

**RECOMMENDATION TO INCENTIVIZE GREATER ADOPTION OF IoT/M2M SERVICES IN THE CITEL MEMBER STATES**

The 28 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

**CONSIDERING:**

- a) That the Rapporteurship on Technological Innovation and Trends (Rapporteurship) was established to share information, experiences and best practices on technological evolution and trends in telecommunications and information and communications technologies (ICTs) with CITEL Member States;
- b) That Internet of Things (IoT) and Machine-to-Machine communications (M2M) services are a key driver of economic and social development and have evolved into a transnational market of services where a significant portion of IoT/M2M devices are conceived for global mobility;
- c) That Member States generally do not have in place specific IoT/M2M regulations;
- d) That the Rapporteurship, according to the “Work Plan Rapporteurship on Technological Innovation and Trends,” is to study and evaluate technical and regulatory practices related to IoT/M2M services and propose a list of international best practices and public policies to incentivize greater adoption of IoT/M2M services in the region,

**RECOGNIZING:**

- a) That the Member States, to this end, have shared information and experiences regarding IoT/M2M services through the completion of an M2M Questionnaire entitled “Current Status of the Regulatory Framework on Machine-to-Machine Communications,” approved by PCC.I/ DEC. 216 (XXV-14), and later re-circulated through PCC.I/DEC. 232 (XXVI-15);
- b) That the Rapporteurship issued reports entitled, “Report of the Rapporteurship on Technological Innovations and Trends,” and “IoT and M2M Technology and Policy Overview: Compilation of Inputs to the Rapporteurship,”<sup>2</sup> highlighting its review of several relevant input documents identified therein and submitted by the Member States and Sector Members;
- c) That during the XXVIII Meeting held in San Salvador, El Salvador, the Rapporteurship held a seminar on IoT/M2M called “The Internet of Things and Machine-to-Machine Communications - Approaches in the Americas,” to provide an 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; 5) policies to promote IoT/M2M deployment; 6) main applications and/or successful stories in the region; 7) best practices when implementing IoT/M2M; and 8) conclusions and follow up actions;

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<sup>1</sup> CCP.I-TIC/doc. 3905/16 rev. 2 cor. 1

<sup>2</sup> See CCP.I-TIC/doc. 3792/15 and CCP.I-TIC/doc. 3901/16.

d) That the Rapporteurship, taking into consideration these inputs, proposes the following as a list of recommendations based on international best practices and public policies to incentivize greater adoption of IoT/M2M services in the region,

#### **RECOMMENDS:**

1. That the Member States employ flexible regulations developed through government and industry collaboration to encourage the development and adoption of IoT/M2M services throughout the region. In addition to telecommunications and ICTs, regulations in key adjacent industries, e.g., public utilities, healthcare, and transportation, among others, should also enable the development and adoption of IoT/M2M services.
2. That the Member States monitor market developments to support IoT/M2M services.
3. That the Member States establish, as a general principle, the principle of technological neutrality with regard to IoT/M2M services and not impose regulatory limitations related to the type of technology used for IoT/M2M implementation, thereby allowing operators to freely choose the most suitable technology for the provision of services.
4. That the Member States allow for the extra-territorial use of numbering resources (i.e., E.164 and E.212 numbers) to support global IoT/M2M business models and the development of innovative products and services, while not compromising public security or national sovereignty.
5. That the Member States foster collaboration with industry to encourage the adoption of appropriate security measures with regard to IoT/M2M services, including in their respective value chains and educating end users on IoT/M2M services, to avoid cyber vulnerabilities and prevent cyber-attacks.
6. That the Member States foster their data protection frameworks to enable cross-border data flows between a machine located in the respective Member State and a machine in another country, recognizing the balance between the need for collection, processing and use of data and the end-users' need for an appropriate level of privacy.
7. That the Member States review equipment certification requirements to facilitate the adoption of IoT/M2M services, where warranted.
8. That the Member States consider the implementation of tax exemptions or incentives to promote investment and research and development in IoT/M2M services.

#### **INSTRUCTS THE SECRETARY OF CITEL:**

To communicate this Recommendation to the Member States for dissemination and information purposes, and provide Member States requesting additional information on the IoT and M2M services and frameworks collected by the Rapporteurs for Technological Innovation and Trends with the appropriate contact information.