



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

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

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

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FINAL REPORT

(Item on the Agenda: 6)

(Document submitted by the Drafting Group)

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FINAL REPORT

XXVII MEETING OF THE PERMANENT CONSULTATIVE COMMITTEE I: TELECOMMUNICATIONS/INFORMATION AND COMMUNICATION TECHNOLOGIES (PCC.I)

The XXVII Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies was held in Washington, DC, United States of America, September 21 to 25, 2015.

I. AGENDA ¹

1. Approval of the agenda and calendar of activities.
2. Establishment of the Drafting Group for the Final Report.
3. Work Plan for PCC.I.
4. Working Group reports and meetings:
 - 4.1 Working Group on Policy and Regulation (WGPR)**
 - 4.1.1 Rapporteurship on protecting the rights of telecommunication service users
 - 4.1.2 Rapporteurship on Internet: ecosystem and international connectivity
 - 4.1.3 Rapporteurship on roaming
 - 4.1.4 Rapporteurship on fraud control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices
 - 4.1.5 Rapporteurship on economic aspects of telecommunications/ICTs services
 - 4.1.6 Rapporteurship on telecommunication service quality
 - 4.2 Working Group on Development (WGD)**
 - 4.2.1 Rapporteurship on disaster prevention, response and mitigation
 - 4.2.2 Rapporteurship on Broadband for universal access and social inclusion
 - 4.3.3 Rapporteurship on follow-up of regional initiatives
 - 4.3 Working Group on Deployment of Technologies and Services (WGDTs)**
 - 4.3.1 Rapporteurship on Standards, conformity and interoperability
 - 4.3.2 Rapporteurship on Infrastructure, connectivity and service deployment
 - 4.3.3 Rapporteurship on Cybersecurity, vulnerability assessment and critical infrastructure
 - 4.3.4 Rapporteurship on Telecommunication numbering, portability and addressing
 - 4.3.5 Rapporteurship on Technological innovation and trends
 - 4.4 Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF)**
 - 4.5 Ad hoc Group for the implementation of ICTs as tools for the empowerment of women**
5. Agenda, site and date of the XXVIII Meeting of PCC.I.
6. Approval of the Final Report.
7. Other business.

¹ CCP.I-TIC/doc. 3642/15

II. AUTHORITIES OF THE MEETING

Chair of PCC.I:

Mr. Gonzalo Ruiz Díaz (Peru)

Vice-Chairs:

Mr. Kenji Kuramochi (Paraguay)

Executive Secretary:

Mr. Oscar Leon (OAS)

Drafting Group:

Chair:

Mr. Humberto Sheput (Peru)

Delegados:

Ms. Hector Carrillo (Mexico)

Mr. Gregory Ratta (United States of America)

III. RESOLUTIONS

PCC.I/RES. 248 (XXVII-15)²

HOST OF THE 2017 WORLD TELECOMMUNICATION DEVELOPMENT CONFERENCE (WTDC-17) OF THE INTERNATIONAL TELECOMMUNICATION UNION (ITU)

The XXVII meeting of Permanent Consultative Committee I: Telecommunications/ICTs (PCC.I),

RECOGNIZING:

- a) That the basic texts of CITEI, which are the Statute and the Rules of Procedure, establish as the first of the Commission's Objectives to facilitate and promote, by all means available to it, the continuing development of telecommunications/information and communication technologies (ICTs) in the Hemisphere, in pursuance of sustainable development;
- b) That the aforementioned Statute contemplates, among the specific functions of CITEI, promoting the coordination of the Member State positions before the different conferences, assemblies and international ICT fora;
- c) That, in turn, Article 2 of the Rules stipulates that CITEI achieves its objectives through the Assembly of CITEI, the Permanent Executive Committee (COM/CITEI), the Permanent Consultative Committees, and the Secretariat;
- d) That, in this sense, the Strategic Plan of CITEI for 2014-2017, in the section regarding its vision, mentions the full integration of the American States into the global information society, in order to enable and accelerate social, economic and environmentally sustainable development for all the people in the region through the development of telecommunications and ICTs.
- e) That, in addition, the aforementioned Plan has as strategic goals the promotion of initiatives to expand the use, adoption, and penetration of ICTs, as well as the promotion of inclusion and the affordability of ICTs and the reduction of the digital divide in the Americas;
- f) That, in addition, some of the specific goals contemplated in the Strategic Plan include intensifying cooperation and the coordination of activities, initiatives, projects and programs with the International Telecommunication Union (ITU) and the strengthening of collaboration with the ITU's Regional Office for Americas, and that the Secretariat of CITEI, COM/CITEI, PCC.I, and PCC.II are responsible for the achievement of such goals according to their respective competences;
- g) That, in addition to the above, it should be noted that the International Telecommunication Union, through its Development Sector, seeks to fulfill the objective of promoting and providing technical assistance to developing countries in the field of ICTs;
- h) That the functions of the ITU Development Sector include the promotion, development and expansion of telecommunication services and networks, paying special attention to developing countries, offering, organizing, and coordinating cooperation activities;

² CCP.I-TIC/doc. 3652/15

i) That, to fulfill these functions, the Development Sector uses World and Regional Telecommunication Development Conferences as essential tools,

CONSIDERING:

a) That the World Telecommunication Development Conference (WTDC) of the International Telecommunication Union (ITU) is called every four years within the period that falls *between* two Plenipotentiary Conferences (PP), whose purpose is to provide a forum to discuss issues, projects and programs related to the development of telecommunications, and to provide direction and guidance to the Telecommunication Development Sector (*ITU-D*);

b) That the WTDC must establish objectives and strategies to promote a balanced development of global and regional telecommunications, paying special attention to the expansion and modernization of the networks and services in developing countries, as well as the mobilization of the necessary resources for this purpose;

c) That Resolution 77 (Rev. Busan, 2014) of the 2014 Plenipotentiary Conference stipulated that the next WTDC should be held between the months of November and December 2017;

d) That the Argentine Administration has formally expressed to the Executive Secretary of CITEL, the Secretary General of the ITU and the Director of the ITU Development Bureau (ITU-D) its willingness to host the 2017 WTDC in Argentina;

e) That, in this sense, it should be noted that the Argentine Republic, a Member State of CITEL, has been a member of the ITU since 1889, being one of its oldest members in the Americas Region, and which has hosted a significant number of events, including the Plenipotentiary Conference of 1952, the first World Telecommunication Development Conference in 1994, the Assembly of CCITT, several regional conferences on Broadcasting, and meetings and seminars on Radiocommunication, Standardization and Telecommunication Development;

f) That, in addition, the aforementioned country has held leadership positions within ITU such as Secretary General between 1954 and 1958, and other functions with different responsibilities during Plenipotentiary Conferences, in Administrative Council, in the Standardization Assemblies, in World and Regional Radiocommunication Conferences, Expert Groups, Study Groups and Regional Working Groups of the three ITU sectors, placing at the disposal of the Union and Member States its more outstanding professionals in the field of telecommunications/ICTs, and thus ratifying with this nomination its commitment to and cooperation with the Union;

g) That Resolution 5 (Rev. Dubai, 2014) of the World Telecommunication Development Conference (WTDC) on greater participation by developing countries in the activities of the Union, instructs the Director of the Development Bureau to make sure the ITU-D meetings are carried out, to the extent possible and within the financial limits available, outside Geneva, if this facilitates greater participation of local experts from countries and regions that are far from Switzerland;

h) That, for many countries in the Americas Region, in particular for developing countries subject to stringent budgetary constraints, effective and efficient participation in ITU-D activities entails serious difficulties;

i) That hosting the World Telecommunication Development Conference in the Americas Region will help achieve better positioning of the latter within the ITU, and allow a significant increase in the

participation of the developing countries in the region, resulting in a better approach to their specific issues,

RESOLVES:

1. To support the proposal of the Argentine Republic, as Member State of CITEL, to host the 2017 World Telecommunication Development Conference, highlighting the importance such an important event has for the countries in the region;
2. To instruct the Executive Secretary of CITEL to inform the Chair of COM/CITEL, the Secretary General of the International Telecommunication Union, and the Director of the ITU Telecommunication Development Bureau about this Resolution.

PCC.I/RES. 249 (XXVII-15)³

TECHNICAL NOTEBOOK “REGIONAL MEASURES TO COMBAT THE SPREAD OF COUNTERFEIT, SUBSTANDARD AND UNAPPROVED MOBILE DEVICES”

The XXVII Regular Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communications Technology (PCC.I),

CONSIDERING:

- a) That the counterfeit, substandard and unapproved mobile device problem is within the scope of prior mandates of the Inter-American Telecommunications Commission (CITEL) relating to the prevention, detection, policies and actions on fraud and non-compliant practices;
- b) That one of the mandates of the Working Group on Policies and Regulation is to study issues related to the prevention of fraud and non-compliant practices in the provision of telecommunication/Information and Communication Technologies (ICT) services, and recommend best practices that can minimize the impact on Member States, users and operators;
- c) That the work of the Regulatory Non-compliance Practices and Fraud Control in Telecommunications Rapporteurship, within the scope of the Working Group on Policies and Regulation, is aimed at providing tools that allow Member States to develop specific policies aimed at solving the problems presented by the existence of fraudulent and non-compliant practices;
- d) That a Correspondence Group to Examine the Issues Relative to Counterfeit, Substandard and Unapproved Mobile Devices, with the purpose of addressing this endemic problem within the region, was established within the framework of the Regulatory Non-compliance Practices and Fraud Control in Telecommunications Rapporteurship in the XXVII Regular Meeting of PCC.I through PCC.I/RES. 222 (XXIV-14),

RECOGNIZING:

- a) That it is necessary to join efforts among Member States to have information on regulations that are applicable to combat the spread of counterfeit, substandard and unapproved mobile devices;

³ CCP.I-TIC/doc. 3715/15

b) That it is essential to share information and exchange experiences on issues associated with the combating of sale and circulation of counterfeit, substandard or unapproved devices in the market, as well as the adverse consequences for users, governments and the private sector, in order to enable Member States to assess the implementation of potential solutions;

c) That it is in the interest of Member States to be aware of the leading cases relating to the enforcement of regulations, practices, and awareness-raising campaigns for citizens in order to limit and deter the circulation of counterfeit, substandard, and unapproved mobile devices;

d) That the exchanging of such information will provide to the Member States knowledge based on the experience of their peers regarding the combat of counterfeit, substandard and unapproved mobile devices for better policy making, and will also provide tools to address problems that companies providing telecommunications services may face as a consequence of the use of those devices,

WHEREAS:

a) The terms of reference of the Correspondence Group to Examine the Issues Relative to Counterfeit, Substandard and Unapproved Mobile Devices envision that the Group should, among other things:

1. Evaluate the scope and nature of the counterfeit, substandard and unapproved mobile devices problem;
2. Promote sharing of information and exchanging of experiences among CITEL Members regarding measures taken to combat trade and use of counterfeit, substandard and unapproved mobile devices, and
3. Document best practices from around the world in combating trade and use of counterfeit, substandard and unapproved mobile devices;

b) The terms of reference of the Correspondence Group also tasks it to propose the creation of technical notebooks, recommendations and/or resolutions of CITEL addressing technical and regulatory measures to combat trade and use of counterfeit, substandard and unapproved mobile devices in the Americas Region,

BEARING IN MIND:

a) That it would be beneficial for Member States to have a centralized source of information on the various experiences, measures, studies, and regulations that CITEL Member States have been implementing or developing to combat trade and use of counterfeit, substandard and unapproved mobile devices in the Americas Region;

b) That this collection of experiences and documents is an initial step toward assessing best practices and, where appropriate, recommending actions,

RESOLVES:

1. To approve the creation of a Technical Notebook on “Regional Measures to Combat the Spread of Counterfeit, Substandard and Unapproved Mobile Devices” to provide updated and detailed information on the experiences, measures, studies, and regulations that CITEL Member States have developed in this regard.

2. To designate the Administration of Brazil as the Coordinator for this Technical Notebook, represented by Mr. João Zanon, the Coordinator of the Correspondent Group to Examine the Issues Relative to Counterfeit, Substandard and Unapproved Mobile Devices.
3. To task the Coordinator to collect information provided by Member States and Associate Members on this subject and to prepare the Technical Notebook as well as to keep it updated, as required.
4. To approve the recommended Contents of the Technical Notebook, as shown in Annex I.
5. To request that the Secretariat of CITEL circulate this Resolution among the Member States and Associate Members to begin the information collection process.
6. To invite the CITEL Member States and Associate Members to provide information to be included in the Technical Notebook.

ANNEX I TO RESOLUTION PCC.I/RES. 249 (XVVII-15)

RECOMMENDED CONTENTS OF THE TECHNICAL NOTEBOOK

“REGIONAL MEASURES TO COMBAT THE SPREAD OF COUNTERFEIT, SUBSTANDARD AND UNAPPROVED MOBILE DEVICES”

1. Definitions for counterfeit, substandard, and unapproved devices.
2. Information on the size of the counterfeit, substandard, and unapproved mobile devices problem including any studies conducted regarding the sale and distribution of such products, data/statistics on how many devices are on networks that have invalid IMEI numbers, information on number of seizures by customs or other enforcement authorities, etc.
3. Data or statistics on the economic impact of the sale and circulation of counterfeit, substandard, and unapproved mobile devices on society.
4. Data relating to the sources of counterfeit, substandard, and unapproved mobile devices.
5. Information regarding cybersecurity threats posed by such devices.
6. Safety, environmental, or performance related problems from the use of counterfeit, substandard, and unapproved mobile devices including any studies conducted on these topics.
7. Data on existing legislation or regulations in Member States specifically addressing the counterfeit, substandard, and unapproved mobile devices problem.
8. Information on studies and consultancies undertaken in this area by international and/or multilateral bodies.
9. Information on best practices from inside and outside the region including available technological solutions.

10. Information on cases of practical implementation of measures to combat the spread of counterfeit, substandard and unapproved mobile devices in each Member States
11. Information on the main challenges faced and possible solutions when implementing measures to combat the spread of counterfeit, substandard and unapproved mobile devices.

PCC.I/RES. 250 (XXVII-15)⁴

**TECHNICAL NOTEBOOK “POLICIES ADOPTED ON THE OPERATION OF MOBILE
VIRTUAL NETWORK OPERATORS (MVNOs)”**

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

RECOGNIZING:

- a) That the work of the Rapporteurship on economic aspects of telecommunications/ICTs services is focused on the study of those aspects, including the promotion of competitive intensity, in order to make recommendations on best regulatory practices;
- b) That aspects to be studied include the monitoring of policies adopted by the Member States on the operation of Mobile Virtual Network Operators (MNVOs);
- c) That knowledge is needed of experiences of Member States in connection with the entry of MNVOs into their markets and the policies implemented for the development of MVNOs;
- d) That it is necessary to share information, as well as policies implemented on and experiences of MNVOs in the Member States to identify whether measures are in place to promote the entry and/or development of MNVOs;
- e) That it is of interest to the Member States to have knowledge of the most notable regulatory policy experiences associated with the entry into and continuation of MVNOs in the mobile telephony market in order to promote competition therein,

CONSIDERING:

- a) That the terms of reference of the Rapporteurship on economic aspects of telecommunications/ICTs services provide for, among other activities, the study of aspects that promote competitive intensity;
- b) That it is necessary for the Member States to be able to share information on policies adopted on the operation of MVNOs;
- c) That sharing said information will enable the Member States to gain knowledge of the experience of their peers regarding policies adopted to promote the entry and development of MVNOs,

⁴ CCP.I-TIC/doc. 3731/15

BEARING IN MIND:

- a) That it would be beneficial to the Member States to have centralized information on all measures in the different entities or organizations on the operation of MVNOs on which work is being done and that are being adopted;
- b) That one objective of the Rapporteurship on economic aspects of telecommunications/ICTs services is to provide the Member States with tools needed to take actions intended to increase competitive intensity in the provision of public telecommunication services;
- c) That monitoring policies adopted by the Member States to facilitate the operation of MVNOs is part of the Work Plan of the Rapporteurship on economic aspects of telecommunications/ICTs services;
- d) That the aforesaid compilation of policies adopted on the operation of MNVOs is a highly useful tool for the Member States since it will provide knowledge of policies that other countries are implementing for the entry and development of MVNOs,

RESOLVES:

- 1. To approve the creation of a Technical Notebook on **“Policies Adopted on the Operation of Mobile Virtual Network Operators (MVNOs),”** to provide updated and detailed information on the experiences, measures, studies, and legislation and regulations issued that have been developed by the Member States of CITEL in that regard.
- 2. To designate as Coordinator of that Technical Notebook the administration of Peru, represented by Mr. Sergio Cifuentes Castañeda, Rapporteur of the Rapporteurship on economic aspects of telecommunications/ICTs services, who will be tasked with compiling the information contributed by the Member States and associate members, and the ongoing update thereof.
- 3. To adopt the Table of Contents of the Technical Notebook contained in Annex I hereto.
- 4. To request the Secretariat of CITEL to distribute this resolution to the administrations to begin the information compilation process.
- 5. To request the Member States of CITEL to include information in the aforesaid Notebook.

ANNEX I TO RESOLUTION PCC.I/RES. 250 (XXVII-15)

TABLE OF CONTENTS OF THE TECHNICAL NOTEBOOK: “POLICIES ADOPTED ON THE OPERATION OF MOBILE VIRTUAL NETWORK OPERATORS (MVNOs)”

- 1. Information on regulatory measures (legislation, regulations, and legal measures in general) related to the operation of MVNOs, if these have promoted the entry into or continuation of MVNOs in the market.
- 2. Information on studies prepared or consultancies implemented in this area by the regulatory agency, ministry, or other entity of the Member State.

3. Information on studies prepared or consultancies implemented in this area by international and/or multilateral entities.
4. Information on most notable cases of the effects of the norms implemented on the operation of MVNOs.
5. Lessons learned of promoting mobile telephony competition through the entry and development of MVNOs.

PCC.I/RES. 251 (XXVII-15)⁵

SEMINAR ON THE INTERNET OF THINGS (IoT) AND MACHINE-TO-MACHINE (M2M) COMMUNICATIONS

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

CONSIDERING:

- a) That Resolution CITELE RES. 225 (XXIV-14) established the structure and terms of reference for the Working Groups and Rapporteurships of PCC.I, including the structure of the Rapporteurship on Technological Innovation and Trends;
- b) That in accordance with CITELE RES. 225 (XXIV-14) the mandate of the Rapporteurship on Technological Innovation and Trends is to conduct a forecasting analysis of technological evolution and trends in telecommunications and ICTs, including those related to IoT and M2M, in order to share information experiences and best practices with Member States,

RECOGNIZING:

- a) That it is within the Terms of Reference of the Work Plan of the Rapporteurship on Technological Innovation and Trends to conduct activities for capacity building of Member States in technological trends in telecommunications and ICTs within CITELE;⁶
- b) That it is also part of the Terms of Reference of the Work Plan of the Rapporteurship on Technological Innovation and Trends to establish liaisons with other standards bodies, industry organizations and others, as needed, in order to anticipate possible innovations in technologies and services;⁷

RECOGNIZING FURTHER:

That it is programmed within the Work Plan of the Rapporteurship on Technological Innovation and Trends to hold a seminar on M2M with participation from governments, the private sector, and other interested parties at the XXVIII CITELE PCC.I Meeting in 2016;⁸

⁵ CCP.I-TIC/doc. 3709/15 rev. 1

⁶ CCP.I-TIC/doc. 3386/14 rev.1.

⁷ Id.

⁸ Id.

CONSIDERING:

- a) That CCP.I/RES. 216 (XXV-14) approved a survey to be circulated to CITEL Member States for their consideration and response aimed at assessing the status of any regulations and policy frameworks governing M2M, including the definition of M2M, specific regulations that have been established for M2M, potential fiscal incentives for the use of the technology, technology preference for M2M communications (e.g., over cellular network or over Wi-Fi technology), cross-border data transfer, as well as data privacy issues associated with M2M communications;
- b) That the Rapporteurship on Technological Innovations and Trends submitted a summary of the survey responses, and presented document CCP.I-TIC/doc. 3546r2 to the XXVI meeting of PCC.I, assessing the regulations and policy frameworks that govern M2M services, as well as gathering information on how these services are being deployed in CITEL Member States;
- c) That CCP.I-TIC/doc. 3546/15 rev.2 drafted by the Rapporteurship on Technological Innovations and Trends concluded that CITEL Member States have generally adopted technology-neutral frameworks and policies that can enable cross-border M2M communications and services to continue to grow, though there are some divergent approaches that may hinder M2M deployment;
- d) That the XXV and XXVI meetings of PCC.I have studied and evaluated various information documents that addressed technical and regulatory issues related to M2M communications,

RESOLVES:

1. To approve a full day Seminar on “The Internet of Things and Machine-to-Machine Communications - Approaches in the Americas,” to take place on the Monday before the first day of the XXVIII Meeting of the Permanent Consultative Committee I: Telecommunications, Information and Communications Technology.
2. To designate the Co-Rapporteurs of the Rapporteurship on Technological Innovation and Trends, Ms. Amy Alvarez (AT&T), and Mr. Geraldo Neto (Qualcomm), as CITEL’s contact points to coordinate the Seminar.
3. To approve the list of topics included in the Annex, as a starting point for discussions on the issues to be addressed during the Seminar.
4. To hold this seminar without cost to CITEL.

ANNEX TO RESOLUTION PCC.I/RES. 251 (XXVII-15)

TOPICS FOR SEMINAR

THE INTERNET OF THINGS AND MACHINE-TO-MACHINE COMMUNICATIONS APPROACHES IN THE AMERICAS

1. Overview on IoT/M2M communications, including evolving business models and the summarized information from the region

2. Requirements for IoT in terms of network infrastructure, numbering and addressing, performance, reliability, security and spectrum
3. Standards landscape
4. Regulatory implications of connected devices, including related to data privacy and management (bearing in mind not all data processed in the context of IoT is personal)
5. Policies to promote IoT/M2M deployment
6. Main applications and/or successful stories in the region
7. Best practices when implementing IoT/M2M
8. Conclusions and follow up actions

PCC.I/RES. 252 (XXVII-15)⁹

**STANDARDS COORDINATION DOCUMENT (SCD) FOR ITU-T RECOMMENDATION H.265:
“HIGH EFFICIENCY VIDEO CODING”**

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

CONSIDERING:

- a) That there is a consensus that new forms of communication are fundamentally transforming the way in which people, communities, businesses and governments interact with each other;
- b) That PCC.I identifies multimedia communications as a priority issue for examination;
- c) That PCC.I emphasizes the advantages of a prompt evolution towards networks supporting multimedia; and
- d) That the WGDTS maintains a Technical Notebook on Next Generation Standards related to the latest standardization activities including multimedia technologies,

RECOGNIZING:

- a) That the region's economy can be strengthened and its communities transformed by supporting the latest multimedia communications throughout the Americas;
- b) That today, the most advanced forms of communication require high bandwidth interconnection;

⁹ CCP.I-TIC/doc. 3736/15 rev. 1

c)That ITU-T Recommendation H.265, “High Efficiency Video Coding” defines a multimedia technology that exploits compression techniques to reduce the bandwidth required for video transmission;

d)That the ITU-T Study Group 16 approved Recommendation H.265 in February 2015 under the "Alternative Approval Process" (AAP) and it is now in force,

RESOLVES:

To endorse ITU-T Recommendation H.265, “High Efficiency Video Coding” with no deletions, additions or modifications; and

INSTRUCTS:

1. The Working Group on Deployment of Technologies and Services to continue to monitor the multimedia standards work of ITU-T Study Group 16 and determine its applicability for the Americas as this work evolves; and
2. The Working Group on Deployment of Technologies and Services to continue addressing the multimedia technology needs of the Americas and provide additional recommendations for endorsing standards that meet customer demands for multimedia and other innovative services.

ANNEX TO RESOLUTION PCC.I/RES. 252 (XXVII-15)

SCD FOR ITU-T RECOMMENDATION H.265 : “HIGH EFFICIENCY VIDEO CODING”

EXECUTIVE SUMMARY

The Working Group on Deployment of Technologies and Services (WGDTS) has addressed multimedia technologies as part of its studies of standards for Next Generation Networks (NGN), Services, Signaling, and Operations as they relate to the service access needs of the Americas. Part of this activity has included monitoring the work of the ITU-T. ITU-T Study Group 16 (Multimedia) has been designated as the Lead ITU-T Study Group for multimedia coding, systems and applications – including Internet of Things (IoT) applications and IPTV. In this capacity, Study Group 16 approved, in February 2015, Recommendation H.265, specifying high compression video coding for various applications such as Internet streaming, communication, videoconferencing, digital storage media and television broadcasting. The latest version includes Three-Dimensional High Efficiency Video Coding (3D-HEVC).

At the XXV Meeting of PCC.I (Asuncion; August 2014), it was reported that SG 16 had approved ITU-T Recommendation H.265, “High Efficiency Video Coding” in April 2013. This Recommendation represented an evolution of the existing video coding and was developed in response to the growing need for higher compression of moving pictures for various applications such as Internet streaming, communication, videoconferencing, digital storage media and television broadcasting. This Specification had also been jointly developed by the ITU-T Video Coding Experts Group (VCEG) and the ISO/IEC Moving Picture Experts Group (MPEG). The WGDTS discussed this multimedia technology and the implications of advanced video compression.

At the XXVI Meeting of PCC.I (Cusco; May 2015), the WGDTS discussed the latest published version of formal specifications for ITU-T Recommendation H.265, approved by Study Group 16 in February 2015.

This latest version extends the compression techniques to 3D video. The WGDTS now presents this SCD in order to endorse ITU-T Rec. H.265 for implementation in the Region of the Americas.

1. BACKGROUND

Introduction

ITU-T Recommendation H.265 (February 2015) represents an evolution of the existing video coding Recommendations (ITU-T H.261, ITU-T H.262, ITU-T H.263 and ITU-T H.264) and was developed in response to the growing need for higher compression of moving pictures for various applications such as Internet streaming, communication, videoconferencing, digital storage media and television broadcasting. It is also designed to enable the use of the coded video representation in a flexible manner for a wide variety of network environments. The use of this Recommendation allows motion video to be manipulated as a form of computer data and to be stored on various storage media, transmitted and received over existing and future networks and distributed on existing and future broadcasting channels.

This Recommendation is designed to cover a broad range of applications for video content including but not limited to the following:

- Broadcast (cable TV on optical networks / copper, satellite, terrestrial, etc.)
- Content production and distribution
- Digital cinema
- Internet streaming, download and play
- Medical imaging
- Mobile streaming, broadcast and communications
- Real-time conversational services (videoconferencing, videophone, telepresence, etc.)
- Storage media (optical disks, digital video tape recorder, etc.)

This Specification has been jointly developed by the ITU-T Video Coding Experts Group (VCEG, Q6/16) and the ISO/IEC Moving Picture Experts Group (MPEG, WG11, SC29, ISO/IEC JTC1).

Design Characteristics

This Recommendation is designed to be generic in the sense that it serves a wide range of applications, bit rates, resolutions, qualities, and services. Applications should cover, among other things, digital storage media, television broadcasting and real-time communications. In the course of creating this standard, various requirements from typical applications have been considered, necessary algorithmic elements have been developed, and these have been integrated into a single syntax. Hence, this specification will facilitate video data interchange among different applications.

Coded video content conforming to this Recommendation uses a common syntax. In order to achieve a subset of the complete syntax, flags, parameters, and other syntax elements are included in the bitstream that signal the presence or absence of syntactic elements that occur later in the bitstream. Considering the practicality of implementing the full syntax of this specification, however, a limited number of subsets of the syntax are also stipulated by means of "profiles", "tiers", and "levels".

A "profile" is a subset of the entire bitstream syntax that is specified in this Recommendation. Within the bounds imposed by the syntax of a given profile it is still possible to require a very large variation in the performance of encoders and decoders depending upon the values taken by syntax elements in the bitstream such as the specified size of the decoded pictures. In many applications, it is currently neither practical nor economic to implement a decoder capable of dealing with all hypothetical uses of the syntax within a particular profile.

In order to deal with this problem, "tiers" and "levels" are specified within each profile. A level of a tier is a specified set of constraints imposed on values of the syntax elements in the bitstream. These constraints may be simple limits on values. Alternatively they may take the form of constraints on arithmetic combinations of values (e.g., picture width multiplied by picture height multiplied by number of pictures decoded per second). A level specified for a lower tier is more constrained than a level specified for a higher tier.

Design Objectives

The coded representation specified in the syntax is designed to enable a high compression capability for a desired image or video quality. The algorithm is typically not lossless, as the exact source sample values are typically not preserved through the encoding and decoding processes. A number of techniques may be used to achieve highly efficient compression. Encoding algorithms (not specified in this Recommendation) may select between inter- and intra- coding for block-shaped regions of each picture. Inter-coding uses motion vectors for block-based inter prediction to exploit temporal statistical dependencies between different pictures. Intra-coding uses various spatial prediction modes to exploit spatial statistical dependencies in the source signal for a single picture. Motion vectors and intra prediction modes may be specified for a variety of block sizes in the picture. The prediction residual may then be further compressed using a transform to remove spatial correlation inside the transform block before it is quantized, producing a possibly irreversible process that typically discards less important visual information while forming a close approximation to the source samples. Finally, the motion vectors or intra prediction modes may also be further compressed using a variety of prediction mechanisms, and, after prediction, are combined with the quantized transform coefficient information and encoded using arithmetic coding.

New Developments

The latest version of the "High Efficiency Video Coding" standard (ITU-T H.265) contains a new Annex dedicated to the specification of 3D video coding. This annex specifies syntax, semantics, and decoding processes for efficient multi-view coding of video textures and depth maps for 3D video applications. The annex also specifies profiles, tiers, and levels for 3D High Efficiency Video Coding (3D-HEVC).

PCC.I/RES. 253 (XXVII-15)¹⁰

JOINT ITU-CITEL STRATEGY AGAINST MOBILE DEVICE THEFT

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

CONSIDERING

- a) That the serious scourge of mobile device theft has its origins in the international organized mafias generating a global market for stolen devices, given controls at the national level, the devices' commercial value, and market restrictions in some countries and regions;
- b) That to combat the transnational action of bands trafficking in stolen mobile devices, in the Americas region, efforts to adopt joint measures have been stepped up in scenarios such as the Inter-American Telecommunication Commission (CITEL), the Andean Community (CAN), and the Regional Technical Commission of Telecommunications (COMTELCA) of Central America, and, at the level of

¹⁰ CCP.I-TIC/doc. 3660/15 rev. 1

bilateral agreements, among countries such as United States of America, Mexico, Colombia, Venezuela, and Ecuador, among others;

c) That the Plenipotentiary Conference (PP-14) held in Busan, in November 2014, through Committee 5 adopted Resolution COM5/5 (BUSAN, 2014): Assisting Member States to combat and deter mobile device theft,

RESOLVES:

1. To approve the holding of the Joint online ITU-CITEL Workshop “Global Strategies to Combat Mobile Device Theft” in the framework of the XXVIII Meeting of Permanent Consultative Committee I, to review measures and strategies required at the global level to combat mobile device theft, with the following tentative agenda:

- a. Blacklists for blocking stolen/lost mobile devices and white lists that contribute to, among other things, the detection and control of invalid, duplicate, and unauthorized IMEIs.
- b. National and international exchange of blacklists and blocking of IMEIs of devices reported stolen/lost in other countries and regions.
- c. Mobile device security against the alteration of IMEIs, including TAC and IMEI allocation procedures, and security recommendations and standards.
- d. Remote blocking applications, such as kill switch, activation lock, safe-switch, etc.
- e. Definition of the crime of and the institution of sanctions for the alteration of IMEIs of mobile devices to evade blacklist control.
- f. Controls on the marketing and sale of mobile devices reported stolen and/or lost.
- g. Controls on the importation and exportation of mobile devices reported stolen and/or lost.

2. To designate the Executive Secretariat of CITEL as the coordinator of the organization and holding of the online workshop, in conjunction with the ITU, on March 16, 2016.

3. To instruct the Executive Secretary of CITEL to request the ITU:

4. To invite the Member States of the ITU, especially those of Europe, Asia, Africa, Oceania, and/or other regions, as well as other associations and societies, to join in the global strategies against mobile device theft and, especially, to exchange at the international level blacklists of stolen or lost mobile terminals utilizing, among other existing alternatives, platforms such as the global database operated by the GSM Association (GSMA IMEI DB), in view of the benefits this may afford countries, their regulatory bodies, and operators in terms of cost, operating infrastructure, and experience of exchanging IMEIs reported stolen or lost.

5. Additionally, to urge the Member States of the ITU to consider including in their regulatory frameworks prohibition of the activation and use of IMEIs or manufacturer’s electronic serial numbers of equipment reported stolen, lost, or unauthorized that are included in national, regional, or international databases by blocking them on mobile networks.

PCC.I/RES. 254 (XXVII-15)¹¹

SEMINAR: SECURITY MEASURES IMPLEMENTED IN CONTRACTS FOR MOBILE SERVICES

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

CONSIDERING:

- a) That measures have been established to contract both prepaid and postpaid mobile services;
- b) That improper or illegal contracts and/or practices can be used under any mobile service regime;
- c) That several countries have established obligations to control and reduce uncertainty in mobile service provision,

RECOGNIZING:

- a) That Resolution PCC.I/RES.230 (XXV-14) approved a seminar on security measures implemented by various countries in contracts for prepaid mobile services during the sessions of the Working Group on Policies and Regulation, within the framework of the XXVII Meeting of PCC.I;
- b) That said seminar was to include subjects relating to requirements and records under contracts for prepaid mobile services;
- c) That understanding both prepaid and postpaid mobile services requires broadening the scope of the seminar to consider the security measures implemented in contracts for mobile services under any regime,
- d) That addressing this subject will facilitate an exchange of updated information and experience among the different Member States;

RESOLVES:

1. To change the title of the seminar on “Security measures implemented by the various countries in contracts for prepaid mobile services”, approved by Resolution PCC.I/RES.230 (XXV-14), to “*Security measures implemented in contracts for mobile services*,” to take place during the sessions of the Working Group on Policy and Regulation, within the framework of the XXVIII Meeting of PCC.I.
2. To appoint the Administration of Peru to coordinate the seminar in coordination with the Chair of the Working Group on Policy and Regulation.
3. To request that the Administration of Peru ensure the engagement of experts who can showcase their experiences and thereby encourage discussion among the Member States.

¹¹ CCP.I-TIC/doc. 3721/15 rev. 1

4. To approve the proposed agenda, including the Annex, as the starting point for the debate on the issues to be discussed during the seminar.
5. To repeal Resolution PCC.I/RES.230 (XXV-14).

ANNEX TO RESOLUTION PCC.I/RES. 254 (XXVII-15)

PRELIMINARY AGENDA

SEMINAR ON “SECURITY MEASURES IMPLEMENTED IN CONTRACTS FOR MOBILE SERVICES”

1. Procedures for contracting mobile services:
 - a. Types of contracts
 - b. Reporting and validating contractor data
 - c. Contract registration
 - d. Service activation
 - e. Complaint procedure
 - f. Systems for querying service holders
2. Locking and unlocking procedure for theft or loss of mobile terminal equipment
 - a. List of terminal equipment (including information)
 - b. Procedures for locking and unlocking mobile terminals
 - c. Recovering the equipment
 - d. Complaint procedure
 - e. System for querying stolen and lost equipment
3. Competent agencies involved in public security relating to offenses linked to the use of mobile services

PCC.I/RES. 255 (XXVII-15)¹²

SEMINAR ON RECOMMENDATIONS OF REGULATORY BEST PRACTICES TO COMBAT IMPORTATION, MARKETING, AND/OR USE OF UNAUTHORIZED RECEIVER DEVICES FOR SATELLITE TELEVISION SIGNALS

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

¹² CCP.I-TIC/doc. 3763/15 rev. 1

CONSIDERING:

- a) That one of the mandates of PCC.I is to promote discussion of new technologies with a view to understanding how countries in the region are creating forward looking policy frameworks that stimulate infrastructure, innovation, and uptake of new services in an environment of legal security, healthy competition, and evolving technological conditions.
- b) That at the recent XXVI Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communications Technologies (PCC.I) was adopted resolution PCC.I/RES. 242 (XXVI-15), by which it was resolved to organize, subject to ratification by the XXVII Meeting of PCCP.I, a half-day seminar on “Recommendations of Best Regulatory Practices to Combat Importation, Marketing and Use of Unauthorized Receiver Devices for Satellite Television Signals.”
- c) That the objective of that seminar will be to disseminate the problems associated with unauthorized receiver devices for satellite television signals, defined as satellite receiver devices with decryption capabilities to illegally access signals from satellite television systems without due authorization or which could may be modified for that purpose, in accordance with Annex 2 of the Fraud and Regulatory Practice Classification Table annexed to decision PCCI/DEC. 204 (XXV-14).

RECOGNIZING:

That to hold the above-mentioned Seminar, the ratification of the XXVII Meeting of PCC.I is required,

NOTING:

That the topics suggested for the holding of the Seminar on Regulatory Best Practices to Combat Importation, Marketing, and/or Use of Unauthorized Receiver Devices for Satellite Television Signals involve matters relevant to the development of this sector in the Americas and that are within the mandate of PCC.I of CITEL,

RESOLVES:

1. To hold a half-day Seminar on “*Regulatory Best Practices to Combat Fraud in the Reception of Subscription Satellite TV Signals*” during the XXVIII Regular Meeting of PCC.I, hosted and organized jointly by the delegation of Uruguay, the Alliance against Pay-TV Piracy, and PCC.I. The Annex hereto offers a description of the matters to be addressed at the Seminar.
2. To designate Mr. Nicolás Antoniello, of the delegation of Uruguay, and Ms. Lina Enriquez, representing DIRECTV Latin America, associate member of PCC.I, as Coordinators of the Seminar, in coordination with the Rapporteur of the Rapporteurship on fraud Control, regulatory non-compliance practices in telecommunications and regional measures against the theft of mobile terminal devices of the Working Group on Policy and Regulation.
3. To instruct the Executive Secretary to forward this resolution to the Member States, associate members, and permanent observers of CITEL, urging them to participate in the Seminar.
4. That this Seminar is to be held without using financial resources of CITEL.

ANNEX TO RESOLUTION PCC.I/RES. 255 (XXVII-15)

PRELIMINARY AGENDA

Seminar on “Regulatory Best Practices to Combat Fraud in the Reception of Subscription Satellite TV Signals”

Seminar program

Opening session: Opening of the Seminar (10 minutes)

Session 1:

(45 minutes)

1. Presentation of the Manual of recommendations of regulatory best practices to combat the manufacture, importation, rental, marketing, distribution, and/or use of receiver devices with decryption capabilities to illegally access signals from subscription satellite television systems without due authorization or which could be modified for that purpose.
2. Speaker: delegation of Uruguay.
3. Methodology for identifying unauthorized receiver devices for satellite TV systems.
Speaker: Nagra and/or Alliance

Session 2: Experiences in the region – Speakers from the region

(60 minutes)

- a. Uruguay – URSEC (15 minutes)
- b. To be decided (15 minutes)
- c. To be decided (15 minutes)
- d. To be decided (15 minutes)

Session 3: Review of experience in Europe – Speaker to be confirmed

(20 minutes)

Session 4: Questions and conclusions

(15 minutes)

**EMERGENCY COMMUNICATIONS – ONGOING ACTIVITIES AND POTENTIAL NEXT
STEPS FOR REGIONAL ACTION - FOR CONSIDERATION OF THE PCC.I
RAPPORTEURSHIP ON DISASTER PREVENTION, RESPONSE AND MITIGATION**

INTRODUCTION

The United States congratulates the Peruvian Administration, the CITEL Secretariat and the ITU on holding a successful Emergency Communications workshop prior to the Cusco PCC.I meeting on May 25. We were pleased to serve as Coordinator for this workshop “*Emergency Communications: “From Preparedness to Regional Action.”*”

During the final session of the workshop, participants identified a number of potential next steps for consideration by the CITEL PCC.I Rapporteurship on disaster prevention, response and mitigation. This contribution first recognizes a number of ongoing disaster-related activities and then proposes additional achievable activities, based on the workshop recommendations, to increase emergency communications preparedness and improve capacity building and collaboration within the region, while preserving scarce resources and without additional expense or burden to the CITEL Secretariat or the Rapporteurship on disaster prevention, response and mitigation. The following resolution project is proposed for review and consideration by the Rapporteurship on disaster prevention, response and mitigation.

CONSIDERING

- a. The importance of Sharing Information, Expertise and Best Practices Across the Region.
- b. The “*Emergency Communications, From Preparedness to Regional Action*” Workshop held in May 2015 in Cusco Peru prior the PCC.I meeting was a complete success thank to the Peruvian Administration, the CITEL Secretariat and the ITU.
- c. The PCC.1 Disaster Rapporteurship remains a useful mechanism for ongoing exchange and collection of information from the membership.
- d. Workshops benefit CITEL Administrations by bringing members together to gauge progress, address capacity gaps, build relationships, and assist the development of additional programs and tools to increase planning, regional coordination and readiness to respond.
- e. Disaster Exercises or Simulations re-create the chaos of a disaster and can be greatly beneficial for countries in implementing and updating their disaster communications plans.
- f. The Rapporteurship on disaster prevention, response and mitigation is should strengthen collaboration with the ITU, including the ITU-Development Sector Study Group 2 Question 5/2 on disaster communications activities.

¹³ CCP.I-TIC/doc. 3656/15 rev. 1

- g. CITEL members may benefit from having information on disaster communications accessible online, to be able to see all the ongoing activities in disaster response within CITEL, providing the names and contact information for leads by project and links to other relevant information.
- h. Emergency Communications is one of the Americas Regional Initiatives adopted at by ITU WTDC-14.

RECOGNIZING THAT:

- Establishing a regional “Roster of Disaster Experts” could help identify contacts, but would also help facilitate direct interactions and collaborations among CITEL members by allowing members to contact colleagues directly for assistance in all phases of emergency communications, including preparedness and planning, coordination, stakeholder engagement, and response. At the XXVI PCC.I meeting in Cusco, the U.S. agreed, at the request of the Rapporteurship on disaster prevention, response and mitigation, to coordinate the development of a CITEL **“Roster of Disaster Experts”** and will present a draft template for review and consideration by this meeting.
- An “Expert Group e-Mail List” could further enable real time discussion and information sharing, driving further collaboration among disaster communications subject matter experts in all phases, from preparedness to response. **The Rapporteurship on disaster prevention, response and mitigation is invited to consider the benefits and feasibility of establishing an Emergency Communications “Experts group e-Mail”** taking account of any costs or requirements for maintenance of the addresses.
- Emergency communications and disaster response incorporates a wide range of stakeholders. The Rapporteurship on disaster prevention, response and mitigation is invited to **consider how future activities could include increased participation and collaboration of other relevant parties** including National Disaster Authorities, Civil Protection Agencies, and the response community, including Humanitarian response NGOs, industry, Academics and technical experts.

TAKING INTO ACCOUNT

The outcomes and recommendations of the Workshop held in Cusco, Peru in May 2015, and following review and consideration within the Rapporteurship on disaster prevention, response and mitigation during PCC.I XXVII: The meeting resolves to establish an action plan and timeline for actions to address greater regional disaster preparedness, response, and mitigation by this Rapporteurship.

RESOLVES:

- a. To **share the Summary of May 25, 2015 Workshop “Emergency Communications, From Preparedness to Regional Action” held in Cusco Peru, as well as the link to the full workshop report** prepared by primary event host Peru, widely among CITEL Members, with regional organizations, and with the ITU - (October, 2015);
- b. To **build a Roster of Experts** by soliciting from each CITEL Administration (and Associate Member) the name of one (or more) focal points with experience and/or interest in disaster prevention, mitigation and response. Joseph Burton of the United States will compile this list and provide updates to the Rapporteurship on disaster prevention, response and mitigation and the CITEL Secretariat - (October – November 2015);

- c. To **create an “Experts Group” e-mail list** to enable greater collaboration and the sharing of information, best practices, and tools between meetings of the CITEL Rapporteurship on disaster prevention, response and mitigation - (December, 2015);
- d. **To continue sharing emergency communications regulatory frameworks, plans, policies and best practices and experiences** within the PCC.I Rapporteurship on disaster prevention, response and mitigation - (Ongoing);
- e. **To seek opportunities to organize additional emergency communications workshops** during CITEL meetings and/or in collaboration with ITU or other organizations, as appropriate, **which will include a brief disaster exercise/simulation** - (2016 and Ongoing);
- f. **Consider how future activities could include increased participation and collaboration of other relevant parties** including National Disaster Authorities, Civil Protection Agencies, and the response community, including Humanitarian response NGOs, industry, Academics and technical experts. (Ongoing)
- g. **Recommend that the** Rapporteurship on disaster prevention, response and mitigation **determine interest of CITEL Members regarding the organization of a brief disaster exercise or simulation** which could be held during a future Emergency Communications Workshop. Such a simulation could include information on impacts to (and the availability of) communications, and activities and needs of humanitarian and local responders. Participants would include Member States, industry and civil society. Results would help inform recommendations for increased national and regional preparedness and coordination.
- h. **Strengthen the collaboration with the ITU on disaster prevention, response and mitigation including:**
 - **The ITU-Development Sector Study Group 2 Question 5/2 on disaster communications activities.** Inform and increase participation of CITEL Members of major initiatives within this Question, including the ITU Emergency Communications Online Toolkit; an Emergency Communications Seminar to be held in Geneva in September 2016; and a Checklist for National Emergency Communications Planning to be completed in 2017 (Molly McPherson to provide a link to the ITU Toolkit, which will be shared with CITEL Administrations for comment) Dissemination of information and opportunities for participation in the development of programs and tools will be coordinated with the Rapporteur, and will be sent to the “Experts Group” E-mail list when it is created. (October 2015 and Ongoing)
 - **ITU Americas Region:** Bruno Ramos to act as the ITU point of contact to provide greater information exchange with the Rapporteurship on disaster prevention, response, and mitigation and the CITEL Secretariat. A first project is to **create an Americas Region Emergency Communications webpage on the ITU website** that includes information on existing contributions, programs, experts and events to increase coordination and avoid duplication. This will include a list of all relevant events across the ITU and regional communications organizations including the ITU, CTU, and COMTELCA. (October 2015 and Ongoing)

- **Encourage CITEL Administrations to explore opportunities with ITU for direct capacity building support** in developing national Emergency Communications Plans, including the development of advanced legal and regulatory frameworks to support the activities of national institutions related to emergencies, and to guide roles of those institutions as part of an emergency response. (October 2015 and Ongoing)

PCC.I/RES. 257 (XXVII-15)¹⁴

**ACTION PLAN FOR THE EMPOWERMENT OF YOUTH THROUGH
TELECOMMUNICATIONS / ICTS**

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

CONSIDERING:

- a) Resolution 198 (Busan, 2014) by the Plenipotentiary Conference of the International Telecommunication Union (ITU), “Empowerment of youth through telecommunication/ information and communication technology”, which addresses the impact that information and communication technologies (ICTs) can have on youth, identifies resolutions of the UN General Assembly, the ITU Plenipotentiary Conference and World Conference on Telecommunications Development, and the World Summit on the Information Society, which recognize the importance of young people’s empowerment and full development and the role of the ICTs as tools by which youth can substantively contribute to, participate in and leverage their economic, cultural and social development, and the role of the academia to provide young people access to the science, technologies and innovations of telecommunications and ICTs;
- b) The Declaration of the World Youth Summit, which highlights young people's need for tools to share information and knowledge in order to continue fostering their social, political and economic autonomy;
- c) Resolution 76 (Dubai, 2014) of the World Conference on Telecommunications Development, on the promotion of information and communication technologies among young men and women for social and economic emancipation;
- d) Resolution 70 (Rev. Busan, 2014) of the ITU Plenipotentiary Conference, “Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies”, which takes measures to promote innovations in learning telecommunications / ICTs with equality of men and women, and to foster the empowerment of women and girls;
- e) Resolution 201 (Busan, 2014) of the ITU Plenipotentiary Conference, “Creating an enabling environment for the deployment and use of information and communication technology applications,” which invites us to promote the inclusion of e-applications for sustainable development in various fields

¹⁴ CCP.I-TIC/doc. 3683/15 rev. 1

and to consider ways to increase cooperation and coordination with other Member States, international organizations and others to intensify their engagement and activities related to ICT applications;

f) Resolution PCC.I/RES 240 (XXVII-15), entitled “**Action plan for the empowerment of youth through telecommunications / ICT**,” by the XXVI Meeting of Permanent Consultative Committee I of the Inter-American Telecommunications Commission, which resolved to develop a Regional Action Plan to help meet the commitments set out in Resolution 198 (Busan, 2014) of the ITU Plenipotentiary Conference, “Empowerment of youth through telecommunication/ information and communication technology,”

RECOGNIZING:

a. That the Permanent Executive Committee of CITEI (COM/CITEI) has given PCC.I the mandate to promote and encourage the development and universalization of Information and Communication Technologies (ICTs) and the new telecommunication/ICT services derived therefrom as tools to promote economic, social and cultural development;

b. That the role of Member States in the development of national strategies and exchange of best practices to use ICTs as tools for the educational, economic and social development of youth is essential;

c. That the coordination and participation of government agencies, the academia, Associate Members and other international organizations are required;

d. The urgency to explore further how youth in developing countries use ICTs and the impact they have on their development;

e. That youth should be encouraged to seize the opportunities that ICTs offer them to promote their development and, in turn, contribute to local, national, regional, and international economic development;

f. That youth are entitled to full engagement on the social, public, digital, and economic levels,

RESOLVES

1. To adopt the 2016-2018 Regional Action Plan described in Annex 1 to develop lines of action and mechanisms with a view to empowering youth through the use and development of telecommunications / ICTs to contribute to their development and in turn contribute to the economic, social and political development of the region.

2. To approve the participation of Costa Rica as the administration tasked with following up on the Action Plan described in Annex 1.

3. To request the Executive Secretary of CITEI to forward this resolution to all administrations and associate members, to the Secretary General of the OAS, and to the Inter-American Children’s Institute.

4. To request the Executive Secretary of CITEI to convey to all administrations and associate members the interest in their participation in the activities described in the Action Plan contained in Annex 1, in coordination with the administration of Costa Rica.

ANNEX TO RESOLUTION PCC.I/RES. 257 (XXVII-15)

ACTION PLAN FOR THE EMPOWERMENT OF YOUTH THROUGH TELECOMMUNICATIONS / ICTS

I. General Objective

To develop lines of action and mechanisms with a view to empowering youth through the use and development of telecommunications / ICTs to contribute to their development and in turn to the economic, social and political development of the region.

II. Components

Program 1: Regional Cooperation

Goal: To develop digital platforms to facilitate the public participation of youth in discussions and open knowledge that will enable them to interact in seeking solutions to the specific issues that affect them.

Activities:

- Creating the Latin American ICT Youth Network to provide an environment of collaboration, cooperation and exchange of knowledge for the development of initiatives by all stakeholders in youth development in the telecommunications / ICT industry.

Implementation Date: 1st Semester, 2016

- Holding a regional hackathon to develop e-applications in areas that promote social innovation, in conjunction with regional organizations such as the Organization of American States (OAS) and the Inter-American Development Bank (IDB).

Implementation date: 2nd Semester, 2016.

- Proposing, among the activities planned by the ITU in the region, an International Forum of Young ICT Leaders to encourage youth involvement in the telecommunications / ICT industry.

Implementation Date: 1st Semester, 2017.

Program 2: Capacity building and gaining new knowledge

Goal: To provide information and updated statistics on the status of youth in the region for decision-making.

Activities:

- Preparing terms of reference to develop a status report on youth access to and use of ICTs, in order to gather data and statistics in this regard. This report would serve to inform and enrich

opportunities for discussion at the political and technical levels, both within CITELE and between CITELE and its members and/or other organizations and sectors.

Implementation Date: 1st Semester, 2016.

- Proposing that the Organization of American States create a repository of information on youth-centered initiatives and projects.

Implementation date: 2nd Semester 2016.

- Coordinating with ECLAC to create a dashboard for regional youth indicators for annual measurement of this population's status regarding the use and ownership of ICTs.

Implementation Date: 1st Semester, 2017

Program 3: National Capacity Building

Goal: To encourage digital entrepreneurship and social innovation projects that enable the economic development and productive empowerment of youth.

Activities:

- Organizing workshops and lectures on issues relating to the development of digital entrepreneurship, using the ICT education and training platforms available in the countries of the region to enhance the activities that other sectors have been carrying out in the region.

Implementation date: 2nd Semester, 2016.

- Designing a dissemination and communication strategy on the various ICT-based tools, programs and contents in place for youth, to help young people achieve better use and development of ICTs.

Implementation date: 2nd Semester, 2016.

PCC.I/RES. 258 (XXVII-15)¹⁵

2016-2018 ROADMAP FOR THE DEVELOPMENT OF PROJECTS, HUMAN AND FINANCIAL RESOURCES TO PROMOTE WOMEN'S ACCESS, USE AND LEADERSHIP IN ICT DEVELOPMENT

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

¹⁵ CCP.I-TIC/doc. 3658/15 cor. 4

CONSIDERING

a) That resolution PCC.I/RES 243 (XXVII-15) entitled “Collaboration request between CITEI and the Inter-American Commission of Women to address issues related to the benefit of the use of ICTs as tools for the empowerment of women, particularly to prevent and eradicate violence against women” of the XXVI MEETING OF PERMANENT CONSULTATIVE COMMITTEE I: TELECOMMUNICATIONS/INFORMATION AND COMMUNICATION TECHNOLOGIES held in Cusco, Peru, on May 26 to 29, 2015, resolved to strengthen CITEI’s “Program for Inclusion of Women and Girls in ICTs” by updating a roadmap for the development of projects, the necessary human and financial resources, and the commitment of Administrations and other regional and international institutions to empower women through ICTs.

b) That in 2000 the OAS adopted the Inter-American Program (IAP) on the Promotion of Women’s Human Rights and Gender Equity and Equality, AG/RES. 1732 (XXX-O/00),¹⁶ whose implementation has been highlighted as an important part of the political commitments of the OAS Member States in all the General Assemblies of the Organization¹⁷.

c) That the IAP urges the OAS General Secretariat to ensure the mainstreaming of a gender perspective in all works, projects and programs of the bodies, agencies and entities of the Organization in fulfillment of the Program.

d) That within the framework of the Organization of American States, the 34 Member States of the OAS adopted the hemispheric initiative “Recommendations for Integrating a Gender Perspective in Science and Technology Policies and Programs in the Americas,” with a section on Building the knowledge society through equity and equality: the new technology should not reproduce old inequalities, as an integral part of the Lima Declaration and Plan of Action of the First Meeting of Ministers and High Authorities on Science and Technology (2004). These undertakings remain in force, including points such as reducing gender barriers to ICT education and training, promoting equal opportunities for girls and women to train in this field, carrying out early stimulation programs in science and technology for girls to increase the number of professional women in the ICTs, and developing gender-specific indicators on ICT use and needs, and performance indicators to assess the impact of ICT projects on the lives of women and girls.

¹⁶ IAP (2000), available at: [http://www.oas.org/en/CIM/docs/PIA\[EN\].pdf](http://www.oas.org/en/CIM/docs/PIA[EN].pdf). General Objectives: 1. To systematically integrate a gender perspective in all organs, organizations, and entities of the inter-American system.; 2. To encourage OAS member states to formulate public policies, strategies, and proposals aimed at promoting women's human rights and gender equality in all spheres of public and private life, considering their diversity and their life cycles.] [...]

And recommends that the governments of the Member States: 1.1 Formulate public policies and strategies, and take steps to promote women's human rights and gender equality in all spheres of public and private life, bearing in mind their diversity and their life cycles, by incorporating a gender perspective.[...]; [1.5 Incorporate a gender perspective as an integral part of the programs, actions, instruments, and agendas of national and international events, especially at the ministerial-level meetings. [...]

¹⁷ Resolutions AG/RES. 1777 (XXXI-O/01), AG/RES. 1853 (XXXII-O/02), AG/RES. 1941 (XXXIII-O/03), AG/RES. 2023 (XXXIV-O/04), AG/RES. 2124 (XXXV-O/05), AG/RES. 2192 (XXXVI-O/06), AG/RES. 2324 (XXXVII-O/07), AG/RES. 2425 (XXXVIII-O/08), AG/RES. 2454 (XXXIX-O/09), AG/RES. 2561 (XL-O/10), AG/RES. 2689 (XLI-O/11), AG/RES. 2709 (XLII-O/12), AG/RES. 2770 (XLIII-O/13), and AG/RES. 2831 (XLIV-O/14), which took note of the Secretary General’s reports on IAP implementation and the outcomes of the actions taken in this regard by OAS bodies and agencies, including CITEI.

e) That one of the strategic goals of CITEL's Strategic Plan for 2014-2018 is to reduce the digital divide and inequality, particularly in under-served areas, and with regard to gender and persons with disabilities.

f) That CITEL's Declaration of Santo Domingo, of 13 February 2014, recognizes that "public policies must be adopted that are aimed at resolving the problems that affect our people, in particular women, utilizing information and communications technologies as a means".

g) Resolution 70 (Rev. Busan, 2014) of the Plenipotentiary Conference of the International Telecommunication Union (ITU) "Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies" which, inter alia, instructs the ITU Council to consider the possibility that the ITU, in close cooperation with relevant regional organizations, take appropriate steps to establish a regional platform for women aimed at using ICTs to promote gender equality and the empowerment of women and girls.

h) The Regional Conference on Women in Latin America and the Caribbean, held in Santo Domingo on October 15 to 18, 2013, focused on gender equality, the empowerment of women and information and communication technologies, and this conference adopted the Santo Domingo Consensus, which sets forth a number of recommendations and measures for the states to enforce gender equality and the empowerment of women through the use of information and communication technologies.

RECOGNIZING

i) The final report of CITEL for 2014, which states the centrality of ICTs, especially in the economic and social development of countries, recognizing how these technologies drive the current economic model, based on the information and knowledge society.

ii) That ICTs can also support the economic, political and social empowerment of women and help strengthen gender equality in the region. However, this potential can only be fully achieved to the extent that, on the one hand, the gender asymmetries that restrict women's full, equal participation in the information society are overcome, which implies the need for a cross-cutting approach to gender equality in digital policies and agendas, and, on the other hand, to effectively deal with the new forms of harassment and violence against women that have arisen as a result of the massive use of ICTs.

iii) The joint work that CITEL has been doing with the Inter-American Commission of Women (CIM) towards promoting the use of ICTs to contribute to the economic, social and political empowerment of women and girls, to combat gender violence, and to address the situation of women in ICTs in Latin America and the Caribbean, as well as the challenges for ICTs,

RESOLVES

1. To approve the 2016-2018 ROADMAP as described in Annex 1, to enable mainstreaming a gender perspective in the overall agenda of CITEL and as a basis to fuel a technical and political dialogue for the development of projects, human and financial resources to promote better access, use and leadership in ICTs by women.

2. To request that the Executive Secretary of CITEL convey this resolution to all administrations and associate members, to the Secretary General of the OAS, and to the Inter-American Commission of Women (CIM) through its Executive Secretariat.

3. To instruct the Ad Hoc Group on Gender established through Resolution PCC.I/RES 243 (XXVII-15) entitled “Collaboration request between CITEI and the Inter-American Commission of Women to address issues related to the benefit of the use of ICTs as tools for the empowerment of women, particularly to prevent and eradicate violence against women” to monitor and implement the roadmap.

ANNEX TO RESOLUTION PCC.I/RES. 258 (XXVII-15)

This Roadmap contains the stages, approximate dates and activities to be performed in order to move towards the stated goal, and will be coordinated by CITEI’s Ad Hoc Group on Gender.

1. Purpose for the 2016-2018 Roadmap

To define the steps and activities that will supply CITEI with a strategy to mainstream a gender perspective in its overall agenda and serve as a basis to fuel a technical and political dialogue for the development of projects, human and financial resources to promote the empowerment of women through ICTs within the framework of CITEI.

2. Activities

Activity No. 1:

Establishing the means for coordination between CITEI and the CIM

Implementation date: first quarter of 2016

Activity No. 2:

Developing the terms of reference to prepare a status report in collaboration with the OAS Inter-American Commission of Women (CIM). This report would serve to inform and enrich opportunities for dialogue at the political and technical levels, both within CITEI and between CITEI and its members and/or other organizations and sectors. The outcomes of this study will provide guidelines, policy recommendations and strategies to guide the implementation of this roadmap for CITEI and advance a gender and women’s rights perspective throughout the agenda of CITEI and the governing bodies/ICT regulators, taking into account regional and global progress and approaches on the subject (ECLAC, ITU, UNESCO, World Bank, IDB, etc.), which in turn should guide strategic alliances with these organizations to support implementation of the strategy within CITEI.

Implementation date: first quarter of 2016. Should be approved at the first meeting of PCC.I in 2016.

Activity No. 3:

Fundraising, drawing up inter-agency agreements with donors and selecting a consultant to develop the status report.

Implementation date: second quarter of 2016

Activity No. 4:

Inclusion of the topic of Women and ICTs in the Third Multilateral Evaluation Round of the Follow-up Mechanism of the Convention of Belem do Para (MESECVI), in order to collect information and identify promising practices in: i) the use of ICTs to address and prevent violence against women; and ii) specific forms of harassment and violence against women perpetrated through ICTs.

Implementation date: second, third and fourth quarters of 2016.

Activity No. 5:

Preparing the status report

Implementation date: third and fourth quarters of 2016

Activity No. 6:

Organizing a seminar to present the outcomes of the status report to validate the proposed strategy and to reinforce and strengthen the institutional capacities of the bodies responsible for telecommunications so as to effectively integrate a perspective of gender equality and women's rights into ICT policies and strategies, and to foster and advance the strategic use of ICTs as a tool to promote gender equality. In addition, consider the organization of a meeting of subject matter experts to validate the report outcomes, not only with PCC.I representatives but also with renowned experts in women's issues and ICTs.

Implementation date: first meeting of the PCC.I in 2017

Activity No. 7:

Promoting an exchange of experiences, practices and lessons learned, especially with regard to ICT policies and projects that are sensitive to a gender and rights approach and that have been implemented in the workspaces of CITELE with regional and international subject matter experts.

Implementation date: 2016 to 2018

Activity No. 8:

Establishing means for exchange among telecommunications governing bodies in CITELE countries, civil society organizations and the academia to promote institutional capacity building among the agencies responsible for telecommunications, so as to effectively integrate a perspective of gender equality and women's rights in ICT policies and strategies, and to foster and advance the strategic use of ICTs as a tool to promote gender equality.

Implementation date: 2016-2017-2018

Activity No. 9:

Preparing a resolution to be presented to the next CITELE Assembly for approval of the CITELE gender strategy.

Implementation date: 2017

**CALL FOR AWARDS AND AWARD RULES
"ICTs TO PREVENT AND ERADICATE VIOLENCE AGAINST WOMEN"**

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

CONSIDERING:

- a) That recognizing the best contributions and examples of leadership with respect to the use of information and communication technologies (ICTs) to support the prevention and eradication of violence against women, is an ideal option to encourage the execution of measures that will contribute to this objective;
- b) That, according to the Follow-up Mechanism to the Belém do Pará Convention (MESECVI) and the Inter-American Commission of women (CIM), its Technical Secretariat, the figures of violence, which continue to victimize women and girls, are alarming. In all its manifestations, violence continues to be part of the daily lives of women and girls throughout the continent;
- c) That, according to the study "New century, old disparities" of the Inter-American Development Bank, Latin American women earn on average 17% less than men. However, in some countries this difference is more marked;
- d) That it is of utmost importance to strengthen the ability to provide comprehensive monitoring of the exercise of the rights of women in the Region, taking into consideration the work carried out by the CIM;
- e) Resolution 70 (Rev. Busan, 2014) of the Plenipotentiary Conference of the ITU, "Mainstreaming a gender perspective in ITU and promotion of gender equality and the empowerment of women through information and communication technologies", mentions the promotion of gender equality in ICT/telecommunications, recommending action on policies and programs with the objective of improving the socio-economic conditions of women;
- f) Resolution 55 (Rev. Dubai, 2014) of the WTDC points out that the incorporation of a gender policy in the ITU and join efforts to eliminate inequality regarding the access to and use of telecommunications/ICTs for the benefit of a non-discriminatory and egalitarian information society;
- g) Resolution PCC.I/RES. 243 (XXVI-15) entitled "Collaboration request between CITELE and the Inter-American Commission of Women to address issues related to the benefit of the use of ICTs as tools for the empowerment of women, particularly to prevent and eradicate violence against women" of the XXVI meeting of Permanent Consultative Committee I of the Inter-American Telecommunication Commission, which resolves to recognize and reward, within the framework of PCC.I, the best contributions and examples of leadership regarding the use of technology to contribute to the prevention and eradication of violence against women;

¹⁸ CCP.I-TIC/doc. 3668/15 rev. 1

RECOGNIZING:

- a) That violence against girls and women is an offense against human dignity and a violation of human rights, which undermines the development of countries, creates instability in societies, and impedes progress toward justice and peace;
- b) That ICTs are tools that can contribute to foster gender equality and women empowerment and help in the prevention and eradication of violence against them. However, they can also enable new forms of violence against women;
- c) The importance of greater efforts in the Americas Region to achieve the eradication of violence against women;
- d) That ICTs are tools with regional and worldwide impact within any sphere, and, therefore, their use for purposes such as the prevention and eradication of violence against women is a fundamental step forward in the region;

RESOLVES:

- 1. To approve the Call for Awards and Award Rules on **"ICTs TO PREVENT AND ERADICATE VIOLENCE AGAINST WOMEN"**
- 2. To approve the three best projects selected by the Evaluation Committee, so they can be presented to the other Administrations in the Region during the XXIX meeting of the PCC.I of CITEI.

INSTRUCTS THE EXECUTIVE SECRETARY OF CITEI:

- 1. To communicate the content of the Call for Awards on **"ICTs TO PREVENT AND ERADICATE VIOLENCE AGAINST WOMEN"** to the Administrations of the Member States of the Organization of American States, as well as the Associate Members of CITEI during the XXVIII meeting of PCC.I, to be held in March 2016.
- 2. To make the corresponding coordination efforts with the Inter-American Commission of Women (CIM) in order to establish a critical path to define the logistics for the submission and publication of the Call for Awards tentatively in the month of March 2016.
- 3. To manage the promotion and dissemination of the Awards on **"ICTs TO PREVENT AND ERADICATE VIOLENCE AGAINST WOMEN"** through different media, including electronic, to introduce the Call for Awards and Award Rules.
- 4. To invite the Associate Members of CITEI to participate by means of sponsorships that facilitate the logistics and other aspects of the awards ceremony.

ANNEX TO RESOLUTION PCC.I/RES. 259 (XXVII-15)

CALL FOR AWARDS "ICTs TO PREVENT AND ERADICATE VIOLENCE AGAINST WOMEN"

I. Objective

To recognize the best contributions and examples of leadership regarding the use of information and communication technologies to contribute to the prevention and eradication of violence against women.

II. Eligibility/Participants

All Member States of the Organization of American States and the Associate Members of CITEI who wish to participate may submit projects, programs, and examples of public policies.

III. Categories

SINGLE. Projects that optimize the use and application of ICTs as tools that directly benefit the prevention and eradication of violence against women.

IV. Stages

IV.1 – (March 2016) - Posting of the Call for the Award on the web page of the Inter-American Commission of Women and the Inter-American Telecommunication Commission. (Publishing it on the OAS web page is also recommended.)

IV.2 – (April-June 2016) - Reception of projects at the Evaluation Committee e-mail account that was set up for this purpose.

IV.3 – (June-July 2016) - The projects will be reviewed and assessed by the Evaluation Committee in order to determine the best three.

IV.4 – (August 2016) - The winning projects will be posted on the web page of the Inter-American Commission of Women and the Inter-American Telecommunication Commission. (Publishing it on the OAS web page is also recommended.)

IV.5 – (September 2016) - The awards ceremony will be held during the inauguration of the XXIX meeting of PCC.I of the Inter-American Telecommunication Commission.

V. Criteria of the Evaluation Committee

V.1 – The Evaluation Committee will be composed of:

- a. The Secretary General of the OAS or the staff member designated.
- b. The Executive Secretary of CITEI or the staff member designated.
- c. The Executive Secretary of CIM or the staff member designated.
- d. The Chair of the Ad Hoc Group
- e. The Vice-Chair of the Ad Hoc Group

V.2 – The Committee will assess the following aspects of the project:

- a. Project reception form that complies with the guidelines established in the call for awards.
- b. Impact of the project's results.
- c. Sustainability of the project.
- d. Project scope.
- e. Innovation and creativity in the project.

V.3 – The evaluation criteria and decisions of the Evaluation Committee will be final.

VI. Awards:

VI.1 – There will be a total of three awards for the best projects selected by the Evaluation Committee.

VI.2 – Each award will consist of:

- a. Recognition given by the Secretary General of the OAS. (Certificate/Statuette)
- b. Presentation of the project to the other Administrations in the Region during the XXIX meeting of the PCC.I of CITEL.

GUIDELINES FOR THE PRESENTATION OF PROJECTS:

1) Projects must be written in Word and sent as PDF according to the following format:

- a. Font: Times New Roman,
- b. Font size: Titles 14, Subtitles 12, Text 10
- c. Paragraph spacing.
- d. Margins: 2.5 for each side.
- e. Number of pages. Minimum 8 and maximum 25.

2) The projects must be submitted in Spanish or English.

3) The papers shall include a heading with an executive summary indicating the topics being addressed, the geographic location where it was carried out or is being applied, the date that covers the development of the application, who is participating in it, and the sponsoring organization and its evaluation, highlighting the contribution the project makes regarding the topics and indicating how it can be replicated in other States of the region.

4) If there is an evaluation of the implementation, graphics and/or photographs should be listed consecutively in the text and sent in a separate PDF file, which must be named as follows: Annex to the project: "name", name of the representative of the organization, and the country from which it is sent.

5) All files must be submitted in the same e-mail message to this address: _____ (It is suggested that CITEL and CIM receive the projects and resend them to the Evaluation Committee.)

6) The body of the message should include the project title, the name of the organization's representative, the country from which it is sent, and contact information.

The representatives have to attach a one-page resume with the following basic information about the organization and the project presentation Template corresponding to Annex II of this Resolution.

Member State/Associate Member: _____

Entity/Institution: _____

Contact information of the project leader:

- a. Name:
- b. Position
- c. E-mail:
- d. Phone number: +(country code) (city code) (local phone number)
- e. Fax: +(country code) (city code) (local phone number)

7) For more information please contact the following e-mail address: _____.

PROCEDURE

a. To celebrate, within the framework of the International Women's Day by the CIM, an opening event for the Call for Awards, gathering high-level officials from Mexico and the Dominican Republic, as well as the Executive Secretary of CITEI, the Executive Secretary of the CIM and the Secretary General of the OAS, with the aim of publicizing the Awards to the Member States in the Region.

b. Once open, to publish the Call for Awards on the webpage of the CIM, CITEI and OAS, in order to inform the Administrations in the region about its development in a transparent manner.

c. Carry out all formalities to submit the Call for Awards to all Administrations of the OAS member countries, so it can be publicly disseminated on the web pages of the entities or ministries related to Women and ICTs.

d. The Chair and Vice-Chair of the Ad hoc Group shall designate a Selection Committee whose function will be to check that each of the projects received comply with the guidelines stipulated in the Call for Awards regarding matters of form only.

e. The Selection Committee shall forward the projects that comply with the form guidelines to the Evaluation Committee within the term stipulated in the Award Rules.

f. The Evaluation Committee will review the projects it receives, evaluate them, and select the best three projects.

g. The Evaluation Committee will publish the Award results on the websites of the CIM, CITEI and OAS.

h. There will be the corresponding Awards Ceremony within the framework of the XXIX meeting of the PCC.I of CITEI in the month of September 2016.

EVALUATION PROCESS

- a. Projects received after the deadline established in the Award Rules will not be taken into account.
- b. All the projects received must fully comply with the guidelines stipulated in the Award Rules, otherwise they will be dismissed by the Selection Committee of the Ad hoc Group.
- c. The projects that are received and which meet all of the guidelines established in the Call for Awards procedure must be shared in the portal of the Awards website to provide greater transparency to the selection process of the winners.
- d. The projects that are received and which meet all of the guidelines established in the Award Rules should be analyzed by the Evaluation Committee, which will issue its decision at least 1 month before the date of the Awards Ceremony.

PCC.I/RES. 259 (XXVII-15)¹⁹

CITEL-ITU COOPERATION FOR THE HOLDING OF INTERNATIONAL FORUMS ON SOCIAL INCLUSION OF PERSONS WITH DISABILITIES THROUGH ACCESS TO TELECOMMUNICATIONS

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

CONSIDERING:

- a) That according to the World Health Organization, it is estimated that over approximately one billion persons worldwide live with some form of disability, 80% in developing countries, and face obstacles that limit or restrict their access to information, transportation, education, employment, or healthcare;
- b) That Resolution 175 (Rev. Busan, 2014) of the ITU Plenipotentiary Conference recommended intensifying the call to action to encourage cooperation with regional and global organizations and institutions working toward accessibility for persons with disabilities, in order to add access to Telecommunications / ICTs to their programs, and to consider their relation to other issues;
- c) That the aforementioned resolution invites Member States to consider the possibility of incorporating guidelines or other mechanisms into their national legislation to enhance accessible, compatible, user-friendly Telecommunication / ICT services, products and terminals; and to consider introducing appropriate telecommunication / ICT services and encourage application development for telecommunication terminals and products that enable persons with disabilities and special needs to use those services on equal terms;
- d) That in the United Nations Convention on the Rights of Persons with Disabilities, which came into effect on May 3, 2008, Article 9 on Access requires that States Parties take appropriate measures to

¹⁹ CCP.I-TIC/doc. 3665/15 rev. 2

ensure access for persons with disabilities to information and communications, among others, including information and communication technologies and systems, in both urban and rural areas;

e) That said Article further provides that States Parties shall take the necessary steps to “Promote access for persons with disabilities to new information and communication technologies and systems, including the Internet;”

f) That accordingly, since access to telecommunications plays a significant role in the social, economic and cultural inclusion of persons with disabilities, CITEL Member Countries should seek opportunities to address the measures being implemented in this regard in their national legislation and to discuss taking action to improve telecommunication access policies to accommodate the needs of persons with disabilities,

RECOGNIZING:

a) That CITEL's Strategic Plan for 2014-2018 includes “*Fostering inclusiveness and affordability of telecommunication/ICTs and reducing the digital divide in the Americas*” as a strategic goal;

b) That while access to Telecommunications / ICTs enhances and helps persons with disabilities to live independently and participate in society, major challenges remain to be addressed, such as reducing the cost of assistive technologies, lack of access to ICTs for persons with disabilities, limited availability and use of Telecommunications / ICTs in general, among others;

c) That it also is important to note that reducing the digital divide is essentially a matter of establishing Telecommunications / ICTs and promoting and expanding their accessibility, affordability and use by all persons, including vulnerable populations such as women, children, indigenous peoples, the elderly, and persons with disabilities;

d) That the exchanges and presentations on experiences, measures and actions implemented by CITEL Member States for effective social inclusion of persons with disabilities to telecommunications will enable the Working Group on Development to design and promote access policies and projects aimed to contribute to the digital development and literacy of persons with disabilities to facilitate their access, use and social inclusion,

RESOLVES:

1. To establish communications channels with the ITU Regional Office for the holding of International Forums on policies and strategies implemented for the social inclusion of people with disabilities through access to telecommunications.
2. To appoint the administrations of Peru and Colombia as those with responsibility for the coordination and/or cooperation activities with the ITU Regional Office in the framework of the activities of the Rapporteurship on broadband and social inclusion of the Working Group on Development.
3. To consider as part of the content of the International Forums aspects such as:
 - Access to telecommunications and information technologies as a fundamental right of persons with disabilities.

- Policies and regulations on access to telecommunications for persons with disabilities
 - Achievements, difficulties and challenges for persons with disabilities to gain access to new technologies
 - Needs, expectations and contributions of persons with disabilities vis-à-vis access to telecommunications and information technologies
 - Experience with regulatory best practices access to telecommunications for persons with disabilities.
4. In holding the International Forums, to include participation by experts so that, through the presentation of their experiences, dialogue and information sharing among the Member States of CITEL is promoted, as well as debate on an effective policy for access to telecommunications for persons with disabilities as part of social inclusion.
 5. To urge all Member States of CITEL to participate actively in the International Forums.

PCC.I/RES. 261 (XXVII-15)²⁰

AGENDA, SITE AND DATE OF THE XXVIII MEETING OF PCC.I

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

RESOLVES:

1. To hold the XXVIII Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies in El Salvador from May 2 to 6, 2016.
2. To adopt the Draft Agenda for the XXVIII Meeting of PCC.I, annexed to this Resolution.

ANNEX TO RESOLUTION PCC.I/RES. 261 (XXVII-15)

DRAFT AGENDA

1. Approval of the agenda and calendar of activities.
2. Establishment of the Drafting Group for the Final Report.

²⁰ CCP.I-TIC/doc. 3777/15

3. Work Plan for PCC.I.
4. Working Group reports and meetings:
 - 4.1 Working Group on Policy and Regulation (WGPR)
 - 4.2 Working Group on Development (WGD)
 - 4.3 Working Group on Deployment of Technologies and Services (WGDTS)
 - 4.4 Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF)
 - 4.5 Ad hoc Group for the implementation of ICTs as tools for the empowerment of women
5. Agenda, site and date of the XXVIII Meeting of PCC.I.
6. Approval of the Final Report.
7. Other business.

IV. RECOMMENDATIONS

PCC.I/REC. 24 (XXVII-15)²¹

PRINCIPLE OF TECHNOLOGICAL NEUTRALITY

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

CONSIDERING:

- a) That the current development and technological evolution of the telecommunications sector allows the same services to be operated and supplied by means of different technologies, leaving behind models in which there was a strong relation between the service itself and certain technology;
- b) Furthermore, that this technological development allows multiple technologies to be deployed within the same spectrum band;
- c) That such changes are driven and consolidated within the current context of converging technologies and services;
- d) That, in this context, it is important to ensure the normal development of the telecommunications markets, avoiding the establishment of administrative measures that grant undue preference to a particular technology, at the expense of others, for the provision of services;
- e) That, in that sense, it is considered appropriate to adopt the Principle of Technological Neutrality as guidance for the decisions made by the Member States, allowing each operator to freely choose the technology that is most suitable for the provision of their telecommunications services;
- f) That the adoption of the aforementioned principle will make it possible to provide greater guarantees for the promotion of competition and convergence in the telecommunications market, resulting in the generation of efficiencies that will increase the wellbeing of users,
- g) That the development of Information and Communications Technologies, telecommunications, and their associated resources, establishing and guaranteeing complete technological neutrality, is in the public interest,

RECOGNIZING:

That, despite the adoption of the Principle of Technological Neutrality, the Member States of CITEL also have the responsibility of ensuring the interoperability of telecommunication networks and services, as well as meeting other legitimate public policy interests that have been declared by a competent national authority while following applicable legal procedures; Therefore, the implementation of this principle must not affect the essential conditions that allow the development of telecommunications within an environment of competition and universal service,

²¹ CCP.I-TIC/doc. 3752/15 rev. 1

RECOMMENDS:

1. That all Member States follow and consider the Principle of Technological Neutrality, whereby: no requirement of or conditions for shall be imposed on, nor shall there be any discrimination against, any technology for record-keeping or for awarding enabling titles related to telecommunication services delivery, safeguarding conditions of quality and equality for users.
2. That the Member States take into account that the implementation of the Principle of Technological Neutrality should not affect the interoperability of networks and telecommunication services, meeting all necessary requirements to satisfy legitimate public policy interests that have been declared by a competent national authority while following applicable legal procedures,

INSTRUCTS THE SECRETARY OF CITEL:

To communicate this Recommendation to the Member States for dissemination and information purposes.

PCC.I/REC. 25 (XXVII-15)²²

LEGAL FRAMEWORK FOR PASSIVE INFRASTRUCTURE VENDORS

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

CONSIDERING:

- a) That the deployment of infrastructure is one of the widely recognized challenges facing the countries in the region with respect to the development of telecommunications services;
- b) That the evolution currently being observed in the telecommunication industry can identify a growing presence of new agents whose main activity is to manage the support infrastructure for telecommunications and then transfer their use to companies that provide telecommunication services, becoming a new business model to which many operators are migrating -and which is already recognized in the internal legislation of certain countries;
- c) That an objective being pursued by the telecommunication policies of the countries in the region is promoting an efficient use of the infrastructure;
- d) That the services provided by such agents -passive infrastructure providers- are reaching greater relevance, since they represent a market response to deal with the problems arising from high infrastructure investment costs, in addition to becoming a mechanism that facilitates the shared use of the infrastructure between operators and helping reduce difficulties in the deployment of mobile infrastructure;

²² CCP.I-TIC/doc. 3749/15 rev. 2

- e) That, within this context, it is relevant to count on a suitable regulatory framework which, in addition to promoting investments in telecommunication support infrastructure, provides guidance to the activities of passive infrastructure providers in order to maximize efficiencies for the entire industry and prevent practices that affect the normal development of telecommunication markets.

RECOGNIZING:

That the regulatory authorities for the telecommunication sector must have sufficient power to ensure the achievement of the aforementioned objectives,

RECOMMENDS:

1. That all Member States consider the implementation of a legal framework to register, monitor and adjust -if necessary- the activities of Passive Infrastructure Providers, in the understanding that:
 - a) Passive Infrastructure Providers are either individuals or legal entities that, without being utilities -operators of telecommunication, electrical or fuel energy, transportation or sanitation/ have aerial, land or underground telecommunication support infrastructure and offer their use to telecommunication service providers;
 - b) Telecommunication support infrastructure is mainly made up of towers, masts, poles, ducts, and conduits, among others.

INSTRUCTS THE SECRETARY OF CITEL:

To communicate this Recommendation to the Member States for dissemination and information purposes.

V. DECISIONS

PCC.I/DEC. 234 (XXVII-15)²³

CLASSIFICATION OF FRAUD AND REGULATORY NON-COMPLIANCE PRACTICES AS REGARDS ICTs

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

DECIDES:

1. To request Member States to carry on the Survey attached hereto in the Annex of this Decision, until the XXVIII Meeting of the PCC.I, in order to collect information on classification of frauds and regulatory non-compliance practices.
2. To appoint the Rapporteurship on Fraud Control and Regulatory Non-compliance Practices in Telecommunications to collect the information resulting from the survey; and to submit the results of the survey at the XXIX Meeting of the Committee.

ANNEX I TO DECISION PCC.I/DEC. 234 (XXVII-15)

CLASSIFICATION OF FRAUD AND REGULATORY NON-COMPLIANCE PRACTICES AS REGARDS ICTs

Country/Administration: _____

Name of the person answering the survey: _____

Entity/Organization _____

Contact information:

Telephone _____ e-mail _____

Goal: Survey the current situation in each Member State as regards the 9 most relevant Fraud cases, taking into consideration the first Risk Matrix where were considered the impacts and occurrences of the 34 Fraud Types agreed at the XXV Meeting of the PCC.I.

Maneuvers that are more risky and that have major impact:

1. Theft of cell phones
2. Bypass – re-origination

²³ CCP.I-TIC/doc. 3688/15

3. Cell phone Cloning
4. SPAM
5. Leak of mobile terminal equipment
6. IRSF (Third-country fraud)
7. Fraud in service subscription
8. Internal fraud
9. PBX fraud

1. Complete the information on each of the above mentioned maneuvers in the attachment:



Fraud survey

2. According to the first version of the Matrix the nine most relevant types of Fraud are those in this consultation, and in that order. In the experience of your country, do these types of fraud coincide?

YES ☐ NO ☐

3. If the previous answer is NO, please mention the types of fraud that are not listed among the 9 most important.

4. Considering risk level 1 - 9, do you agree with the valuation of the first Matrix?

YES ☐ NO ☐

5. If your answer is NO, please order the types according to what actually happens in your country.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____

6. Please explain in detail all you deem necessary on each of the 9 types, as it currently occurs in your country. Take into account impact, detection measures, and mitigation measures.

7. ¿Which would you consider as best practices for each of the types that exist in your country to mitigate fraud?
8. Please, leave a contact email to discuss any questions that may arise out of your answers.

Name: _____
e-mail: _____@_____

ANNEX II TO DECISION PCC.I/DEC. 234 (XXVII-15)

DEFINITIONS OF FRAUDS AND MOST RELEVANT REGULATORY NON-COMPLIANCE PRACTICES

1. Theft of cell/mobile phones

There are gangs engaged in the theft of mobile devices in order to resell them to be used inside and outside the national territory normally with other operators. It is currently a major problem because these devices are re-numbered with other identification numbers that make them appear to the network operator as if they were other devices, thus avoiding monitoring for deactivating stolen terminals in operators' databases.

2. Bypass - Re-origination

The Bypass mode consists of transmitting traffic from the national or international long-distance service through operator networks without a license authorizing them to provide said services. Once the traffic is located at the point of interest of destination, the re-origination takes place, which is to change the origination of the international communication simulating it is a communication between local operators or on the intranet. This modality is applied both to the fixed and mobile services. The fraudster business is profiting from the difference between the international communication price and the local traffic for the fixed service, or for the intranet for the mobile service. In addition, as a rule, these fraudsters are usually not bound to any regulatory obligations, do not pay taxes, and earn their income from abroad. Types of bypass: incoming, outgoing, local, national or international, or mobile re-origination.

3. Cell phone cloning:

Fraudsters intercept the Equipment Serial Number (ESN) using radio reception equipments. These numbers are then reprogrammed into other devices from which they make calls that are billed to the subscriber holding the original ESN.

4. **SPAM:** Unwanted e-mails whereby the spammer tries to bombard lists of users with unsolicited e-mails that, on many occasions, contain self-installing programs that may even damage the contents of computers. Fraudsters often use them as a way to spread viruses, among others.

5. Leak/drain of mobile terminal equipment:

The fraudsters subscribe to mobile telephony plans where devices are subsidized, in order to get the terminal. These terminals are taken by organized crime bands and placed normally in other

countries where the price of these devices is much higher, for the purpose of profiting from difference in the price of the equipment.

6. IRSF International Revenue Share Fraud:

In this case, after the subscription fraud, long calls are made to international destinations with high cost (generally to nations that are small islands or to numbering ranges that correspond to satellite services). The calls do not reach the corresponding geographical destinations, but are routed by an intermediate operator to a third service provider that has a shared payment service (e.g. audio text).

In some cases this routing is done even without the consent of the owner of the numbering block. In this way, the provider of the shared payment service gets the benefit of these calls, while he will not pay the operator with which he has the fraudulent subscription. This type of fraud has been widely documented by GSMA, having drawn up blacklists of suspected or fraudulent number ranges.

7. Subscriber Fraud:

The user provides false documentation, or impersonates another person, to request and subscribe to a telecommunication service generally for the purpose of using it so as not to pay or to clandestinely make other types of fraud.

8. Corporate or Internal Fraud:

This fraud is made by a company's internal staff, with the intent of improperly use company resources for personal or third-party purposes. It involves the privileges and technical know-how of the person committing the fraud, among which are the following:

- 1) Appropriation of assets for personal or third-party use.
- 2) Sale or use of privileged information for one's own benefit.
- 3) Sale of access to goods or services provided by companies for the benefit of third parties.
- 4) Access to systems of the service provision chain to change usage information of own or third-party services.
- 5) Abuse of services or facilities provided for the internal management of the company for own or third-party benefit.
- 6) Access and use of customer network facilities for own or third-party benefit.
- 7) Disclosure of information about processes and identified vulnerabilities for the benefit of third parties.
- 8) Favoring third parties in bidding processes, selection, and procurement of services, or purchase of company goods and assets for own benefit or the benefit of acquaintances or relatives.

9. PBX Fraud:

This is a facility of PBX exchanges which is normally assigned to executives of companies to allow their remote access with codes to platforms that enable them to use all communication services (local, domestic long distance, international long distance, mobile access, Internet, etc.). Through social engineering or unscrupulously, these access codes are known by third parties who use the service making the company to finally pay the bill for services it has not used for their benefit. This type of fraud is increasing with IP PBX, due to the ease of access that fraudsters have from any part of the world and often because of the little protection of these elements by users.

QUESTIONNAIRE ON THE ECONOMIC IMPACTS of IPv4-IPv6 TRANSITION

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

DECIDES:

1. To request the CITEL members to complete the questionnaire contained in the Annex below and to transmit the replies to Mr. Tiago Sousa Prado (tiago.prado@anatel.gov.br), who will consolidate all the information from the Americas region, include them in the Technical Notebook on “IPv6 Transition Strategy Guidelines and Best Practices”, and send a report to the SG2/SG3 Joint Rapporteur Group on Economic Impacts of the IPv4-IPv6 transition.
2. To instruct the Executive Secretary of CITEL to forward to all members the questionnaire contained in the Annex below.

ANNEX TO DECISION PCC.I/DEC.235 (XXVII-15)

ASSESSING THE ECONOMIC IMPACTS OF IPV4-IPV6 TRANSITION

Administration / Organization: _____

Sent by: _____

Entity / Institution _____

Contact:

Telephone _____ E-mail _____

CCP.1 Member:		
Item	Question	Answer
1	Status and future plans for the IPv4-IPv6 transition.	
2	Total CAPEX allocated to deploy the IPv4-IPv6 transition in your country/organization.	

²⁴ CCP.I-TIC/doc. 3718/15 rev.2

3	Total OPEX allocated to deploy the IPv4-IPv6 transition in your country/organization.	
4	Total of new revenue generation expected by providing IPv6 based services in your country/organization.	
5	Total of revenue losses due to the lack of IPv4 addresses in in your country/organization.	
6	Funding incentives provided by your country to foster IPv4-IPv6 transition.	
7	Funding alternatives effectively used by your organization to support IPv4-IPv6 transition.	
8	Pay-back time estimation to the investments in IPv4-IPv6 transition in your organization.	
9	Any other relevant information regarding economic impacts of IPv4-IPv6 transition in your country/organization.	

PCC.I/DEC. 236 (XXVII-15)²⁵

**WHITE PAPER: TELECOMMUNICATIONS AND ICTs TO ADVANCE THE
FUNDAMENTAL PILLARS OF THE ORGANIZATION OF AMERICAN STATES:
DEMOCRACY, HUMAN RIGHTS, MULTIDIMENSIONAL SECURITY AND INTEGRAL
DEVELOPMENT**

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

DECIDES:

1. To create an ad hoc group coordinated by the administration of Canada and composed of the administrations of Colombia, Dominican Republic, Mexico, Paraguay, United States of America, Uruguay, and other Member States that indicate interest in participating, to review the draft table of contents of the White Paper attached hereto as Appendix 1.
2. To instruct the administration of Canada to present the draft table of contents at the 31 Meeting of COM/CITEL.

²⁵ CCP.I-TIC/doc. 3788/15 rev.2

3. To invite COM/CITEL and the associate members of CITEL to collaborate in the preparation of the White Paper.

ANNEX I TO DECISION PCC.I/DEC. 236 (XXVII-15)

WHITE PAPER: TELECOMMUNICATIONS AND ICTs TO ADVANCE THE FUNDAMENTAL PILLARS OF THE ORGANIZATION OF AMERICAN STATES: DEMOCRACY, HUMAN RIGHTS, MULTIDIMENSIONAL SECURITY AND INTEGRAL DEVELOPMENT

TABLE OF CONTENTS

1. Executive Summary
2. CITEL and its structure
3. The fundamental pillars and mandates of the OAS
4. The overall role of telecommunications and ICTs for social and economic development
5. Specific examples:
 - a) ICTs for Democracy, Accountability and Transparency: Open Government
 - b) ICTs for Human Rights
 - c) ICTs for Multidimensional Security
 - d) ICTs for Health and Education
 - e) ICTs for SMEs and micro-enterprises
 - f) ICTs for national development (economic, social, cultural, and environmental)
6. Conclusion
7. References

PCC.I/DEC. 237 (XXVII-15)²⁶

LEGISLATION AND REGULATIONS ON PERSONAL DATA PROTECTION

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

DECIDES:

1. To recirculate the survey entitled, “Legislation and Regulations on Personal Data Protection” that was previously adopted in PCC.I/DEC. 230 (XXVI-15) for purposes of compiling information on the implementation and level of development of legislation and regulations in the Member States on personal data protection.

²⁶ CCP.I-TIC/doc. 3784/15

2. To request the Member States that have not yet responded to the survey on the “Legislation and Regulations on Personal Data Protection” to complete the survey provided in the Annex, by March 15, 2016, at the latest.
3. To task the Rapporteur on Cybersecurity, Vulnerability Assessment and Critical Infrastructure with compiling the information with the survey results and presenting that report to PCC.I at its XXVIII Meeting.
4. To instruct the CITEI Secretariat to inform the Member States about the recirculation of this survey and the deadline for its completion.

ANNEX TO DECISION PCC.I/DEC. 237 (XXVII-15)

IMPLEMENTATION OF LEGISLATION AND REGULATIONS ON PERSONAL DATA PROTECTION

Country/administration:
Person completing survey:
Entity/institution:
Contact information:
Telephone:
Email:

Please reply to the following questions:

- Does your country have legislation in place on the protection of personal data?
 - Date law was enacted:
- Does that law have any regulations for its application?
 - Date of enactment of those regulations:
- Does your country have a national protection and/or supervisory authority?
 - Name of entity:
 - URL:
 - Telephone numbers:
 - Contact person:
 - Email:
- Does your country have a registry of personal information databases?
 - Number of databases registered:
 - Number of companies registered:

**"BENCHMARKING ON PROCEDURES TO HANDLE USER CLAIMS WITH RESPECT TO
TELECOMMUNICATIONS SERVICES" STUDY**

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

DECIDES:

1. To modify the deadline of the "Benchmarking on Procedures to Handle User Claims with Respect to Telecommunications Services" study, which must be presented during the XXVIII meeting of PCC.I.
2. To ask the member countries to submit the information to prepare the study "Benchmarking on Procedures to Handle User Claims with Respect to Telecommunications Services" according to the Annex to Decision PCC.I/DEC. 202 (XXV-14).

²⁷ CCP.I-TIC/doc. 3661/15 rev. 1

ANNEX TO DECISION PCC.I/DEC. 238 (XXVII-15)
INFORMATION REQUESTED FOR THE BENCHMARKING ON PROCEDURES
TO HANDLE USER CLAIMS WITH RESPECT TO TELECOMMUNICATIONS SERVICES

	INFORMATION REQUESTED	REPLY
1	Indicate total population in the country	
2	Specify the percentage of urban population in the country.	
3	Indicate per capita GDP.	
4	Indicate the unemployment rate.	
5	Fixed telephone density in the country.	
6	Mobile telephone density in the country.	
7	Density of Internet access service in the country.	
8	Indicate the income level in US dollars (to July 15).	
9	Income inequality in the country (Gini coefficient).	
10	Indicate the literacy rate in the country.	
11	Attach statistics by type and number of claims by telecommunication service users according to corresponding instance (last 2 years).	
12	Specify whether there is a prior stage to the procedure for the settlement of disputes (example: reconciliation).	
13	Indicate and explain if there are "trade agreement" modalities between the operator and the user during the claim process. (b)	
14	Indicate and describe the instances and bodies that handle claims.	
15	Specify and define who the suitable subjects to file claims are. (c)	
16	Provide the following information about the user claim procedure:	
16.a	The issues that are considered disputable. Please define and provide details on each one. (d)	
16.b	Indicate if there is a fee for admission to the claim procedure. If so, specify the amount. (e)	
16.c	Inform and describe if there are rules and/or forms to register and process the claim record.	
16.d	In which entity the claim is filed, according to the instance. (f)	
16.e	How the claim is submitted (face to face, in writing, via e-mail, web page, etc.), according to the instance.	
16.f	Time the user has to file the claim before the first instance.	

16.g	Claim resolution time in the first instance.	
16.h	Indicate whether the claim procedure takes into account filing an Appeal for Reconsideration (describe). (g)	
16.i	If there is disagreement with the ruling: specify the place (entity) where the case was submitted for evaluation by the second instance.	
16.j	Time the user has to request the intervention of the second instance.	
16.k	Specify the procedure from the first to the second instance and/or request for information from the second to the first instance.	
16.l	Resolution time in the second instance.	
16.m	Indicate whether there is application of administrative silence and its application thereof.	
16.n	Procedure in case of infringement of the provisions of the claims procedure.	
16.o	Mechanisms and requirements for notifications (replies) about resolutions according to the instance.	
16.p	Detail infractions due to non-compliance with the rules.	

- (a) *Density is per 100 inhabitants.*
- (b) *A "trade agreement" is required when the operator accepts the claim of the user without analyzing the essence of the problem. In addition, specify if the operator is required to maintain records in such cases.*
- (c) *It indicates who can file claims: service users, subscribers who have signed a contract with the company, individual or legal entity (with authorized representative), among others.*
- (d) *Disputable issues refer to those issues that are evaluated by the authorities involved in the claim procedure.*
- (e) *It indicates whether the user has to pay an administrative fee to file a claim.*
- (f) *It indicates whether the claims are submitted to business operators, regulatory bodies, or other institutions.*
- (g) *When the first instance reconsiders its decision, before the submission of new evidence by the claimant.*

**CHANGES TO THE TABLE OF CONTENTS OF THE TECHNICAL NOTEBOOK
“POLICIES FOR PROMOTING THE DEPLOYMENT AND CONSTRUCTION OF
TELECOMMUNICATION INFRASTRUCTURE”**

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

DECIDES:

1. To modify the table of contents of the Technical Notebook “Policies for Promoting the Deployment and Construction of Telecommunication Infrastructure” approved by resolution PCCP.I/RES. 236 (XXVI) so that it reads as indicated in Annex I hereto.
2. To request that the Executive Secretary of CITEI to arrange for those changes to be reflected in the tab: Technical Notebooks in preparation, which contains resolution 236.

²⁸ CCP.I-TIC/doc. 3782/15 cor. 1

ANNEX I TO DECISION PCC.I/DEC. 239 (XXVII-15)

**TABLE OF CONTENTS OF THE TECHNICAL NOTEBOOK “POLICIES FOR
PROMOTING THE DEPLOYMENT AND CONSTRUCTION OF
TELECOMMUNICATION INFRASTRUCTURE”**

1. Information on projects, policies, and regulatory measures (laws and legal provisions in general) on the promotion of the deployment and construction of telecommunication infrastructure.
2. Information on studies and consultancies undertaken in this area by government agencies or entities of the Member States.
3. Information on studies and consultancies undertaken this area by international and/or multilateral bodies.
4. Information on cases of practical application of projects, policies, and regulatory measures in each Member State describing:
 - a. Problems identified;
 - d. Actions taken or to be taken to solve the problems identified.
5. Lessons learned.

PCC.I/DEC. 240 (XXVII-15)²⁹

**BASE TEXT TO DRAFT RECOMMENDATION ITU-T Q.FW_CCF “FRAMEWORK FOR
SOLUTION TO COMBAT COUNTERFEIT ICT DEVICES”**

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

DECIDES:

1. To continue the discussions of the base text of the Draft Recommendation ITU-T Q.FW CCF “Framework for solution to combat counterfeit ICT Devices”, presented by the Brazilian administration, on the Correspondence Group to Examine the Issues Relative to Counterfeit, Substandard and Unapproved Mobile Devices, created by PCC.I/RES. 222 (XXIV-14).
2. To appoint the administration of Brazil, represented by João Alexandre Zanon (zanon@anatel.gov.br) to coordinate the discussions and consolidate the comments into the final text to be submitted by CITELECOM to the next ITU-T Question 8 of SG11 meeting as an Inter-American Contribution – CI, after the necessary support of the member’s States as been obtained.

²⁹ CCP.I-TIC/doc. 3787/15

3. To request the Member States interested to participate on the discussion of this document to submit their representatives contacts to the coordinator.

PCC.I/DEC. 241 (XXVII-15)³⁰

REGIONAL ASSESSMENT: ICT ACCESSIBILITY

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

DECIDES:

1. To request the Secretariat of CITEL to distribute to the OAS/CITEL Member States the questionnaire annexed hereto in order to assess ICT accessibility in the Americas Region.
 - a. The referred document is available in English and Spanish and aims at collecting information regarding achievements and views of stakeholders on related issues in the Americas region to draw our picture on where we stand on this matter and to enrich the discussions during the regional event Accessible Americas II: Information and Communication to ALL, to be carried out in Medellin, Colombia, from 4 to 6 November 2015.
 - b. The next regional meeting on ICT accessibility presents a milestone opportunity to deepen the regional commitment towards removing barriers faced by persons with disabilities and achieving a more inclusive society through the development of concrete actions and changes on the ground, and the mainstreaming of accessible ICT in the regional telecommunication agenda framework.
2. In response to ITU's request on ICT Accessibility questionnaire, to ask OAS/CITEL Member States that have not already done so via ITU itself, to provide information about views and achievements on ICT accessibility.
3. To request OAS/CITEL Member States responding to this request to send their response to the CITEL Secretariat (citel@oas.org), copying to both persons in ITU as indicated in the body of the questionnaire (Fernando.Ribeiro@ties.itu.int and Vera.Zanetti@ties.itu.int).
4. To request OAS/CITEL Member States responding to this request to provide their inputs as soon as possible and no later than 9 October 2015.

³⁰ CCP.I-TIC/doc. 3672/15 cor. 1

PCC.I/DEC. 242 (XXVII-15)³¹

**CHANGES TO THE TABLE OF CONTENTS OF THE TECHNICAL NOTEBOOK
“BROADBAND FOR SOCIAL INCLUSION AND THE ROLE OF NATIONAL BACKBONE
NETWORKS”**

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

DECIDES:

1. To modify the Table of Contents of the Technical Notebook “Broadband for Social Inclusion and the Role of National Backbone Networks,” approved by resolution PCC.I/RES. 241 (XXVI), so that it reads as indicated in Annex I hereto.
2. To request that the Executive Secretary of CITEL to arrange for those changes to be reflected in the tab: Technical Notebooks in preparation, which contains resolution 241.

ANNEX I TO DECISION PCC.I/DEC. 242 (XXVII-15)

**TABLE OF CONTENTS OF THE TECHNICAL NOTEBOOK “BROADBAND FOR SOCIAL
INCLUSION AND THE ROLE OF NATIONAL BACKBONE NETWORKS”**

1. Studies on barriers that impede the inclusion of unserved populations or individuals who are excluded or discriminated against for geographic, economic, social or cultural reasons.
2. Methodologies and development of indicators for the monitoring and evaluation of broadband service coverage for social inclusion and the dissemination of results.
3. Projects to develop National or Regional wholesale fixed and mobile Backbone Networks to achieve the inclusion of underserved populations or those without service.
4. Projects to develop broadband, both fixed and mobile, for social inclusion in countries of the region: target population, project objectives, financing model, alternative technologies, technological strategies, targets, economic and social investment returns, achieved or expected results and monitoring indicators.
5. Studies on the social and economic impact of broadband services and ICTs on the development of populations in rural and remote areas and of vulnerable groups (children, women, persons with disability, and ethnic minorities, among others).

³¹ CCP.I-TIC/doc. 3785/15 rev. 1

**EXPRESSION OF INTEREST TO HOST THE REGIONAL PREPARATORY MEETING
(RPM-AMERICAS) FOR THE 2017 WORLD TELECOMMUNICATION
DEVELOPMENT CONFERENCE (WTDC-17)**

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

DECIDES:

1. To invite the Member States to indicate at the XXXI Meeting of the Permanent Executive Committee of CITEL (COM/CITEL) their interest in hosting a three (3) day Regional Preparatory Meeting (RPM-Americas) for the 2017 World Telecommunication Development Conference (WTDC-17), bearing in mind that the RPM must be held, insofar as possible, in February 2017, and that it must be held prior to the Regional Development Forum.
2. To instruct the Executive Secretariat of CITEL to distribute this decision to the administrations as soon as possible.
3. To instruct the Executive Secretariat CITEL to forward this decision to the Chair of COM/CITEL so that it is included on the agenda for the XXXI Meeting (December 7 and 8, Santo Domingo, Dominican Republic).

³² CCP.I-TIC/doc. 3781/15

VI. LIST OF BASIC DOCUMENTS

Summary Minutes of the Inaugural Session and the First Plenary Session:	CCP.I-TIC/doc. 3778/15 rev.2
Summary Minutes of the Second Plenary Session:	CCP.I-TIC/doc. 3789/15 rev.1
Summary Minutes of the Third Plenary Session:	CCP.I-TIC/doc. 3794/15
 List of Documents:	 CCP.I-TIC/doc. 3640/15 rev.3
List of Participants:	CCP.I-TIC/doc. 3641/15 rev.1
 Final Report for the Meeting:	 CCP.I-TIC/doc. 3797/15
 Report of the Working Group on Policy and Regulation (WGPR)	 CCP.I-TIC/doc. 3790/15
Report of the Working Group on Development (WGD)	CCP.I-TIC/doc. 3791/15
Report of the Working Group on Deployment of Technologies and Services (WGDTs)	CCP.I-TIC/doc. 3792/15
Report of the Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF)	CCP.I-TIC/doc. 3793/15
