administration areas.
- Government communications networks and their features.
- Any other aspects deemed appropriate in this connection.

3.3. Utilization

3.3.1. Civil society.

3.3.1.1. Education

One of the main features of the new society is that it encourages life-long learning for its members. This aspect sets the new society apart; in the past, education was confined to a clearly defined part of persons' lives.

As we are discussing new technologies that promote the development of human potential, training must be viewed from two angles: its capacity to train individuals to use ICTs adequately to develop their own potential, and its capacity to use ICTs for educational purposes. In other words, this means not only using ICTs, but also learning to seek information actively via the Internet.

Consideration must also be given to education in a broader sense: formal education, including activities carried out in school, college, or university, non-formal education, including all aspects of job retraining or education for work, and other types of education taking place outside formal classrooms, and lastly, processes designed to create a national culture of ICT use, which show individuals the potential of the use of these technologies for their own development.

To make a full assessment of country's status in connection with these processes of providing citizens with the skills necessary to make appropriate use of ITCs, and of the level of use of these new technologies in educational processes, it is suggested that the following items be studied, in addition to any others deemed appropriate:

- Percentage of schools, colleges, and universities with teaching staff trained in ICT and Internet use
- Average percentage of teachers in schools, colleges, and universities trained in ICT and Internet use
- Percentage of schools, colleges, and universities providing tools to teachers to produce and make educational content available to their students via the Internet

- Percentage of schools, colleges, and universities providing tools to teachers to offer and administer classes that utilize ICTs and the Internet
- Percentage of institutions with ICT-based curricula
- Number and percentage of virtual education programs within schools, colleges, and universities
- Percentage of schools, colleges, and universities offering regular courses to their students for the development of ICT and Internet skills
- Number of institutions providing non-formal education that offer regular courses to students for the development of ICT and Internet skills
- Installed capacity within non-formal educational institutions in relation to the economically-active population in large, medium-sized, and small cities
- Number of national institutions and programs devoted to research and development of technological applications for the education-learning processes
- Number and subject area of public Web portals or sites with tools for content production and with content on the country's curricula and study programs

3.3.1.2. Health

One of the items on the Agenda for Connectivity of greatest importance to society is the implementation of mass telemedicine services in the interest of public health. Technological convergence has gradually enabled affordable services to be made available, which has the potential to revolutionize medicine. Although this is the application most slowly becoming viable as a service, telemedicine is now beginning to show modest, but evident, results in many countries. One such result is the possibility of decentralizing health services, and expanding their coverage to populations that once did not have access to them because they lived in remote areas, where medical staff and facilities were unavailable.

One of the services of the information and knowledge-based society of greatest social importance is known as interactive telehealth.

This is the use, to the greatest extent possible, of new technologies in national public health care through multiple applications, including diagnosis, teleconsultation, teleintervention by specialists, remote interactive management of clinical records and other patient information, database administration of equipment, facilities, and medications, medical training, and general administration of services.

Although it has been noted that in some countries telemedicine has thus far been assigned secondary importance as opposed to the development of distance learning, telemedicine is perhaps the second application to generate multiple public services.

In countries most evolved towards the information and knowledge-based society, telemedicine has been identified as one of the factors essential to

attaining high quality public health care services, in particular, care for nation's community of senior citizens.

It is a fact that health services in most countries of the region are concentrated in the main urban areas, and that there are far fewer in geographic areas of social concern. The concentration of specialists and facilities and advanced medical equipment is particularly marked. This represents a profound urban-rural imbalance in terms of availability, quality, and density of medical care. Such imbalances are even marked within large cities between the developed districts and the peripheral areas, and between one city and another.

The assessment of national status of development of connectivity in the health area should include the following items:

- Total number of health establishments. Studies should be broken down by metropolitan, urban, suburban, and rural areas.
- Total number of health establishments with Internet connection. Studies should give the same details as those mentioned above.
- Number of health centers with databases to be used by employees to support the dissemination of telemedicine.
- On-line clinical, hospital management, and health center information systems.
- Publicly-available telehealth information services.
- Number of existing telemedicine service centers.
- Characteristics of telehealth-based health services decentralization programs.
- Any other items deemed appropriate to assess.

3.3.1.3. Employment

The potentially economically-active population and, in particular, that part of the population without access to the labor market or with only partial access owing to unemployment, underemployment, age, health, or social status urgently requires the support of connectivity to improve or resolve its situation. Facilitation and streamlining of the interface between those seeking and those offering personal services is, without doubt, one of connectivity's most important missions. The Agenda for Connectivity must include an assessment to focus its efforts in this area.

An assessment of the status of the labor sector included on the Agenda for Connectivity must take account, *inter alia*, of:

- Data on the labor market and the economically-active population
- Data on the population with disabilities or with problems of displacement that is potentially economically-active
- Data on senior citizens wishing to work
- Existence and characteristics of private or government on-line systems to provide employment services
- Existence of national public and private sector telecommuting systems
- Other aspects of employment that would benefit from application of an Agenda for Connectivity

3.3.1.4. Recreation

Utilization of the Internet to access recreational information to some extent demonstrates a society's maturity in accessing goods and services via the new channel, the Internet, whose suppliers for the most part are the community and the private sector and, in some cases, the government. In this area, it is recommended that the following items should be included in the assessment:

- Number of national Internet sites that focus on recreational information and/or services
- Percentage of national recreational entities, agents, events, and projects promoted via the Internet
- Number of different users regularly accessing each of these sites
- Percentage of recreational communities, real and virtual, utilizing the Internet as a means of communication among themselves and with other groups at the national or international level

3.3.1.5. Culture

An important aspect of the assessment of a country's readiness with respect to ICT use is the cultural information aspect. The following items, among others, are considered appropriate for consideration in this area:

- Is there national policy to promote computerization, dissemination, and mass access to the national cultural heritage via the Internet?
- Number of national Internet sites focusing on culture
- Percentage of national cultural entities, agents, events, and projects promoted via the Internet
- Percentage of real and virtual communities offering cultural information via the Internet
- Percentage of museums, monuments, and/or national treasures promoted via the Internet
- Number of different regular users accessing each of these sites

- Percentage of indigenous communities utilizing ICTs and the Internet as a means of communication among themselves and with other groups or governments at different national or international levels.

3.3.2. Private sector

3.3.2.1. Electronic commerce

Electronic commerce is now established as a key factor in the development of the information society, and as a fundamental economic force driving the need for connectivity. The ongoing growth of the Internet continues to fuel the expansion of electronic commerce. At the same time, the globalization of markets and trade opens new opportunities, extends business' ability to reach new markets, and creates new challenges for governments. Through connectivity, these benefits can extend far beyond the group of large companies, allowing small and medium-sized enterprises, and even individuals to sell products and services in a previously-unimaginable global marketplace. New communities of interest can be created, allowing users of native languages and other previously-marginalized communities to communicate and do business with one another.

Electronic commerce is more than just selling consumer goods on the Internet. It is the transformation of business systems and processes, and the creation of a networked economy. Networks are likely to play as important a transformative role in the economies of the current century as railways and electricity did in the 19th and 20th centuries. The “new” economy is essentially and primarily a “networked economy,” where the capacity to deploy and use electronic networks will determine absolutely the competitive positions of firms, industries and national economies. Businesses of all sizes must assess their readiness to engage in electronic commerce, by conducting an e-readiness assessment.

In parallel, the continued development of new access technologies in conjunction with the creation of more, and more varied, services emphasize the increased need for government to create an e-commerce friendly environment to benefit both business and users – a demand which forms an essential part of the connectivity agenda. Governments must also analyze how prepared they are to undertake this task.

Business e-readiness assessment

Because the decision to engage in electronic commerce is fundamental for anyone involved in business, there are many factors that should be considered before beginning. In addition to ensuring that a business has adequate access to infrastructure, management must determine at what level they want to engage in electronic commerce. An e-readiness assessment will help to accomplish that goal. Many resources are available on-line at no cost to help business with self-assessment, complementing the individualized services available from governments and business experts. As an example to suggest some of the components of an e-readiness assessment, a business intending to offer its goods or services on-line should ask itself questions such as the following.

About your company and your customers:

A company's current structure, customer base, and partnership networks will influence its decision-making about how to approach the transition to e-business. The items below ask you about some of these critical factors.

- Do you understand your current customers? Do they come from different sectors, or are they primarily individuals? Are they usually one-time or repeat customers? Are they primarily within 1, 2 or more time zones?
- Do you and your present/target customers use the Internet, and how? (e-mail only? Research? Promotion? Intranet? Advanced users of interactive services?)
- Do you have adequate management systems already in place? For example, a quality assurance system? Adequate record keeping? A data security system? Performance tracking systems?
- Do you normally work with partners or not? Are your partners also e-ready?

About your company's strategic goals:

Any e-business strategy needs to be developed in the context of a firm's overall corporate objectives. E-business is not simply a technical or programming issue. The items below suggest how e-business will need to fit into an overall strategy.

- What is your corporate strategy? Is it primarily to increase revenues, expand your market share and expand your customer base? Is it to improve service, decrease time to market and expand your reach? Do you have the capacity to achieve your goal?
- What is your corporate structure? Are decisions made by a CEO or by a team? Who makes e-business and technology decisions? Do you have the flexibility to manage a change to electronic commerce?
- Do you already use the Internet to track changes in your business sector? Your customers? New market opportunities? Follow strategic trends?
- Do you understand your core processes, and those of your customers?

About how do you want to enter the world of e-commerce?

- E-procurement: The primary financial gains from the Internet have come from e-procurement savings rather than from sales. You should consider whether it is feasible for your business to procure the goods and services it needs on-line. Are your present suppliers able to accommodate e-procurement? What new sources of supply would be available to you? Could they meet your needs as well as your present suppliers?
- On-line presence: Developing a website or other online presence allows potential customers to use it to evaluate your capabilities and whether you could meet their needs. You should think about whether your website offers useful information. Can you keep it up-to-date? Is it suitable for your customers' access technology (slow modems or broadband connections)? Can you respond to questions as quickly as your on-line

customers expect? Are you offering an appropriate level of interactivity?

- Integrated operations and service delivery: Because e-commerce takes place in a digital multi-user environment, there are often a number of procedural changes that a firm needs to make in order to be competitive in e-business. One of the major benefits customers seek from e-business solutions is a seamless interface with your company. You need to consider whether business processes can be standardized or customized to meet customers' expectations as well as their organizational and technological needs.
- Expanding the boundaries of your business: The main challenge facing companies moving to an e-business environment is the need to extend their boundaries and include external partners in order to meet customers' needs. You will need to assess your readiness and willingness to work across multiple time zones. Are you prepared to work with partners and customers outside your country? In a different language? In developed and developing countries? Do you want to work only with partners you chose, or in a more open environment? Are you prepared to outsource some of your processes? Do you have privacy, intellectual property and security procedures adequate to your needs? Those of your partners and customers?

Some examples of on-line guidance and tools for assessing e-readiness for companies are provided in APPENDIX XXX.

3.3.3. Government.

Government e-readiness assessment

There is broad international agreement about the role of governments in promoting electronic commerce. The following list summarizes the key points that should be considered by governments in our region. The Action Plan in section 4.3.2 describes areas where concrete action will be most useful.

Governments need to act to build trust in the digital marketplace, in much the same way as they have traditionally acted to provide surety in the physical marketplace. Specifically, governments should assess their policies on privacy, security, and consumer protection to determine whether their existing protection is sufficient, or whether new action will be needed.

Because electronic commerce blurs boundaries that citizens have become accustomed to in the field of commerce, governments may need to take steps to clarify market rules in the new environment. Some key items requiring attention include ensuring that the taxation regime does not penalize users of e-commerce (tax neutrality), recognition of the legal standing of electronic documents, and guaranteeing intellectual property rights in the challenging digital environment. Each government of the region should consider whether its regime is adequate to promotion of e-commerce.

Finally, governments can help to encourage market development. Governments should review whether they are acting as a model user of electronic commerce, for example by engaging in e-procurement. They should examine their policy framework

to ensure that they are encouraging small and medium-sized businesses to adopt electronic commerce. And in addition, when looking at other aspects of their domestic action plans for connectivity, governments need to ensure that strategies to provide access for the public take into account the interests of consumers and micro-enterprise in the design of access strategies such as telecenters or other community access points.

Governments can also play a vital role in market development by providing targeted information to business which will improve their understanding of their market and help them to become more competitive. Two examples that have proven effective are market information systems and business matchmaking services. Market information systems can inform participants in a sector of market conditions, current prices, export opportunities. This information can both lead to more profitable sales, and also draw businesses (especially SMEs and primary producers) to start to take part in electronic commerce. Business matchmaking services can go beyond the provision of information to allow business partnerships to develop on line to the benefit of all partners. Governments should take advantage of opportunities to find and exchange information on best practices and innovative offerings to facilitate the growth of electronic commerce.

Electronic government is often defined as the on-line delivery of information and services – including the provision of opportunities for citizens to express their views on policy and program decisions. Most often the driver for a government on-line initiative is the desire to improve the quality of service delivery and raise the level of users'¹⁸ satisfaction with government services. But as in the case for businesses moving to electronic commerce, governments taking their business on line need to assess whether they are prepared for the task. Governments which have begun to go on line have often seen the task as having three important elements: becoming a model user as a means of encouraging other sectors of society to become connected; putting government information, transactions and services on line; and developing on-line procurement systems.

Governments are well placed to become model users. Their Internet presence can be showcases of the potential and benefits of connectivity, providing an inspiration to others. To achieve these goals, they need to undertake a rigorous process similar to the one described in the previous section for businesses doing an e-readiness assessment. To take one example, they need to fully understand their businesses and their customers. For governments, their “customers” are certainly citizens and businesses in their own countries, but they can also be those outside the country who want or need to access information or services from the government. These groups may want different things from a government. They may want to be able to interact with government in different ways, they may want to be able to customize their interactions. It is important for a government to diagnose their products and processes with a view to meeting as many demands as possible. It is probable that the best approach ultimately will be to continue providing traditional face-to-face service, as

¹⁸ The word “user” in this paper to refer to someone who uses the services of a national government. Most commonly, the user will be a citizen of the country in question, but a user may also be a person outside the country, or a representative of a business inside or outside the country, seeking information or engaged in a voluntary or required transaction with the government.

well as telephone access through tele-centers, while encouraging citizens to view on-line service delivery as the “channel of choice.”

The government’s diagnosis should be undertaken at the widest possible level, to try to identify where the complex can be simplified, where similar systems can be combined, and where it might be possible to share common infrastructure among parts of government. Such a thorough exercise can result not only in finding better ways to interact with citizens, but also in identifying possibilities for savings. A careful and thorough approach in the analytical and planning stage is essential. When other sectors of the society are trying to come to grips with the concept of connectivity being promoted by their government, it is most often to government they will look for an example.

In going on-line, governments should analyze what information, services and transactions are the best candidates for providing improved access to users. If governments already have a web presence, they should analyze how it is used, whether it is designed to accommodate users with low-speed connections, whether their web pages are easy to use, and whether there could be improvements by combining individual departments’ and agencies’ web sites into more consistent government portals. This information, combined with other information gathered from existing business units, should be analyzed to identify the most commonly used information and transactions. Those should logically be the first targets for going on line.

The effort to put government information, services and transactions on line in the way best suited to users can run into problems created by organizational stovepipes in the government, and into long-standing rivalries. These potential dangers should motivate a further examination of government structure to determine where best to locate the responsibility for putting government on-line, and how best to provide the high level of leadership and authority which will be needed to overcome rigidity. It is an absolute prerequisite for success that the highest level of leadership is required to succeed – starting from the head of state if possible.

A key application for many governments has been developing an effective e-procurement mechanism: in effect, to develop e-commerce within the government sector. This central function of government can be particularly useful for encouraging expanded connectivity in the businesses community. It can be particularly beneficial to SMEs by creating new levels of transparency in the procurement process. Opening the procurement system to all businesses in the economy often stimulates a rapid uptake of the use of ICTs, and expanded e-commerce capability among SMEs which translates into a more dynamic business environment.

Making a move to e-procurement can often be a first high profile step for a national government. It can be especially useful at an early stage, because it will help to develop a hands-on understanding of the difficulties businesses and customers face with e-commerce. It also provides direct experience useful in adapting the regime which governs e-commerce – for example, the need for security, privacy, and a supportive market framework. Once again, government can use many of the same techniques described in the section on electronic commerce to diagnose requirements, but with the added advantage of being able to test the effectiveness of its actions internally to government.

3.4. Content

Content is one of the key factors in producing the evolution of national civil, government, and business communities towards the information and knowledge-based society. Content is the “payload” of communications networks. For the general public, and the business and government communities to be able to obtain the benefits of that evolution, they must be provided with the essence of communication – content – in the language spoken and understood by that population. In developing the Agenda for Connectivity, this is one of the most important items to be addressed. In most countries of the Americas, it is also important to include a broad program to promote the development of interactive multimedia content in the indigenous languages of each country.

Content industries, also known as “culture industries,” interact intensively with other business subsectors, and it is thus advisable to study these relationships in the national and international context in order to chart the course of their development.

An assessment of content in the framework of the Agenda for Connectivity will address minimally the following topics:

- Education
- Dissemination of culture
- Mass media
- Entertainment
- Government communication
- Expression of views
- Information services
- Advertising

The assessment of content would include the following points in connection with civil society, and the private and public sectors:

3.4.1. Civil society

- Communities and organizations representing civil society in the country
- Assessment of which topics are of importance and pertinence to civil society organizations and communities
- Organizations producing on-line content for their own use or for dissemination to the rest of society
- Categories of content needed in civil society communities or organizations
- Access by civil society to technological tools for the production and use of content

- Status of national human resources in this area
- Study of the proportion of national content in relation to general content available in the country
- Problems of illegal, inappropriate, or unethical content

3.4.2. Private sector

- Companies established in the country involved in the production of Internet content (e.g.: mass communications and entertainment media, companies operating via the Internet, the publishing industry, multimedia content, etc.)
- Assessment of the extent of commercial content supply in the country, broken down by the categories listed above
- Proportion of content of national origin marketed in the country
- Private sector plans for the promotion and expansion of the national content market
- Status of financing for this industry
- Growth prospects. Study of strengths and weaknesses
- Any other aspects considered important for purposes of this assessment

3.4.3. Government

- Government offices with an Internet presence. Distinguish by government level and area
- Offices of the different government levels and areas that produce on-line content in the categories mentioned above
- Content production, management, and distribution for databases on state services
- Production and distribution of pertinent content for sufficient timely and appropriate public information
- Gathering, processing, and proper handling of information obtained from feedback from the public
- Production of educational and cultural content
- Government promotional activity for national cultural industries and the training of the corresponding human resources
- Any other aspects considered important in attaining the objectives of this assessment

4. Plan of Action

4.1. Planning schemes and coordination mechanisms

As mentioned in Section 2.4, in implementing the Agenda for Connectivity within a country, the essential players are civil society, and the public and private sectors, possibly with the support of one or more international organizations.

A forum for discussion and agreement must thus be established in which the aforementioned players may participate to define policies, priorities, strategies, and plans of action, and to nominate a high-level government entity to coordinate such activities and ensure that they are carried out in the short, medium, and long-term.

Within the government, a planning, coordination, and activity financing process must also be defined, involving not only the responsible party at high government level, but also the entities with responsibility for defining economic policy and budgetary allocation at the central and regional levels.

Such aspects are definitive in the process of planning and executing a plan of action for the Agenda for Connectivity, which must cover strategies based on programs and projects for an estimated period of at least ten years. This plan of action must be based on the following aspects:

- Integration and unification of existing efforts
- Analysis and adoption of the best pertinent national and international practices, adapted to each country's reality
- Creation and reinforcement of alliances with all national sectors that may be able to contribute to attaining specific results
- Consolidation of a dynamic and evolving process of defining, redefining, implementing, executing, and controlling interrelated strategies based on a series of policies, programs, and projects that enable the objectives set to be attained. There must be a party with responsibility for the execution of each objective within public sector agencies, private institutions, or organizations representing the community
- Nomination of the agency to coordinate the Agenda for Connectivity and to promote its explicit dissemination within the country

The entity with responsibility for coordinating the Agenda for Connectivity must direct its activities so as to optimize the technological, financial, human, and legal resources necessary to execute the projects described above. Such coordination must involve the following steps:

- Nomination and official establishment of the agency to coordinate the Agenda for Connectivity
- Nationwide convening authority
- Organizational structure, mandate, authority, and the necessary budgetary resources for the successful performance of its functions
- Community and public and private sector participation
- Long-term continuity

Lastly, this entity should promote the necessary adjustment of the legislative and regulatory framework for proper development of the national Agenda for Connectivity. To that end, it should interact and coordinate joint activities with the corresponding authorities.

4.2. Infrastructure

The Agenda for Connectivity's plan of action for infrastructure is a central document for the development of this highly important initiative and is perhaps the step in the national connectivity process most requiring participation by the private sector and regulatory bodies for implementation.

This stage of planning national connectivity will involve of the following basic steps, which it is recommended be carried out entirely by the entity with responsibility for the Agenda for Connectivity in the countries of the Americas:

- Establishment, under the direction of the agency coordinating the Agenda for Connectivity, a high-level working group, comprising representatives of civil society, the private sector, and government, to study the assessment's results and determine the details of programs and projects on the make-up and design of the infrastructure to support the Agenda for Connectivity. The working group would address infrastructure-related topics by dividing them into four subgroups:
 - Telecommunications
 - Information technologies and computer science
 - Human resources
- Determination within the working group of the infrastructure strategy for connectivity in the short, medium, and long term. Care must be taken here. The first version should be completed and published as soon as possible after the group has been established, and later versions will be generated if necessary to promote or redirect national connectivity activities.
- Study, by the three sectors represented in the high-level working group of legislation, rules, and regulations in force governing the operation of telecommunications, computer science, information technology applications (e.g.: electronic commerce, distance education, or telemedicine), and access and utilization of ICTs to determine their present and future pertinence so as to generate the corresponding recommendations to authorities. This task must be programmed at the outset of any activities carried out by the entity for the Agenda for Connectivity and should be viewed as a task to be carried out on a regular basis.
- If deemed necessary, establishment by the telecommunications regulatory agencies, with private sector support, of programs and universal service and access funds to promote evolution towards connectivity in the country. This must take place during the first effective year of the Agenda for Connectivity.
- Negotiation of the agreements necessary for companies involved in the transmission, conveyance, storage, and distribution of information fully to fulfill, in a timely manner, their national coverage commitments, so that teledensity objectives are met, thereby extending connectivity-related services nationwide. A first joint review of those commitments would be undertaken immediately after the launch of the connectivity agenda within the country, and subsequent reviews would be made each year.
- Study of the national financial model for connectivity access costs and attempt to rationalize costs through specific activities and incentives given by the state to private individuals
 - Design of attractive telecommunications rate schedules to promote mass access to the Internet and to facilitate use of ICTs and their applications and services in establishments of priority interest to society, such as schools, libraries, hospitals, small and medium-size business incubators
- Determination of when connectivity processes will begin in the country, multiplier points for mass access to connectivity within the country (schools, government

offices, post offices, barracks, etc.) and programming of their implementation. Subsequently, taking steps to see that resources are allocated to expand the initial network for mass access to services by making it as sophisticated as possible with future investment in telecenters built specifically for this purpose

- Development by the three sectors involved in the national connectivity process of viable and timely installation of advanced infrastructure for the country, such as wide band networks and network access points (NAP)
- When the extent of increased use of technology and the sustainability of the connectivity infrastructure installed and maturity of mass utilization so justify, a more wide-ranging project should be executed to provide the country with “regional networks” to incorporate many telecenters and access points into high performance communications nodes in terms of broad band, complexity of services, and ease of access. This larger-scale activity should be approached by determining the infrastructure strategy and will constitute one of the most ambitious goals from the point of view of technology, maturity of utilization, and quality and scope of services for the Agenda for Connectivity.
- Utilization of the idle capacity of large public telecommunications networks to expand the geographic coverage and services of the Agenda for Connectivity. This may possibly involve careful planning of the interconnections necessary to optimize utilization of these communications resources. This activity should begin immediately after the Agenda for Connectivity is launched.
- Promotion, from the time of introduction of new technologies, of access to connectivity, with private sector participation. This activity must be carried out within a transparent competitive scheme.
- Study of the appropriateness of opening local loops to accelerate connectivity processes in the country
- Promotion by the state of ongoing expansion and renewal of national connectivity infrastructure by rational offering of incentives to firms and productive entities involved. This will result from responsible study within the working group described herein and from decisions taken by any senior government officials involved. This system of incentives will be reviewed at the end of each fiscal period.
- Increasing on an ongoing basis the density of the national information technology fleet and updating it regularly with a view to connectivity in a joint effort by the three sectors with responsibility for national connectivity. This activity commences with establishment of the Agenda for Connectivity.
- Ongoing guarantee of legal certainty by the state to companies offering products and services related to connectivity infrastructure so that they may increase investment and expand their businesses to benefit the development of connectivity through proper operation of a transparent competitive system on the corresponding markets

- Coordination and promotion, with pertinent participation by the directly-involved private sector, of broader marketing and distribution of products and services facilitating connectivity in the country, especially in less served areas.
- Establishment in the short term of an IT equipment rehabilitation and modernization program to meet connectivity equipment requirements of disadvantaged entities and areas.
- Study and, if appropriate, implementation as soon as possible of a program to finance PCs or terminal equipment for Internet access for communities where this is justified. This program might be the result of a joint private sector/government effort.
- Promotion of training of human resources specialized in infrastructure-related technological disciplines necessary for connectivity. The corresponding planning and programming will be carried out as soon as possible after the launch of the Agenda for Connectivity, and this activity will be evaluated each year.
- Any other activities deemed necessary for the development of connectivity in connection with infrastructure.

4.3. Utilization

4.3.1. Civil society

4.3.1.1. Education

Plans of action to be developed in the education area must be designed to address three existing problems: inequity of access to the education system, poor quality, and lack of standardization of educational content and teaching methods for citizens in different geographical areas and regions within countries.

This then implies fulfilling three basic objectives in this area: first, ensuring universal and ongoing access to education in a context of equal opportunity to obtain knowledge via high quality education processes that are standardized for all citizens; secondly, skill development for citizens in active use of ICTs for their own benefit; and, third, creation of a culture for and awareness of the need to be involved in life-long learning, making appropriate use of ICTs.

To address this challenge effectively, clear and specific strategies must be developed in all countries, based on regional structures, with the aim of ensuring that all citizens have the knowledge necessary to live, work, and develop their potential in the new knowledge-based society, while understanding that the use of ICTs and, in particular, Internet access, are not luxuries, but tools and vehicles for mass access to high quality education.

For their part, the lead educational entities in the different countries should design and implement a package of national standards to support the new learning environments for teachers and students, with appropriate use of ICTs in the classroom, their support for curricula and study programs, and the establishment of goals and procedures for evaluating teachers and students in

the use and mastery of technology, with practical performance indicators as a priority element to assess the quality of administration of educational establishments.

This process must be accompanied by guidelines, specimen curricula, and practical exercises for the various subjects studied by students in each grade. For this process to be conducted successfully, this activity must be carried out as a cooperative effort among the countries for their common benefit.

To achieve mass access and improvement of the quality of education through appropriate use of ICTs, each country must formulate a plan of action to be implemented over a minimum of ten (10) years, with seven (7) goals, which must have staggered target dates for the specific stages:

Goal 1: For all students and teachers to have access to ICTs in their classrooms, schools, libraries, communities, and homes.

Goal 2: For all teachers to utilize ICTs effectively in order to assist students to achieve adequate educational levels.

Goal 3: For all students to acquire skills and abilities in the use of ICTs during their formal education, starting with their first educational level.

Goal 4: For ongoing investment of resources to be made in research and development on technological applications for teaching-learning processes for the purpose of studying those developed around the world and to determine the advisability of adapting them and incorporating them into the local education process or developing specific local applications and making them available to each country's educational community, in keeping with their needs.

Research into education technologies should cover aspects such as:

- Local characteristics and each community's education system
- Dependence of local content on the technology itself
- Adjustment costs
- Efforts made to acquire and implement such technologies in each community's educational system
- Any others considered pertinent

Goal 5: For educational content and tools to be developed and made available on the Internet that may be used to support the transformation and evolution of the education system and to support national programs to combat unemployment and underemployment. To supplement local effort, educational content developed in other countries should be included and/or referred to in this process, which has been translated into the students' mother tongues. In addition, a public awareness campaign should be conducted so that the educational community comprising students, teachers, and parents may acquire knowledge of the tools made available to them, learn to utilize them, and fully adopt their use.

Goal 6: For on-line training systems, and systems to provide equipment and access to training to be designed so that the unemployed or underemployed, housewives, and persons with any type of disability may be trained and integrated into work. Also to be included are retired persons or senior citizens seeking to return to work, in this case, taking steps to ensure that their health and personal safety is protected.

Goal 7: For education and self-instruction requirements to be included in the program for ICT application development.

4.3.1.2. Health

An Agenda for Connectivity in the health area should include government agencies at all levels, private institutions, and the activities of self-employed professionals.

In keeping with the foregoing, the following action is recommended to the governments of the region's countries:

- Establishment of a high-level working group to include representatives of civil society, the private sector, and government to study the results of the assessment and determine details of health programs and projects in keeping with the Agenda for Connectivity. This working group will be coordinated by the entity with responsibility for the Agenda.
- Preparation in the short term of a national health services decentralization program based on the provisions of the Agenda for Connectivity.
- Promotion of a joint effort by health institutions and professionals to fulfill the objectives of the Agenda for Connectivity.
- Work to ensure that, within five years, all health establishments have Internet connection.
- Establishment of at least one telehealth center in each geopolitical division of the country within two years of the date of adoption of an Agenda for Connectivity in the country
- Promotion of the establishment of telehealth databases and content in the country. The first database of this type would be established within two years of the launch date of the Agenda for Connectivity and should include an informational and guidance module for the general public and another to support ongoing training in health centers.
- Promotion of the introduction of curricula and programs of study on telehealth in upper secondary and higher educational institutions

4.3.1.3. Employment

A social scourge affecting many countries of the Americas is unemployment, and its hidden but even more widespread form, underemployment.

Due consideration must therefore be given as part of an Agenda for Connectivity in the Americas, to telecommuting applications. This is not only a question of developing support systems for groups of executives or modernizing certain functions within companies, such as sales and distribution, but of re-engineering organizations as necessary so that the private sector and the corresponding government agencies may support the job creation process and the supply of personal services on the labor market, by installing access points, telecenters, and specialized on-line telecommuting services or telecommuting applications in telecenters.

Both companies and government entities will be able to install peripheral IT centers on the outskirts of urban areas, to be well-supplied with telecommunications and IT infrastructure, to solve problems of lack of space and the high costs of rent and maintenance of central offices.

It is also advisable for telecommuting activities to be combined with environmental improvement programs as there is obviously a positive relationship between the success of a telecommuting project and the improvement of the environment in the project's area of influence, as displacement of workers is reduced.

The plan of action to support the employment area of an Agenda for Connectivity should include the following activities:

- Establishment, under the direction of the entity coordinating the national Agenda for Connectivity, of a high-level working group, to include representatives of civil society, the private sector, and government, which focuses its efforts on studying the results of the assessment and determining the details of programs and projects for the country's employment sector, in keeping with the national Agenda for Connectivity.
- Preparation and direction of unemployment and underemployment reduction programs in keeping with the national Agenda for Connectivity, a process which should begin immediately after the Agenda is launched, and should be evaluated regularly each year.
- Coordination of projects to incorporate and reinsert workers into the labor market with government agencies, private entities, and civil society working with communities of persons with disabilities and senior citizens, which would begin in the short term and would be evaluated each year.
- Development, with the various government areas and levels, of a first telecommuting tier, seeking to reduce costs and problems of mass

displacement in urban areas. Programming these activities on the basis of the geographic areas with most problems of this type.

- As a supplementary step, coordination, with authorities responsible for the environment, of joint projects for environmental improvement in urban areas where the workforce is concentrated. Consideration should be given to alternative work schedules, flexible workday lengths, transportation, relocation of offices and premises – both government and private – and the resulting urban planning considerations
- Provision for any other activities deemed appropriate in this connection.

4.3.1.4. Recreation

Agenda for Connectivity activity in this area should be to promote and encourage these types of initiative as forces driving enhancement of the quality of life of users through daily activities and adjustment to the use of ICTs.

It is recommended that consideration be given to, *inter alia*, the following activities:

- Promotion of the development of human capital and companies involved in content development.
- Promotion of the creation of user-friendly virtual communities on the topic of recreation, with a view particularly to the development of a national culture of ICT use, starting with easily-accessed topics perceived as simple or not frightening, given the general public's limited knowledge.

4.3.1.5. Culture

The Internet is becoming an enormously useful tool for the dissemination of areas of cultural interest in the countries, for the preservation of the cultural heritage of the different races and regions, and for keeping alive communication among members of different ethnic groups that are geographically isolated.

So as to create equitable access to cultural information, governments must promote and support the creation of technological platforms with the capacity to cover, *inter alia*, the following aspects:

- Consolidation of national cultural sector information so that it may be disseminated on a dynamic basis to the national and international communities, including cultural entities, agents, events, and projects
- Presentation on the Internet of national traits: the nation's culture, to include races, languages, folklore, history, music, festivals, customs, etc.

- Presentation via the Internet, the country's cultural heritage in electronic form, including virtual museum collections held in the country, to include their inventories, records, and scientific cataloguing of collections
- Promotion of the creation of virtual communities among the same ethnic groups, according special priority to and especially promoting indigenous communities
- Promotion of nationwide cultural service networks

4.3.2. Private sector

4.3.2.1. Electronic commerce

Section 3.3.2 noted that electronic commerce is acknowledged to be a key factor in the development of the information society, and as a fundamental force driving both business' and consumers' need for connectivity. After the private sector and national governments complete a diagnosis of their situations, much work will be needed to implant electronic commerce. Individual entrepreneurs, established firms and industry associations are best able to develop a plan to help them become established in the field of electronic commerce, and there are many resources available to help them in this task.

But to facilitate the growth of e-commerce, the countries of the Americas need to adopt a plan of action comprising both domestic and multilateral elements. There are four essential elements to a policy framework which will enable and encourage electronic commerce. These are: building trust in the digital marketplace; clarifying marketplace rules; strengthening the information infrastructure (a topic addressed elsewhere in this Action Plan); and marketplace development.

BUILDING TRUST IN THE DIGITAL MARKETPLACE

Government has a role to ensure that the conditions are in place to permit citizens and businesses to feel secure when they use electronic commerce. Security is a primary area of concern. Governments must establish clear rules permitting the use of cryptography and set policy concerning key recovery. E-commerce is encouraged by an environment where the availability of strong encryption and security of communications, data and transactions is assured. Privacy is a second key area where government must play a role. E-commerce benefits from the existence of strong, internationally agreed-upon, privacy protection standards, especially in an environment where barriers to cross-border transmission of information may be erected if privacy protection is not recognized by trading partners as being adequate. Finally, consumer protection measures should be extended to the digital world. Governments can build trust by ensuring that consumers using electronic commerce have access to redress affording a level of protection comparable to that expected for other forms of commerce.

CLARIFYING MARKETPLACE RULES

The area of taxation has emerged as an area of sensitivity in the development of electronic commerce. Governments should take care that existing laws and tax treatments apply to electronic commerce, ensuring tax neutrality between

paper and digital transactions. Any changes to the tax regime must be approached carefully to avoid creating a disincentive to electronic commerce. Significant effort may also be required to develop a legal framework that recognizes in law the status of “secure” electronic signatures and creates rules of evidence for electronic records. This requirement is vital, and must be developed in tandem with government policy on security and cryptography. A sound and e-commerce-ready legal framework is also a key enabling component of electronic government and other applications for the Information Society. A third role for governments is to create an intellectual property (IP) rights regime which adapts IP rules to the digital world, while balancing the needs of creators and users. A country’s IP rules must be technologically neutral, to be able to accommodate a rapidly changing Internet environment where new applications challenge lawmakers ability to respond.

MARKETPLACE DEVELOPMENT

Governments may also choose to encourage the development of electronic commerce both by adopting a strategy to encourage use, and by acting as a model user. Policies and programs to encourage small and medium-sized enterprises (SMEs) to adopt e-commerce are particularly important in all countries. Marketplace development policies and programs such as promotion of investment in information infrastructure, electronic government, and methods of extending community access are discussed in more detail elsewhere in this Action Plan, but they are vital elements of an action plan to encourage the development of e-commerce, and a networked economy.

INITIATIVES FOR THE AMERICAS

Electronic commerce is inherently global as well as local – for businesses and consumers to reap the maximum benefits they need to be able to access the international marketplace both as producers and consumers. Governments in the Americas must work together to promote a globally-compatible regional environment for global electronic commerce which facilitates economic growth, maximizes the social potential, while reflecting and supporting the needs of all countries. Regional, multilateral and bilateral agreements can help to create an environment of confidence to permit that to happen. Some important areas for regional cooperation should include: agreements about how to recognize electronic signatures in electronic documents, and agreeing upon compatible authentication and certification policies and procedures. In addition, existing regional and multilateral trade forums and rule-making bodies should be used to stimulate and enable world-wide electronic commerce and remove impediments to trade. Finally, governments of the region should develop or make use of existing forums to exchange information on best practices and innovative applications which have the potential to speed or expand the growth of electronic commerce.

4.3.3. Government on-line

As with electronic commerce, an action plan to implant government on line in the region must include both domestic and regional initiatives, because even in the case of national governments, connectivity inevitably increases openness to the world. The actions presented here are based on an understanding of the best practices by governments around the world, but these must be adapted by individual governments

taking into account the political, social and economic development of their respective societies.

Many of the most challenging and important action items for governments planning to go on line naturally must take place at the level of individual governments, and individual government programs. It has already been mentioned that the driver for a government on-line initiative is often the desire to improve the quality of service delivery and raise the level of users' ¹⁹ satisfaction with government services. Programs are redesigned from the needs and interests of the citizen and programs may be grouped or integrated where appropriate. Many governments are taking a "whole of government" approach to the setting of information management and technology standards, the provision of common infrastructure services and the use (or reuse) of common processes or systems, in order to capture economies of scope and scale as they move towards electronic services.

One of the first steps taken by many governments is to create or reorganise their web presence so as to increase the accessibility of government services and ease of navigation of their sites. Often this involves the creation of integrated portals which complement the traditional department-by-department or program-by-program listings by grouping information, forms and services according to subject or theme, user group or life-cycle stage. These sites may begin as simple listings of useful links, but evolve over time to provide content – delivering relevant and authoritative information organised in response to users' needs. These sites can evolve to become the platform for the delivery of interactive and transactional services. Governments may also set standards for the "look and feel" of these and other key sites, for user feedback and use metrics, and for metadata or indexing of information in order to make it easier for citizens to find what they are looking for.

Transforming services for on-line service delivery is a considerable challenge. Services should not be simply automated, but re-invented for the Internet – and many governments use their on-line strategies to simplify delivery processes and cut red-tape. The focus is often on the most commonly used and high transactional volume services, for which users are ready for on-line and self-service approaches. Pilot projects are often used to test concepts at lower overall risk.

The rethinking of services should also consider the opportunities to integrate information collection and processing, or to use common front-ends, forms, applications or back-end systems. The integration of services can offer significant savings in addition to service delivery mechanisms more focused on users' needs. A single site offering citizens a secure means for changing their address with multiple government departments, for example, could both appeal to clients and save each department the cost of developing this service.

¹⁹ The word "user" in this paper to refer to someone who uses the services of a national government. Most commonly, the user will be a citizen of the country in question, but a user may also be a person outside the country, or a representative of a business inside or outside the country, seeking information or engaged in a voluntary or required transaction with the government.

In many instances, governments also invest in putting on-line horizontal enabling services which reach across departments and agencies. These include the ability for programs to receive and make payments electronically, and the entire supply chain or purchasing and procurement systems for government.

Many governments choose to invest in a common or shared infrastructure. Offering high capacity networks, network security, directories of users and employees, and security services as a common infrastructure is less expensive than requiring each department or agency to provide its own security solution program by program. The users also benefit from standardised protocols and seamless hand-off.

Citizens and businesses are often concerned about the privacy and security of their transactions and the provision of a common secure channel with government helps address some of these concerns. Many governments are also reviewing policy frameworks to ensure that these build citizen trust and confidence in electronic services. Privacy issues are often critical – and some governments may need to clarify the privacy rules which obtain in integrated service delivery situations. Often governments have also elected to pass legislation that provides a legal standing for electronic signatures and documents filed with them. Such legislation, and addressing privacy concerns, is central to the creation and promotion of other e-services, such as e-commerce, in an economy.

Most governments have also recognised the need to transform internal administrative services for on-line delivery, and to provide employees with the skills and tools they will need to effectively participate in an electronic service delivery environment. This might mean moving to single systems or shared service organisations for financial, human resource and materiel management. It can also mean e-recruitment of new government employees, and on-line self-service sites for training, travel authorisation and expenditure claims, vacation and leave processes. These processes may require the equipping of employees with electronic signatures.

Moving to on-line services is a significant change management initiative. It requires sustained leadership at all levels, both political and bureaucratic. It is most successful when a vision and targets have been articulated at the highest levels – to define the end-state and what “success” would mean. In most cases, an organisation has been funded to drive the government on-line agenda. The resources needed for service transformation and common infrastructure services are sometimes provided centrally, sometimes reallocated from existing department and agency IT budgets. It is often a challenge to articulate the “business case” (or logical/financial rationale) for putting services on-line, as costs are high initially and savings are difficult to quantify and do not appear immediately. A broad view is needed – governments should consider their strategy for service delivery across all channels as the take-up of the on-line channel may generate savings in in-person, mail or telephone channels. Some governments are offering explicit incentives to encourage the take-up of on-line services – in all cases, communications strategies are essential to build awareness, encourage take-up and reassure citizens of the safety and security of on-line delivery.

There are many approaches to electronic government, and in many instances the lack of a pre-existing legacy computer systems means that some governments can move ahead rapidly with innovative on-line services and systems.

INITIATIVES FOR THE AMERICAS

Participation in regional or international organisations provides an excellent means of sharing best practices, innovative approaches, and lessons learned. With appropriate agreements, it would also be possible to arrange for sharing of software solutions developed by individual governments. Common approaches to authenticating users authorized to engage in transactions, and protecting transactions would also simplify cross-border transactions involving governments.

4.4. Content

The following plan of action is suggested for the content area:

- Establishment of a high-level working group, to include representatives of civil society, the private sector, and government, to study the results of the corresponding assessment and determine the details of programs and projects in the content area in the framework of the national Agenda for Connectivity. This working group will be coordinated by the national entity responsible for the Agenda.
- Promotion in the short term of an updated human resource training program, in national public and private educational institutions, specialized in technological fields essential to the production of content.
- Study the advisability of establishing a government incentive system to expand the content industry and other related industries within the country. If appropriate, it is suggested that the system be established as soon as possible, and that it be reviewed at the close of the fiscal period.
- Definition of the basic stock of content and of the corresponding projects to see that public administration evolves and to provide information services and other citizen-related services. This activity should be carried out shortly after the launch of the national Agenda for Connectivity.
- As suggested in the section on e-government, moving to integrate on-line content government services into Web portals. This process must be initiated by the different government levels and areas beginning in the first effective year of the national Agenda for Connectivity, and should be updated and enriched on an ongoing basis.
- Establishment of ongoing production of on-line content at the different government levels and areas for internal consumption and public information purposes. As this activity involves many activities, it will be considered a process for the medium to long-term.
- Study of how much national content is available via the Internet.
- Define in the short term, and with the pertinent private sector participation, the commercial on-line content services most appropriate to the national reality, and the multisectoral plans to make them feasible.
- Promote inter-American cooperative efforts for the exchange of content and its joint development.

- Based on the results of the assessment, establish a national strategy to address the lack of content in the three sectors.
- If necessary, coordinate joint activities among the three sectors included in the national Agenda for Connectivity to prevent or punish the dissemination of illegal or offensive on-line content.

4.5. Regulatory framework

All governments of the region are faced with the challenge of creating a modern regulatory framework that supports and sustains the development of the Agenda for Connectivity. Fortunately, in recent years, governments worldwide have reached high-level agreements on the elements of such a framework.

Most governments recognize that they do not have the capacity to build the telecommunications networks necessary for high-level connectivity. This is an activity where the private sector must take the lead. For this to take place, governments must provide a proper freely-competitive environment and a climate of confidence for investment that provides security to private investors. These elements are essential in implementing the Agenda for Connectivity, but are beyond the scope of this document.

In the telecommunications area, most countries of the region recognize the need for a series of regulations that have been defined in the Basic Telecommunications Agreement of the World Trade Organization (WTO), and specifically in the reference document which has been incorporated in the various countries's commitments in the General Agreement on Trade in Services (GATS).

To summarize, aspects to be considered in each country in creating an appropriate modern regulatory framework for the development of the Agenda for Connectivity must include:

- Equitable, universal access to information
- Transparency
- A competitive ICT industry
- Effective civil society participation in the development of the regulatory framework
- Information protection mechanisms
- Training in the use of ICT services
- Protection the new information society's intellectual property
- Coordination of legislation governing the information and communications sectors

The following activities are recommended for such purposes:

- Organization of working meetings and workshops with the participation of members of civil society, private sector experts, and the public sector to share experiences and best practices for the development of solid regulatory frameworks that facilitate and promote the use and application of the ICTs in all sectors of society
- Identification of technical assistance mechanisms and opportunities existing or proposed by international organizations such as the IDB or the ILO, which may facilitate the process indicated above

4.6. Financing schemes

That connectivity is a national priority, and that the respective Agendas are state policy, must therefore be reflected in the development plans of the region's governments. It is essential that the importance assigned to connectivity be reflected in the design of the countries' respective macroeconomic policies and, in particular, in allocating public expenditure.

Creative project financing alternatives that benefit principally the Hemisphere's smallest economies must therefore be developed with the active participation of international financial institutions and the region's private sector.

5. CITELE commitments

Promotion within the three permanent consultative committees and, in particular, in PCC.I, of the holding of workshops that lead, at the end of each meeting of the respective consultative committee, to formal work and specific resolutions on pertinent topics related to connectivity in the Americas. In particular, it is recommended that the following aspects be addressed taking an approach designed to develop connectivity:

- Standardization
- Interconnection
- Radiocommunication
- Planning and administration of the radio spectrum
- Full use of second generation telecommunications technologies
- Third generation telecommunications technologies
- Universal service and access and their respective funds
- Study of the advantages of linking local loops
- Human resource training
- E-Americas project
- Distance education
- Telemedicine
- Electronic commerce
- Telecommuting
- Rates and financial matters

- Internet
- Certification and Mutual Recognition Agreements
- Any other topics considered appropriate to guide the development of connectivity in the Hemisphere

Organization of a planning workshop on the Agendas for Connectivity in the Americas in which all senior staff of the entities with responsibility for their coordination would participate. If advisable, additional meetings could be programmed to be held each year.

Promotion, through frequent communication and contact among COM/CITEL officers and between CITEL and the telecommunications policy and regulatory authorities of each country of the region, the launch of their respective national Agendas for Connectivity, and connectivity and ongoing support for their development.

Organization, on a regular basis, of forums of the three Permanent Consultative Committees focusing on evaluating and enriching the agendas for connectivity of the countries of the Americas, which enable Administration officials and associate members of the Inter-American Telecommunication Commission to exchange experiences and establish alliances to develop aspects of common interest.

Establishment of an observatory on connectivity on the CITEL Web site for the exclusive use of Administrations and associate members. This store of information should be updated at least weekly and will concentrate, insofar as possible, information on all connectivity activities worldwide. CITEL will hire technical personnel to carry out on-line research, organize reports, update the document database, and communicate with users.

Telecommuting – Telecommunication applications, information technologies, computer science and on-line contents to increase the feasibility to have abundance of work and to facilitate the thriving of remote work.

6. APPENDICES

6.1. Glossary

Digital divide – digital gap

The gap separating those with access to on-line information, the new technologies, and modern communications networks from those with only limited access or those without any access, which increases the gap out of all proportion between the former and latter in terms of acquisition of knowledge and economic and social development.

Technological convergence

The process of integrating applications and services introduced by digital technologies in terms of the way such services are provided, thereby blurring the distinctions between the type of service and the medium of delivery, and also reducing the technological distinctions between text, audio, and video.

Convergence may also be expressed as the capacity of different network platforms to transport all types of different or essentially similar digital services and the integration of consumer electronics such as telephone, television, and personal computers into a single product.

Multimedia

All interactive computerized information distribution products operating on- and off-line, which integrate at least three of the following forms of information representation: text, images, moving images, and sound.

Information society

The term “information society” refers to a form of economic and social development wherein a central part is played by the acquisition, storage, processing, evaluation, transmission, distribution, and dissemination of information with a view to creating knowledge and meeting the needs and individuals and organizations in economic activity, wealth creation, and determination of quality of life and cultural practices of the citizenry.

Telecommuting

Application of telecommunications, information technologies, computer science, and Internet content to enhance the feasibility of achieving full employment and facilitating the growth of working in remote areas.

6.2. International initiatives

Model developed in Canada (www.connect.gc.ca)

Model suggested by Harvard University’s Center for International Development (www.Harvard.edu).

6.3. Checklists

**DRAFT AGENDA OF THE THIRD REGULAR MEETING
OF THE ASSEMBLY OF THE CITEL**

The X Meeting of the Permanent Executive Committee of CITEL (COM/CITEL),

RESOLVES:

To adopt the Draft Agenda of the Third Regular Meeting of the Assembly of the CITEL to be held in Buenos Aires, Argentina, from March 4 through 8, 2002, as follows:

**ANNEX
DRAFT AGENDA**

1. Adoption of the Agenda.
2. Organization of the Assembly.
 - 2.1 Order of precedence.
 - 2.2 Establishment of Working Committees.
 - 2.3 Integration of the Credentials, Style and Drafting Committees.
3. Election of the Chairperson and two Vice Chairpersons of the Assembly.
4. Report by the Chair of COM/CITEL.
5. Reports by the Chairs of Permanent Consultative Committees:
 - I: Public Telecommunication Services;
 - II: Broadcasting, and
 - III: Radiocommunications.
6. Proposals for the amendment of the CITEL Statute and Regulations.
7. Establishment of Permanent Consultative Committees:
 - assignment, purpose and specific mandate.
8. Election of the Administration that will occupy the Vice-Chair of COM/CITEL.
9. Election of COM/CITEL Member Countries.
10. Election of countries to chair the Permanent Consultative Committees.
11. Preparation of the ITU Plenipotentiary Conference (PP-02)
12. Preparation of the World Telecommunication Development Conference (WTDC-02)
13. Preparations for the World Summit on the Information Society
14. Response of CITEL to the Summit of the Americas.
15. Consideration for the Agenda for Connectivity in the Americas and Plan of Action of Quito.
16. Establishment of a CITEL Operations Plan for 2002-2006 and corresponding Program-Budget.
17. Meeting of Telecommunication Regulators from the Americas
18. Convening of the XI Meeting of COM/CITEL.
19. Other matters.
20. Adoption of the Final Report.

²⁰ COM/CITEL/doc.609/01

COM/CITEL RES. 135 (X-01)²¹

WRITING-OFF OF IRRECOVERABLE DEBTS

The X Meeting of the Permanent Executive Committee of CITEL, COM/CITEL

HAVING SEEN:

Resolution COM/CITEL RES. 102 (IX-00) on Payment of Associate Member Fees,

CONSIDERING:

- a) The Report of the Executive Secretary on the situation of associate members and, in particular, the measures adopted by the Secretariat in compliance with resolution COM/CITEL/RES.102 (IX-00), regarding fee arrears;
- b) That Article 84 of the Regulations of CITEL establishes that associate members that do not pay their fees within 90 days of billing “shall be deemed passive Associate Members, and shall have their membership privileges suspended until such time as their accounts are paid up to date” and that in case of renunciation, associate members “shall be liable for their fees up until the effective date of renunciation”, and
- c) That administrations have advised the Executive Secretary of CITEL that some associate members have ceased to exist as entities that could qualify for associate membership of CITEL and that the arrears in their fees are now irrecoverable,

RESOLVES:

1. To instruct the Executive Secretary to delete from CITEL’s accounts the total sum of payments pending from the associate members in arrears, indicated by the Administrations, due to the fact that it has been shown that they no longer exist as entities or organizations qualifying for associate membership and that the fees in arrears are now irrecoverable.
2. To urge Administrations to do whatever is needed to inform the CITEL Secretariat, as soon as possible, on the fees in arrears that are now irrecoverable.

²¹ COM/CITEL/doc.620/01

COM/CITEL/RES. 136 (X-01) 22

AGENDA, VENUE AND DATE OF THE XI MEETING OF COM/CITEL

The X Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

RESOLVES:

1. To hold the XI meeting of COM/CITEL during one of the days of the Third Assembly of CITEL to be held in March 4–8, 2002, in Buenos Aires, Argentina.
2. To approve the draft agenda for XI COM/CITEL meeting attached to this resolution:

ANNEX

1. Approval of the agenda.
2. Naming of the Chairman and Vice-Chairman of COM/CITEL (Article 15 of the Statute).
3. Schedule of Meetings for 2002.
4. Draft agenda, venue and date of the XII Meeting of COM/CITEL.
5. Other business
6. Approval of the Final Report.

COM/CITEL/RES.137 (X-01)²³

APPROVAL OF THE 2002 PLAN OF OPERATIONS

The X Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

RESOLVES:

1. To approve the Schedule of Meetings for 2002 in Annex 1 to this Resolution
2. To approve provisionally the Draft Program-Budget for CITEL for the year 2002, as specified in the report of the Commission of the Preparation for CITEL's 2002 Plan of Operations.
3. That the Chair of the Commission will work with the CITEL Executive Secretariat to include these specifications in a final version of the Program-Budget for 2002, which will be submitted to all COM/CITEL members in the Final Report as Annex 2 to this resolution.

²² COM/CITEL/doc. 675/01 rev. 1

²³ COM/CITEL/ doc. 679/01

ANNEX 1

CALENDAR OF CITEL MEETINGS FOR 2002

<u>Dates</u>	<u>Meeting</u>	<u>Location</u>
February 18-21	XX PCC.III	Mexico City, Mexico
May 27-30	XVI PCC.I	Montevideo, Uruguay
July 15-19	XXI PCC.III IX PCC.II	Brazil
August 12-16	III CITEL Assembly	Buenos Aires, Argentina
September 2-6	XXII PCC.III	To be determined
November 4-7	XVII PCC.I	Brasilia, Brazil
December 2-5	XI COM/CITEL	Argentina

ANNEX 2

2002

DETAILED PROGRAM BUDGET FOR CITEL

in U.S. Dollars

GENERAL ASSEMBLY

III General Assembly	11,388
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STEERING COMMITTEE

X Meeting - Steering Committee	13,838
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COM/CITEL

XI Meeting - COM/CITEL	44,106
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PCC.I

Funds available:

Regular fund (\$5,181 x 2 meetings)	10,362
Reserve fund for 2002 meetings	24,971
Remaining balance of 2001	106,357
Foreseen funds from associate members 2002	<u>133,575</u>
Total	275,265

Budget 2002

Two meetings	133,960
Other activities (*)	62,514
Remaining Reserve Fund for 2003	14,971
Wireless LAN	10,000
CITEL staff: G5 = \$4,350 x 6 months	26,100
P1 = \$4,620 x 6 months	<u>27,720</u>
Total	275,265

PCC.II

Funds available:

Regular fund (\$6,181)	6,181
Reserve fund for 2002 meetings	2,163
Remaining balance of 2001	15,578
Foreseen funds from associate members 2002	<u>19,012</u>
Total	42,934

Budget 2002

Meeting	40,771
Wireless LAN	<u>2,163</u>
Total	42,934

DETAILED PROGRAM BUDGET FOR CITEL**2002****in U.S. Dollars****PCC.III****Funds available:**

Regular fund (\$5,181 x 3 meetings)	16,543
Reserve fund for 2002 meetings	35,715
Remaining balance of 2001	46,468
Foreseen funds from associate members 2002	<u>196,143</u>
Total	294,869

Budget 2002

Three meetings	215,691
Other activities (*)	15,358
Wireless LAN	10,000
CITEL staff: G5 = \$4,350 x 6 months	26,100
P1 = \$4,620 x 6 months	<u>27,720</u>
Total	294,869

RESERVE FUND FOR 2002 PCC MEETINGS

(Interests from quota payments as of 3rd Quarter of 2001)

PCC.I	24,971
PCC.II	2,163
PCC.III	<u>35,715</u>
Total	62,849

PURCHASE OF WIRELESS LAN WITH RESERVE FUND

PCC.I	10,000
PCC.II	2,163
PCC.III	<u>10,000</u>
	22,163

REMAINING BALANCE FOR 2003 PCCS MEETINGS

PCC.I	14,971
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(*) Publications and Expenses at the discretion of PCC Chairman

DISTRIBUTION OF REGULAR FUND - CITEL 2002
(in thousands US Dollars)

	Regular Fund	Subtotals
STAFF OF THE EXECUTIVE SECRETARIAT	460.8	460.8
III General Assembly		
Travel expenses of personnel of CITEL	11.4	11.4
X Meeting Steering Committee		
Cost of meeting	13.8	13.8
XI Meeting COM/CITEL		
Travel expenses of personnel of CITEL and Conferences	20.6	
Cost of meeting	23.5	
		44.1
PCC.I – XVI Meeting		
Travel expenses of personnel of CITEL and Conferences	5.2	
		5.2
PCC.I – XVII Meeting		
Travel expenses of personnel of CITEL and Conferences	5.2	
		5.2
PCC.II – IX Meeting (JOINT MEETING WITH PCC.III – XXI MEETING)		
Travel expenses of personnel of CITEL and Conferences	6.2	
		6.2
PCC.III - XX Meeting		
Travel expenses of personnel of CITEL and Conferences	5.2	
		5.2
PCC.III - XXI Meeting (JOINT MEETING WITH PCC.II - X MEETING)		
Travel expenses of personnel of CITEL and Conferences	6.2	
		6.2
PCC.III - XXII Meeting		
Travel expenses of personnel of CITEL and Conferences	5.2	
		5.2

DISTRIBUTION OF REGULAR FUND - CITEL 2002
(in thousands US Dollars)

	Regular Fund	Subtotals
REPRESENTATION OF CITEL AT INTERNATIONAL MEETINGS		
XXXII OAS General Assembly – June 2002	2.3	
WTDC-02, Istanbul, Turkey - March 18-27, 2002	3.8	
PP-02, Marrakech, Morocco - September 23-October 18, 2002	5.5	
Unscheduled travel	1.8	
		13.4
LOGISTICAL SUPPORT FOR COM/CITEL WG PP-02/WTDC 02		
Interpretation	4.8	
Translation	6.2	
		11.0
GENERAL EXPENSES OF THE SECRETARIAT		
Documents (photocopies)	1.5	
Equipment and supplies	4.0	
Subscriptions, books	1.0	
Postage	1.1	
Office space	29.7	
Equipment maintenance	2.0	
Fax	4.0	
Telephone	8.5	
Internet	1.6	
LAN	1.5	
Translations	10.0	
Courier	0.8	
		65.7
TOTAL		653.4

BUDGET
III GENERAL ASSEMBLY
CITEL
August 12-16, 2002
Buenos Aires, Argentina

Activity	Funds to be used at CITEL Hqtrs	Total Cost
TRAVEL (3 persons) Tickets, perdiem and terminal expenses for Executive Secretary, CITEL Specialist, and Legal Advisor	11,188	11,188
CONTINGENCIES	200	200
TOTAL	11,388	11,388

Source of financing: Regular Fund

**BUDGET
X MEETING
STEERING COMMITTEE OF CITEL
2002
Washington, D.C.**

Activity	Funds to be used at CITEL Hdqts
EQUIPMENTS AND SUPPLIES Rental equipment and office supplies	650
DOCUMENTS Photocopies	700
CONTRACTS -Preparation of preliminary documents, during meeting and finals - Interpreters, translators and support personnel during meeting	2,000 <u>7,608</u> 9,608
CONTINGENCIES	2,880
TOTAL	13,838

Source of financing: Regular Fund

BUDGET
XI MEETING
PERMANENT EXECUTIVE COMMITTEE (COM/CITEL)
December 2-5, 2002
Argentina

Activity	Funds to be Used at CITEL Hdqs	Transfer to Coordinating Institution	Total Cost
TRAVEL (6 persons) Ticket, per diem and terminal expenses for Executive Secretary, CITEL Specialist, Legal Advisor, Conferences Specialist and 2 Documents Technicians	20,600		20,600
EQUIPMENT AND SUPPLIES Rental of equipment and office supplies			
TELEPHONE, FAX, ETC.			
CONTRATS Preparation of preliminary documents, during and finals	3,500		3,500
Interpreters, translators and support personnel during meeting		18,506	<u>18,506</u> 22,006
CONTINGENCIES	1,500		1,500
TOTAL	25,600	18,506	44,106

Source of financing: Regular Fund

BUDGET
XVI MEETING
PERMANENT CONSULTATIVE COMMITTEE I
May 27-30, 2002
Montevideo, Uruguay

Activity	Funds to Be used at CITEL Hdqrs	SOF *	Transfer to Coordinating Institution	SOF *	Total Cost
TRAVEL (5 persons) Tickets, per diem and terminal expenses for Executive Secretary, CITEL Specialist, Conferences Specialist and 2 Documents Technicians	5,181 <u>10,999</u> 16,180	1 2			16,180
EQUIPMENTS AND SUPPLIES Rental of equipment and office supplies			2,400	2	2,400
TELEPHONE, FAX, ETC.	400	2			400
CONTRACTS Preparation of preliminary documents, during and finals Interpreters, translators and support personnel during meeting	6,000	2	40,000	2	6,000 <u>40,000</u> 46,000
CONTINGENCIES	2,000	2			2,000
TOTAL	24,580		42,400		66,980

(*) Source of Financing
1 Regular Fund - \$5,181
2 Specific Funds \$61,799

BUDGET
XVII MEETING
PERMANENT CONSULTATIVE COMMITTEE I
November 4-7, 2002
Brasilia, Brazil

Activity	Funds to Be used at CITEL Hdqrs	SOF *	Transfer to Coordinating Institution	SOF *	Total Cost
TRAVEL (5 persons) Tickets, per diem and terminal expenses for Executive Secretary, CITEL Specialist, Conferences Specialist and 2 Documents Technicians	5,181 <u>10,999</u> 16,180	1 2			16,180
EQUIPMENTS AND SUPPLIES Rental of equipment and office supplies			2,400	2	2,400
TELEPHONE, FAX, ETC.	400	2			400
CONTRACTS Preparation of preliminary documents, during and finals Interpreters, translators and support personnel during meeting	6,000	2	40,000	2	6,000 <u>40,000</u> 46,000
CONTINGENCIES	2,000	2			2,000
TOTAL	24,580		42,400		66,980

(*) Source of Financing
1 Regular Fund - \$5,181
2 Specific Funds \$61,799

BUDGET JOINT MEETING

**IX MEETING OF THE PERMANENT CONSULTATIVE COMMITTEE II
AND
XXI MEETING OF THE PERMANENT CONSULTATIVE COMMITTEE III
July 15-19, 2002
Brazil**

Activity	Funds to Be used at CITEL Hdqrs	SOF *	Transfer to Coordinating Institution	SOF *	Total Cost
TRAVEL (6 persons) Tickets, per diem and terminal expenses for Executive Secretary, 2 CITEL Specialist, Conferences Specialist and 2 Documents Technicians	6,181 <u>5,303</u> 11,484	1 2			11,484
EQUIPMENTS AND SUPPLIES Rental of equipment and office supplies					
TELEPHONE, FAX, ETC.	250	2			250
CONTRACTS Preparation of preliminary documents, during and finals Interpreters, translators and support personnel during meeting	2,000	2	25,037	2	2,000 <u>25,037</u> 27,037
CONTINGENCIES	2,000	1			2,000
TOTAL	15,734		25,037		40,771

(*) Source of Financing
1 Regular Fund \$6,181
2 Specific Funds PCC.II \$34,590

BUDGET
XX MEETING
PERMANENT CONSULTATIVE COMMITTEE III
February 18-21, 2002
Mexico D.F., Mexico

Activity	Funds to Be used at CITEL Hdqrs	SOF *	Transfer to Coordinating Institution	SOF *	Total Cost
TRAVEL (5 persons) Tickets, per diem and terminal expenses for Executive Secretary, CITEL Specialist, Conferences Specialist, 2 Documents Technicians	5,181 1,000 <u>9,999</u> 16,180	1 2 3			16,180
EQUIPMENTS AND SUPPLIES Rental of equipment and office supplies					
TELEPHONE, FAX, ETC.	501	2			501
CONTRACTS Preparation of preliminary documents, during and finals Interpreters, translators and support personnel during meeting	9,500	2	44,364	2	9,500 <u>44,364</u> 53,864
CONTINGENCIES	2,000	2			2,000
TOTAL	28,181		44,364		72,545

(*) Source of Financing
1 Regular Fund \$5,181
2 Specific Funds \$57,365
3-Reserve Funds for 2002 Meetings \$9,999

BUDGET JOINT MEETING

**XXI MEETING OF THE PERMANENT CONSULTIVE COMMITTEE III
AND
IX MEETING OF THE PERMANENT CONSULTATIVE COMMITTEE II
July 15-19, 2002
Brazil**

Activity	Funds to Be used at CITEL Hdqrs	SOF *	Transfer to Coordinating Institution	SOF *	Total Cost
TRAVEL (6 persons) Tickets, per diem and terminal expenses for Executive Secretary, 2 CITEL Specialist, Conferences Specialist and 2 Documents Technicians	6,181 <u>5,303</u> 11,484	1 3			11,484
EQUIPMENTS AND SUPPLIES Rental of equipment and office supplies					
TELEPHONE, FAX, ETC.	501	2			501
CONTRACTS Preparation of preliminary documents, during and finals Interpreters, translators and support personnel during meeting	9,500	2	45,000	2	9,500 <u>45,000</u> 54,500
CONTINGENCIES	2,000	2			2,000
TOTAL	23,485		45,000		68,485

(*) Source of Financing

1 Regular Fund \$6,181

2 Specific Funds PCC.III \$57,001

3-Reserve Funds for 2002 Meetings PCC.III \$5,303

**BUDGET
XXII MEETING
PERMANENT CONSULTATIVE COMMITTEE III
September 2-6, 2002
To de determined**

Activity	Funds to Be used at CITEL Hdqrs	SOF *	Transfer to Coordina- ting Institution	SOF *	Total Cost
TRAVEL (5 persons) Tickets, perdiem and terminal expenses for Executive Secretary, CITEL Specialist, Conferences Specialist, 2 Documents Technicians	5,181 1,000 <u>11,479</u> 17,660	1 2 3			17,660
EQUIPMENTS AND SUPPLIES Rental of equipment and office supplies					
TELEPHONE, FAX, ETC.	501	2			501
CONTRACTS Preparation of preliminary documents, during and finals Interpreters, translators and support personnel during meeting	9,500	2	45,000	2	9,500 <u>45,000</u> 54,500
CONTINGENCIES	2,000	2			2,000
TOTAL	29,661		45,000		74,661

(*) Source of Financing

1. Regular Fund \$5,181
2. Specific Funds \$58,001
3. Reserve Funds for 2002 Meetings \$11,479

VI. RECOMMENDATIONS

COM/CITEL REC. 6 (X-01) ²⁴

CONTRIBUTIONS OF CITEL ASSOCIATE MEMBERS

The X Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

CONSIDERING:

That Article 84 of the CITEL Regulations provides that associate members shall share in covering the costs of operations of the Permanent Consultative Committees where they participate by voluntarily choosing a contributory level, and that the minimum annual contributory level, as set by the 1998 CITEL Assembly, stands at US\$ 2,000,

BEARING IN MIND:

- a) The importance of the participation of the CITEL associate members in the work of CITEL Permanent Consultative Committees and the continued benefits to be gained through such participation;
- b) The significantly expanded activities of CITEL since 1998, resulting in part from this participation, and the corresponding requirement for the Permanent Consultative Committees to maintain adequate resources to allow them to meet the needs of their participants, and
- c) The increasing costs of holding CITEL Permanent Consultative Committee meetings, due to general inflation and other related factors;

RECOMMENDS:

That the CITEL Assembly set the amount of two thousand five hundred US dollars (US\$ 2,500) as the minimum annual contributory unit per Permanent Consultative Committee for Associate Members, beginning January 1, 2004, as provided for in the attached draft Resolution.

INSTRUCTS THE EXECUTIVE SECRETARY:

- a) To distribute this Recommendation to all CITEL associate members.
- b) To take the necessary steps for the consideration of this Recommendation at the 2002 CITEL Assembly.

²⁴ COM/CITEL/ doc. 658/01

DRAFT RESOLUTION²⁵

CONTRIBUTIONS OF CITEL ASSOCIATE MEMBERS

The Third Regular Meeting of the Assembly of the Inter-American Telecommunication Commission (CITEL),

CONSIDERING:

- a) That, pursuant to Article 24 of the CITEL Statute, Associate Members may fully participate in all the activities of the Permanent Consultative Committee of which they are associate members,
- b) That, pursuant to Article 29 of the CITEL Statute, contributions from associate members are to be determined by the CITEL Regulations, and
- c) That pursuant to Article 84 of the CITEL Regulations, the lowest level of contribution from an associate member is “one” unit, and the monetary value of the unit stated in US dollars shall be set by the CITEL Assembly.

BEARING IN MIND:

- a) That the minimum level of the unit should cover the costs connected with participation of all the representatives from associate members in each Permanent Consultative Committee of which they are a member, per year;
- b) That this minimum unit contribution for Associate Members was set at two thousand US dollars (US\$ 2,000) at the II CITEL Assembly held in Quito, Ecuador, in 1998;
- c) That, since that time, CITEL’s activities, membership and responsibilities have expanded;
- d) That, since that time, the costs of convening and conducting Permanent Consultative Committee meetings have also risen, and
- e) The possibility given to all associate members to voluntarily choose a contribution of “more” than one unit.

RESOLVES:

That the value of one “unit” for the membership fees of Associate Members be set, beginning on January 1, 2004, at two thousand five hundred US dollars (US\$ 2,500) per Permanent Consultative Committee.

URGES:

Associate Members to choose, whenever possible, a contributory fee higher than “one” unit.

²⁵ COM/CITEL/ doc. 658/01

INSTRUCTS THE EXECUTIVE SECRETARY:

To distribute the present Resolution to all Associate Members.

V. DECISIONS

COM/CITEL/DEC.27(X-01)²⁶

TELE-EDUCATION BOOK

The X Meeting of the CITEL Permanent Executive Committee, COM/CITEL,

DECIDES:

To acknowledge the resolution PCC.I/RES.132 (XV-01) approving the book “Tele-education in the Americas”

COM/CITEL/DEC.28 (X-01)²⁷

PARTICIPATION OF OBSERVERS IN CITEL MEETINGS

The X Meeting of the CITEL Permanent Executive Committee, COM/CITEL,

DECIDES:

To request the Executive Secretary to made any consultations as be necessary to update the list of observers in CITEL meetings approved by resolution COM/CITEL RES. 62 (VII-98) and to report to the XI meeting of COM/CITEL.

²⁶ COM/CITEL/doc.647/01

²⁷ COM/CITEL/ doc. 678/ 01

COM/CITEL/DEC.29 (X-01)²⁸

PREPARATORY ITEMS FOR THE CITEL ASSEMBLY

The X Meeting of the CITEL Permanent Executive Committee, COM/CITEL,

DECIDES:

To request the Chair of COM/CITEL to send a letter to each member country, as soon as possible, in order to remind them of some critical activities associated with the CITEL Assembly. These include:

1. The election of the members of COM/CITEL;
2. The election of two vice-chairs for the Assembly;
3. The determination of the number of Permanent Consultative Committees and their respective mandates;
4. The election of the chairs of the PCCs;
5. The requirement for delegations to have credentials from the Ministry of Foreign Affairs in order to represent their countries at the Assembly;
6. The opportunity to submit views regarding the structure of the Assembly and the identification of the chairs for the various committees that will be established (views should be submitted to the Executive Secretary and the chair of COM/CITEL by February 1, 2002);

COM/CITEL/DEC.30 (X-01)²⁹

**“NETO / EDSAT-AMERICAS PROJECT”
DISTANCE EDUCATION PROJECT**

The X Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

DECIDES:

To request that the Executive Secretary prepare a report on the “NETO / EDSAT – Americas Project” Distance Education Project based on the studies provided by PCC.I (COM/CITEL/doc. 642/01) and PCC.III (COM/CITEL/doc. 629/01) and send it to the Secretary General of OEA as an answer to his query.

²⁸ COM/CITEL/doc.671/01rev.1

²⁹ COM/CITEL/doc.647/01

VI. LIST OF BASIC DOCUMENTS.

Summary Minutes of the Inaugural Session	COM/CITEL/doc.653/01
Summary Minutes of the First Plenary Session:	COM/CITEL/doc.650/01 rev.1
Summary Minutes of the Second Plenary Session:	COM/CITEL/doc.650/01 rev.1
Summary Minutes of the Third Plenary Session:	COM/CITEL/doc.665/01
Summary Minutes of the Fourth Plenary Session	COM/CITEL/doc.677/01
Summary Minutes of the Fifth Plenary Session and closing Session	COM/CITEL/doc.680/01
List of Documents:	COM/CITEL/doc.600/01 rev. 4
List of Participants:	COM/CITEL/doc.601/01 rev. 1
Final Report:	COM/CITEL/doc.682/01 rev.1