ORGANIZACIÓN DE LOS ESTADOS AMERICANOS
ORGANIZATION OF AMERICAN STATES

Comisión Interamericana de Telecomunicaciones
Inter-American Telecommunication Commission

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40 MEETING OF PERMANENT CONSULTATIVE
COMMITTEE I: TELECOMMUNICATIONS/
INFORMATION AND COMMUNICATION
TECHNOLOGIES
Asunción, Paraguay
April 4 to 8, 2022
VIRTUAL

OEA/Ser.L/XVII.4.1.40
CCP.I-TIC/doc. 5224/22
25 August 2022
Original: Spanish

FINAL REPORT

(Item on the Agenda: 6)

(Document submitted by the Secretariat of CITEL)

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FINAL REPORT

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

The 40 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies was held virtually from April 4 to 8, 2022, host by the administration of Paraguay.

I.   AGENDA[1]

1.   Approval of the agenda and calendar of activities.
2.   Establishment of the Drafting Group for the Final Report.
3.   Structure and Work Plan for the PCC.I.
4.   Working Group reports and meetings:

   4.1   Working Group 1: Policy and Regulation (WGPR)
   4.1.1   Rapporteurship on protecting the rights of telecommunication services users.
   4.1.2   Rapporteurship on telecommunication service quality.
   4.1.3   Rapporteurship on economic aspects of telecommunication/ICTs.
   4.1.4   Rapporteurship on Broadband, universal access, digital inclusion and gender equality.
   4.1.5   Rapporteurship on conformance, fraud and illegal or irregular mobile terminal devices control.

   4.2   Working Group 2: Working Group on Deployment of Technologies and Services (WGDTS)
   4.2.1   Rapporteurship on disaster prevention, response and mitigation, ICT and climate change, environmental protection and circular economy.
   4.2.2   Rapporteurship on interoperability, infrastructure, connectivity, numbering, services and applications, including Internet and international connectivity.
   4.2.3   Rapporteurship on cybersecurity, privacy and data protection, vulnerability assessment and confidence building.
   4.2.4   Rapporteurship on technological innovation, digital economy, Internet of Things, smart cities and communities.

   4.3   Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF).

5.   Agenda, site, and date of the 41 Meeting of PCC.I.
6.   Approval of the Final Report.
7.   Other business.

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[1] CCPI-TIC/doc. 5167/22

II.   AUTHORITIES OF THE MEETING

Chair of PCC. I   Mr. Juan Carlos Duarte (Paraguay)
Alternate Chair of PCC.I: Mr. Víctor Martínez (Paraguay)
Alternate Vice-chair of PCC.I: Mr. Juan Castro (El Salvador)
Executive Secretary of CITEL Mr. Oscar León (OAS/CITEL)

Drafting Group:

Chair
Paraguay: Ms. Emilce Portillo

Members
United States of America: Ms. Carola Balbuena Serrano
Uruguay: Ms. María José Franco

Participants:

a. **Member States**

Argentina, Bahamas, Bolivia, Brazil, Canada, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Mexico, Panama, Paraguay, Peru, Trinidad y Tobago, United States of America and Uruguay.

b. **Associate Members**

Argentina – CAMARA ARGENTINA DE INTERNET (CABASE)
Argentina - NOKIA SOLUTIONS AND NETWORKS ARGENTINA S.A.
Argentina – TELEFONICA DE ARGENTINA
Brazil - QUALCOMM SERVIÇOS DE TELECOMUNICAÇÕES LTDA.
Canada – ERICSSON CANADA
Colombia – ATC SITIOS DE COLOMBIA
United States of America – ACCESS PARTNERSHIP, LLC.
United States of America – AMAZON.COM SERVICES, INC
United States of America – AMERICAN REGISTRY FOR INTERNET NUMBERS (ARIN)
United States of America – FACEBOOK
United States of America – GSMA LATIN AMERICA
United States of America – HUGHES NETWORK SYSTEMS
United States of America – INTERNET SOCIETY
United States of America – VIASAT
México - HUAWEI TECHNOLOGIES DE MEXICO S.A. DE C.V.
Uruguay – REGISTRO REGIONAL DE DIRECCIONES DE INTERNET PARA AMERICA LATINA Y CARIBE (LACNIC)

c. **International and Regional Organizations**

Asia-Pacific Telecommunity - APT
Comisión Técnica Regional de Telecomunicaciones de Centroamérica – COMTELCA
Comunidad Andina – CAN

European Conference of Postal and Telecommunications Administrations – CEPT
Corporación para la Asignación de Número y Nombres en Internet – ICANN
Regional Commonwealth in the Field of Communications – RCC
International Telecommunications Union – UIT

d. Organization of American States

III. RESOLUTIONS

PCC.I/RES. 318 (XL-22)[2]

SEMINAR ON 5G: OPPORTUNITIES AND CHALLENGES IN THE AMERICAS

The 40 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

RECALLING:

a)   That Resolution PCC.I RES. 295 (XXXIII-18) 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, Digital Economy, Internet of Things, Smart Cities and Communities;

b)   That in accordance with PCC.I RES. 295 (XXXIII-18) the mandate of the Rapporteurship on Technological Innovation, Digital Economy, Internet of Things, Smart Cities and Communities is to promote the discussion and exchange of information on aspects related to technological innovation and the digital ecosystem, in order to promote the development of the digital economy, the Internet of Things, and the Smart Cities

RECOGNIZING:

a)   That it is within the Terms of Reference of the Work Plan of the Rapporteurship on Technological Innovation, Digital Economy, Internet of Things, Smart Cities and Communities to conduct activities for capacity strengthening of the Member States in the technological trends of telecommunications and ICT.

b)   That it is also part of the Terms of Reference of the Work Plan of the Rapporteurship on Technological Innovation, Digital Economy, Internet of Things, Smart Cities and Communities to establish liaisons with actors of the digital economy ecosystem, such as operators, service providers, standards bodies and industry forums, as needed, in order to anticipate possible innovations in technologies and services.

RECOGNIZING FURTHER:

a)   That Work Plan of the Rapporteurship on Technological Innovation, Digital Economy, Internet of Things, Smart Cities and Communities called for the continued collection and analysis of emerging new telecommunication/ICT technologies and their impact in the Americas region and beyond, with topics to include AI, IoT, ITS, SDN, M2M, LTE Broadcast and 5G technologies, in particular collecting information on the advancement of new technologies in networks in the different administrations of CITEL;

b)   That it was programmed within the Work Plan of the Rapporteurship on Technological Innovation, Digital Economy, Internet of Things, Smart Cities and Communities to hold a seminar on 5G infrastructure and services, including IoT/Smart Cities with participation from governments, the private sector, and other interested parties at the 40 PCC.I Meeting in 2022;

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[2] CCP.I-TIC doc. 5190/22 rev. 2

CONSIDERING:

a)   That many Member States in the Americas region currently are or will be contemplating their respective national spectrum policy frameworks related to 5G deployment, including the allocation and licensing of spectrum;

b)   That several past meetings of PCC.I have studied and evaluated various information documents that addressed technical and policy issues related to 5G communications and the anticipated socio-economic benefits of applications enabled by these networks;

RESOLVES:

1.   To approve an extended half day (three sessions) Seminar on "5G: Opportunities and Challenges in the Americas," to take place on the first day of the 41 Meeting of the Permanent Consultative Committee I: Telecommunications, Information and Communications Technology.

2.   To hold this seminar without incurring any costs for CITEL.

3.   To designate the Rapporteurs of the Rapporteurship on Technological Innovation, Digital Economy, Internet of Things, Smart Cities and Communities, Ms. Amy Alvarez (AT&T), and Ms. Milene Franco Pereira (Qualcomm) as CITEL's contact points to coordinate the Seminar.

4.   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.

5.   To revoke the resolution PCC.I/RES.313 (XXXVIII-21).

ANNEX TO RESOLUTION PCC.I/RES. 318 (XL-22)

PRELIMINARY TOPICS FOR THE SEMINAR

5G: OPPORTUNITIES AND CHALLENGES IN THE AMERICAS

1.   Overview on 5G network evolution and technology, 5G standards

2.   5G Use Cases (Internet of Things/Smart Cities, Telehealth, etc…)

3.   5G Security Challenges and Best Practices

4.   Deployment of 5G technologies in the Americas

5.   Enabling Policies to Promote 5G and 5G Applications in the Americas Region

6.   Conclusions and follow up actions

PCC.I/RES. 319 (XL-22)

STRUCTURE OF THE PCC.I WORKING GROUPS AND RAPPORTEURSHIPS

The 40 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

CONSIDERING:

a) That Resolution CITEL RES. 93 (VIII-22) "ESTABLISHMENT OF THE PERMANENT CONSULTATIVE COMMITTEES" emanating from the VIII Regular Meeting of the CITEL Assembly established the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I), its objective and mandate;

b) That the objective of PCC.I is to promote debate, cooperation and regional coordination in matters related to policies, development and standardization of telecommunications / information and communication technologies (ICT), with a view to improving social, economic, cultural and environmental development in the Americas, and contributing to the implementation of the 2030 Agenda for sustainable development;

c) That by Resolution CITEL RES. 94 (VIII-22) of the VIII Regular Meeting of the Assembly, CITEL's Strategic Plan for the 2022-2026 period was approved;

d) That it is necessary to adopt a structure for PCC.I in accordance with its objective, mandate and the CITEL Strategic Plan for the 2022-2026 period,

RESOLVES:

1. To approve the structure for the Working Groups and Rapporteurships of the PCC.I, which is attached in Annexes I;

2. To approve the mandate, terms of reference, authorities, work plans and performance indicators for the Working Groups and Rapporteurships of the PCC.I, which are attached in Annexes II and III;

3. To instruct the chairs of the Working Groups and Rapporteurships to update and adjust their work plans and performance indicators in accordance with the objectives and goals foreseen during the work period, in line with the dynamism of the activities;

4. To repeal resolutions CCP.I/RES. 293 (XXXII-18) and CCP.I/RES. 295 (XXXIII-18).

INVITES MEMBER STATES AND ASSOCIATE MEMBERS OF CITEL

If necessary, propose to the 41 Meeting of the PCC.I improvements on the mandate, terms of reference and authorities for the Working Groups and Rapporteurships of the PCC.I, as attached in Annex II.

ANNEX I TO RESOLUTION PCC.I/RES. 319 (XL-22)

STRUCTURE OF THE WORKING GROUPS AND RAPPORTEURSHIPS OF PCC.I

WORKING GROUP 1: Working Group on Policies and Regulation (WGPR)

1.1 Rapporteurship on protecting the rights of telecommunication service users and on telecommunication service quality
1.2 Rapporteurship on economic aspects of telecommunications/ICTs
1.3 Rapporteurship on broadband, universal access, digital inclusion and gender equity
1.4 Rapporteurship on conformance, fraud control and illegal or irregular mobile terminal devices

WORKING GROUP 2: Working Group on Deployment of Technologies and Services (WGDTS)

1.1 Rapporteurship on disaster prevention, response and mitigation, ICTs and climate change, environmental protection and the circular economy
1.2 Rapporteurship on interoperability, infrastructure, connectivity, numbering, services and applications, including Internet and international connectivity
1.3 Rapporteurship on cybersecurity, privacy and data protection, vulnerability assessment and confidence building
1.4 Rapporteurship on technological innovation, digital economy, Internet of things, and smart cities and communities

WORKING GROUP 3: Working Group for the preparation and follow-up of the WTSA, WCIT and WTDC (WGCONF)

ANNEX II TO RESOLUTION PCC.I/RES. 319 (XL-22)

MANDATE, TERMS OF REFERENCE, AUTHORITIES AND PERFORMACE INDICATORS FOR THE WORKING GROUPS AND RAPPORTEURSHIPS OF PCC.I

WORKING GROUP 1: POLICIES AND REGULATION (WGPR)[3]

Authorities:

Chair: Paraguay
Vice-Chair: Brazil, Colombia, and USA

Mandate:

The Working Group on Policies and Regulation (WGPR) will foster discussions, the exchange of information, and actions concerning policies, regulations, and technical aspects regarding: the protection of the rights of users, service quality, economic aspects of telecommunication services, broadband and universal access to telecommunications/ICTs, digital inclusion and gender equality, conformance and fraud control, and illegal or irregular mobile terminal devices, among others, in order to draw up studies, reports, recommendations, resolutions, and best practice guides for CITEL members.

Terms of reference:

a) Promote dialogue among CITEL members on policies, regulations, and technical aspects of networks and telecommunication services, so as to gather best practices and make recommendations on how to implement an effective, fair, functional, pragmatic, innovative, smart, digital, and adaptable regulatory framework that will be useful to the countries of the region, responds to changing technological conditions, and promotes infrastructure development, innovation, healthy competition, and legal certainty.

b) Generate recommendations and best practices that promote a better relationship between users and service providers.

c) Urge coordination, planning, and consensus among CITEL members as regards the defense and dissemination of the rights of users and consumers of telecommunication services.

d) Examine the different aspects of performance, quality of service (QoS), and quality of experience (QoE) in order to draw up recommendations and proposals that lead to objective and subjective measurements, their dissemination, and affordability for the benefit of telecommunication service users.

e) Identify and promote inter-regional measures and agreements that allow greater affordability of international mobile roaming services, reducing their prices as much as possible, starting by adjusting and/or removing additional charges, and including specific actions to tackle the realities and meet the needs of border areas.

f) Identify measures to reduce prices of telecommunication services in the region, including international mobile roaming services, through coordination, planning, and consensus building among member states on regional measures and agreements with respect to rate-setting issues and economic aspects, as well as drawing up recommendations on economic aspects such as healthy competition and the principles for setting rates for telecommunication /ICT services.

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[3] CCP.I-TIC/doc. 5186/22 rev. 2

g) Analyze and look into issues relative to universal access through broadband and reducing the digital divide for the purpose of promoting actions and good practices conducive to achieving social inclusion and the social appropriation of telecommunications/ICTs, taking into account gender equality and the needs of minority or vulnerable social groups.

h) Examine the aspects related to the prevention, detection, and control in terms of fraud in telecommunication services, recommending best practices making it possible to minimize the impact for the member states, users, and operators.

i) Examine mechanisms and methodologies that contribute to assessing conformance of networks and products with current standards.

j) Promote the review, discussion, and adoption of measures for the control of stolen, counterfeit, tampered, and non-compliant mobile terminal devices.

k) Improve the collaboration and coordination concerning cross-cutting themes related to telecommunications and the use of ICTs within the Organization of American States (OAS).

l) Examine the regulatory context, exchange best practices on the experiences of CITEL members, and consider alternatives to continue improving regulations, based on streamlining regulations and ensuring smart, innovative regulations.

m) Follow up on discussions of topics addressed within the scope of this working group in ITU-D and ITU-T Study Groups (SGs), drawing up and approving CITEL positions and inter-American contributions (IACs) to be submitted to these Study Groups.

n) Contribute with proposals, actions, and initiatives for the achievement of the Sustainable Development Goals adopted by the 2030 Agenda for Sustainable Development from the different rapporteurships of both Study Group 1 and Study Group 2, which are relevant to the nature of the rapporteurships and that of the SDGs. Telecommunications/ICTs are significant enablers to achieve these important goals, which the countries committed themselves to so as to achieve sustainable human development by 2030.

1.1 RAPPORTEURSHIP ON PROTECTING THE RIGHTS OF TELECOMMUNICATION SERVICE USERS AND ON TELECOMMUNICATION SERVICE QUALITY

Authorities:

Rapporteurs: Mexico and Peru
Associate rapporteurs: Colombia

Mandate:

To disseminate, among CITEL members, best practices, standards, and procedures relative to the rights of telecommunication service users and to study the different Quality of Service (QoS) and Quality of Experience (QoE) aspects in order to make recommendations and proposals to the advantage of users of telecommunication services.

Terms of reference:

a) Support the ongoing improvement of the regulatory framework in force in terms of the rights of telecommunication service users, as well as QoS and QoE of member states, in order to adapt to new services and meet the needs of users.

b) Identify mechanisms, research, activities, and regulatory frameworks of different countries and international organizations relative to the protection of users and QoS and QoE.

c) Gather information and revise aspects relative to procedures and processing of claims by users with respect to QoS, terminal devices, service provision contracts, as well as user outreach policies.

d) Draw up recommendations for regional policies and/or models that incorporate the interests of all stakeholders for the benefit of users as target beneficiaries of public policymaking in that field.

e) Identify actions and needs for human resources training and the exchange of experiences and perspectives relative to protecting the rights of users, QoS and QoE.

f) Identify mechanisms that foster the production and dissemination of useful information conducive to protecting the rights of users and their empowerment.

g) Conduct, publish, and update regional benchmarking on network performance, end-to-end QoS, and QoE that would make it possible to share best practices to improve QoS in the region.

h) Gather information on the methodologies and tools used, and the results of end-to-end QoS and QoE measurements by member states.

i) Study strategies to inform users about their rights, end-to-end QoS, and QoE of telecommunication services offered by telecommunication operators.

j) Draw up recommendations on indicators that should be measured to assess end-to-end QoS, as well as provide references on network QoE indicators and key network performance indicators to assess QoS.

k) Follow up on the activities of the relevant ITU Study Groups, in particular ITU-T Study Group 12, "Performance, Quality of Service and Quality of Experience," creating and adopting CITEL positions and Inter-American Contributions (IACs) that will be submitted to these Study Groups.

Performance indicators:
1. Number of contributions
2. Number of case studies/best practices revised
3. Number of workshops and seminars
4. Number of recommendations made

1.2 RAPPORTEURSHIP ON ECONOMIC ASPECTS OF TELECOMMUNICATIONS/ICTs

Authorities:

Rapporteur: Peru
Associate rapporteurs: Brazil and Paraguay

Mandate:

To develop studies on economic and rate-setting aspects, making it possible to identify mechanisms to reduce the prices of telecommunications services, including those of international roaming. This, in order to make recommendations on best regulatory practices that would benefit users.

Terms of reference:

a) Review the definition of economic performance indicators that facilitate the follow-up and comparability of the evolution of the sector: scale of markets, investment levels, average price or

revenue per service, methodologies for the analysis of quality-adjusted prices (cable, Internet), connection volumes and use levels.

b) Encourage the adoption of regulatory frameworks conducive to public and private investment, in addition to public-private partnerships, seeking to improve the quality and diversity of telecommunications/ICT services, especially broadband and Internet, with a focus on remote or under-served areas.

c) Study and evaluate the regulatory and economic aspects (relative to rates and prices, access charges, interconnection, etc.) of the next-generation network services in the countries of the region, including inter-regional measures and agreements that allow greater affordability of international mobile roaming services and reducing their prices as much as possible, starting by adjusting and/or removing additional charges.

d) Advance measures that promote greater transparency, affordability, and elimination of additional charges to the end user of international mobile roaming services, paying particular attention to the realities and needs in border areas.

e) Study and evaluate the different factors of telecommunication-related activities, their incidence and impact on economic development.

f) Analyze the competitiveness of telecommunication markets, in particular, the effects of anti-competitive practices and regulatory measures to prevent them.

g) Promote the sharing of case law on unfair competition and non-competitive practices proceedings in the provision of telecommunications services.

h) Promote the exchange of best practices of subsidy and/or incentive policies aimed at facilitating the access of low-income households to telecommunication services.

i) Explore and evaluate cost models for the different telecommunications/ICT services, giving priority to the experience in the region and the needs of the member countries, considering the impact of new technologies.

j) Review and evaluate the design of policies aimed at increasing competitive intensity levels, such as the classification of important operators and specification of obligations, the regulation of infrastructure-sharing agreements, and economic rules for the operations of mobile virtual network operators, among others.

k) Promote the development of harmonized regulatory frameworks and recommendations for the provision of telecommunication/ICT services that foster a reduction in prices.

l) Compile and study tax policies for telecommunication/ICT services in order to identify the repercussions that tax burdens might have on competitiveness, international connectivity, and innovation in a digital economic and, in general, on the different telecommunication sectors.

Performance indicators:
1. Number of contributions
2. Number of case studies/best practices revised
3. Number of workshops and seminars
4. Number of recommendations made

1.3 RAPPORTEURSHIP ON BROADBAND, UNIVERSAL ACCESS, DIGITAL INCLUSION, AND GENDER EQUALITY

Authorities:

Rapporteur: Dominican Republic

Associate rapporteurs: Canada, Mexico, Paraguay, Peru, Telefónica

Mandate:

To review and research the major issues relative to universal access to broadband and the digital divide, in order to promote actions and best practices conducive to achieving the inclusion and social appropriation of telecommunications/ICTs, taking into consideration gender equality and the needs of minority or vulnerable social groups.

Terms of reference:

a)   Promote the gathering, analysis, conduction of studies, and exchange of best practices in terms of public policies, regulatory frameworks, incentives, national broadband plans, affordability and accessibility issues in the countries of the region that make it possible to bridge the digital divide; enhance coverage in unserved or underserved areas, especially in rural areas involving the participation of indigenous peoples, other population groups, community operators, nonprofit operators, and small operators; ensure universal access to telecommunications and broadband services; and achieve digital inclusion.

b)   Promote the preparation of recommendations for public policies, exchange of information and best practices facilitating an enabling environment, including regulations for fully taking advantage of the access to telecommunication and broadband services and for their use by everybody, particularly by persons with disabilities and with specific needs.

c)   Promote the development of local mobile contents and applications that foster access to local and government services for health, education, mobile payments, among others, that make it possible to increase use of broadband access, favoring cultural exchanges and digital inclusion, taking into consideration the needs of different social and vulnerable groups.

d)   Define and propose metrics, indicators, and methodologies to measure the penetration of broadband in the countries of the region, mainly considering making progress in rural and remote areas.

e)   Identify and promote mechanisms, initiatives, and actions for capacity building in telecommunications/ICT, with special attention to minority and vulnerable social groups, so that they can use and take advantage of them for their human development, coordinating actions with stakeholders in the private sector, the academic community, civil society, and government entities.

f)   Coordinate with the ITU regional office the design, implementation, and follow-up on regional initiatives approved at the World Telecommunication Development Conference 2022 (WTDC-22) for the Americas Region, coordinating the necessary efforts with the Working Group for the Preparation and Follow-Up of the WTSA, WCIT, and WTDC of PCC.I and with the ITU Development Sector; and encourage and promote an increased participation by the countries of the region and associate members in ITU-D activities.

g)   Build capacity and understanding within CITEL administrations and in the region on how to design innovative policies, programs, and projects that make it possible to build up capacities and empower women and girls through ICTs, working closely and fostering partnerships with CITEL associate members, civil society organizations, the private sector, and experts in gender matters focusing on the following topics, without limitation:

o   Policies: General frameworks of digital policies that take into account gender matters, with a focus on digital rights and online accountability for women and girls;

o   Accessibility: Enhance equal access to digital technologies by women and girls, including affirmative action, when appropriate;

o   Skills: Empower women and girls with the capacities and education they need to become ICT creators and enroll in STEM (Science, Technology, Engineering and Mathematics) fields of study;

o   Leadership: Promote women and girls as leaders in ICT matters, role models, decision-makers, and business entrepreneurs;

o   Safe and inclusive online spaces: Develop mechanisms to support safe spaces online for women and girls and reduce online violence against women.

o   Safety: Promote the development of national initiatives that use ICTs as an instrument to prevent violence against women and girls.

o   Promote actions in Telecommunications/ICT matters that contribute to attaining Sustainable Development Goal No. 5: Gender Equality.

Performance indicators:

1.   Number of contributions
2.   Number of case studies/best practices revised
3.   Number of workshops and seminars
4.   Number of recommendations made

1.4 RAPPORTEURSHIP ON CONFORMANCE, FRAUD AND ILLEGAL OR IRREGULAR MOBILE TERMINAL DEVICES CONTROL

Authorities:

Rapporteur: Colombia
Associate rapporteurs: Brazil

Mandate:

To compile and recommend best practices to control fraud in telecommunications and the use of devices that are stolen, tampered with, counterfeited, and non-compliant with standards and regulations.

Terms of reference:

a)   Share information, experiences, and best practices against telecommunications fraud, recommending actions in order to reduce its impact on governments, industry, and users.

b)   Share information, experiences, progress achieved, and figures on the prevention, detection, and control of terminal devices that are stolen, tampered with, duplicated, counterfeited, and non-compliant in order to identify best practices and provide recommendations to member states.

c)   Promote among member states and associate members the adoption of measures aimed at preventing tampering with the unique identifier of mobile terminal devices.

d)   Promote the exchange of databases to block stolen or lost devices, as well as to prohibit their activation among CITEL members

e)   Encourage the use of tools that protect the unauthorized access to user information and allow disabling stolen or lost terminal devices.

f)   Cooperate with and help member states to adopt and strengthen controls over mobile terminal devices that are stolen, lost, tampered with, duplicated, counterfeited, and non-compliant.

g)   Promote the exchange and examination of information on methodologies to assess conformance of networks and products with current standards, conducive to meeting the future needs of users of such networks throughout the region.

h)   Follow up on the activities of the relevant ITU Study Groups, developing and approving CITEL positions and inter-American contributions (IAC) that will be forwarded to these Study Groups.

Performance indicators:
1. Number of contributions
2. Number of case studies/best practices revised
3. Number of workshops and seminars
4. Number of recommendations made

WORKING GROUP 2: WORKING GROUP ON DEPLOYMENT OF TECHNOLOGIES AND SERVICES (WGDTS)[4]

Authorities:

Chair: Canada
Vice-chairs: Peru and United States of America

Mandate:

The Working Group on Deployment of Technologies and Services will promote the deployment of current and emerging technologies and services in providing an interoperable, innovative and reliable telecommunications/ICTs infrastructures and encourage their use - taking into account such aspects as network interconnection, connectivity, cybersecurity, services, applications, infrastructure, standards from ITU-T and other standards-setting bodies.

Terms of reference:

a)   To identify and evaluate technical issues relating to the service, architecture and protocol standards, required for interconnection and interoperability of existing, emerging and future communications networks (wireline and wireless) across the Region.

b)   To develop frameworks, architectures and scenarios to foster an enhanced understanding of new infrastructures, services and related technologies in the Region of the Americas, taking into account such aspects as the convergence and evolution of networks, services and applications.

c)   To study the security aspects relating to telecommunication networks and ICTs, both governmental and nongovernmental, their role in supporting other critical infrastructures, the role of the private sector in securing the communication network, and the domestic and regional approaches required in the Region of the Americas on this matter.

d)   To promote the exchange of information, development of telecommunications/ICT policies on disaster management in the region and study the ICT sector to adapt to the effects of environmental challenges, including climate change.

e)   To encourage coordination, planning and consensus among Member States with respect to building trust and security in the use of information and communication technologies (ICTs), privacy and data protection in the region, including cybersecurity.

f)   To identify and evaluate technical issues related to network addressing and Numbering Plans for the network evolution and new services, and to meet the demand of numbering resources to support convergent networks.

g)   To study the Internet ecosystem, including Internet governance, management of IPv4/IPv6 addresses and exchanging experiences on ccTLD. gTLDs and IP address block management

h)   To study emerging technologies and technological trends, seeking to promote capacity building among Member States and foster a better understanding of their innovative impact on network users.

i)   To study the ITU-T standards development activities, as well as other standardization organizations, for information and communication technology (ICT) standards and to focus on the

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[4] CCP.I-TIC/doc. 5214/22 rev. 1

ongoing evolution toward converged networks to ensure the interoperability of network equipment and services.

j)   To analyze which are the actors, how they interact, which emerging technologies are relevant, and what regulatory and public policy challenges we face with the digital economy in the public, private and academic sectors.

k)   Examine the regulatory context; exchange better practices on the experiences of CITEL members, and consider alternatives intended for regulatory simplification.

l)   Follow up on the discussions of the topics addressed within the scope of this working group in the Study Groups of ITU-D and ITU-T, generating and approving CIT positions and Inter-American Contributions (IACs) to be submitted to such Study Groups.

m)   Contribute with proposals, actions, and initiatives for the achievement of the Sustainable Development Goals adopted by the 2030 Agenda for Sustainable Development from the different rapporteurships of Study Groups 1 and 2, which are pertinent to the nature of the rapporteurship and that of the SDGs. Telecommunications/ICTs are significant enablers to achieve these important goals, the commitment of our countries made to achieve sustainable human development by 2030.

Performance Indicators:
1.   Number of publications on best practices that support the interconnection and interoperability of existing and future communications networks (wireline and wireless) across the Region
2.   Number of seminars/workshops aimed to encourage the use of telecommunications and ICTs services
3.   Number of recommendations on standards, regional connectivity, security in telecommunication/ICT and critical infrastructure.

2.1 RAPPORTEURSHIP ON DISASTER PREVENTION, RESPONSE AND MITIGATION, ICT AND CLIMATE CHANGE, ENVIRONMENTAL PROTECTION AND CIRCULAR ECONOMY

Authorities:
Rapporteur: vacant
Associate Rapporteurs: Peru, Mexico, United States

Mandate:
To promote the exchange of information and the generation of national and regional policies on telecommunications/ICTs for disaster mitigation at all stages, that is, preparation, disaster response/relief, and the reestablishment of telecommunication networks, as well as the management of electronic waste, taking into account the role played by telecommunications/ICTs in climate change, environmental protection, and in the circular economy, particularly for small island developing states (SIDS) and least developed countries (LDC).

Terms of reference:
a)   To identify suitable technologies for emergency communications.
b)   To improve communication, liaisons, and exchange of emergency communications in order to maximize resources and give way to innovative, effective programs for the region, promoting, among others, coordinated actions in border areas.
c)   To help in the design of national and sub-regional emergency communications plans and early warning systems, paying special attention to SIDS and LDC.

d) To contribute to the development of public policies and regulatory frameworks that take into account international best practices in emergency communications, the impact of climate change, environmental protection, and the circular economy.

e) To foster, among the Member States, greater deployment, updating and maintenance of the emergency communications infrastructure.

f) To promote the temporary availability of emergency communications equipment in the region during the initial disaster intervention stage, as part of ITU's cooperation in cases of emergency.

g) To follow up on the implementation and achievement of the objectives related to the AMS1 Regional Initiative, adopted during the 2017 World Telecommunication Development Conference.

h) To contribute to the Sendai disaster risk reduction 2010-2030 framework to support the development of local, national, regional and global user-friendly systems and services for the exchange of information on good practices, cost-effective and easy-to-use disaster risk reduction technologies and lessons learned on policies, plans and measures for disaster risk reduction.

Performance indicators:
1. Number of input documents
2. Number of workshops or seminars organized
3. Number of recommendations issued
4. Number of outgoing liaisons issued
5. Number of notebooks created, updated
6. Number of Best Practice Studies
7. Number of case studies/best practices reviewed
8. Number of other organizations reports
9. Number of technology innovations/solutions
10. Number of interim Rapporteur meetings

2.2 RAPPORTEURSHIP ON INTEROPERABILITY, INFRASTRUCTURE, CONNECTIVITY, NUMBERING, SERVICES AND APPLICATIONS, INCLUDING INTERNET AND INTERNATIONAL CONNECTIVITY

Authorities:
Co-Rapporteurs: Peru and LACNIC
Associate Rapporteurs: Argentina and Nokia

Mandate:
To develop frameworks, architectures and scenarios to promote a better understanding of the new networks and related technologies in the region, their inter-relation and their contribution to network and service convergence and evolution. To make recommendations and provide related policy guidelines that best serve the current and future needs of the users of telecommunication networks throughout the region.
To study the Internet ecosystem, including Internet governance, management of IPv4/IPv6 addresses and exchanging experiences on ccTLD, gTLDs and IP address block management.

Terms of reference:
1. To develop frameworks, architectures and scenarios to promote a better understanding of new networks and related technologies in the region, their inter-relation and their contribution to network and service convergence and evolution.
2. To investigate, inform and raise awareness about new network technologies, such as next-generation networks, broadband access and advanced services - in particular those supported by IP, such as cloud computing internet of things, augmented and virtual reality, artificial intelligence, big data, and their applications.

3. To develop recommendations and related guidelines that best serve the current and future needs of telecommunication network users in the region.
4. To identify, on a timely and ongoing basis, the obstacles that could prevent full interoperability of networks throughout the region and draft reports to inform the Member States on these.
5. To organize and/or establish liaisons with other industry forums, as necessary, to advance the work of this Rapporteurship.
6. To develop recommendations about connectivity.
7. To identify and evaluate technical issues related to addressing and Numbering Plans for the evolution of networks and new services and to meet the demand for numbering resources to support convergent networks
8. To follow up on the activities of the World Summit on the Information Society (WSIS) and the Multi-stakeholder Advisory Group (MAG) of the Internet Governance Forum and other relevant groups and forums, in coordination with the Rapporteurship on economic aspects of telecommunications/ICTs services.
9. To create an environment conducive to debating the salient aspects of Internet Governance.
10. To hold seminars and workshops to keep PCC.I Member States and associate members informed and trained in aspects of the Internet and its technologies.
11. To promote and foster the adoption of IPv6, disseminate experiences acquired in implementing IPv6-based services and applications and compile the requirements and needs of the countries in their deployment and adoption to IPv6, workingin coordination with regional Internet Registries (RIRs) of the region (LACNIC and ARIN), local technical communities, national education and research networks, and industry to promote facilitation of the deployment of IPv6,
12. To identify best practices to reduce costs of international connectivity to Internet (transit and peering) and disseminate regional policies with this aim, including the deployment of regional IXPs.
13. To identify and disseminate studies on the cost structure of international connectivity to Internet, especially for developing countries, with emphasis on the influence and effect of modes of connectivity (transit and peering) and the availability and costs of the physical infrastructure for the backhaul and long-distance connection network.
14. To create and uphold an exchange of information on work, studies and progress achieved in this area in ITU-T Study Group 3 and ITU regional Group for Latin America and the Caribbean (SG3RG-LAC), as contributions to the Committee's work.
15. To identify and propose opportunities for training and technical assistance to encourage and promote the creation and development of regional interconnection infrastructures as platform to Internet traffic exchange.
16. To draw up and promote strategies to increase the development of local content in the Internet.
17. To identify and assess technical issues related to information and communication technology (ICT) standards required for the inter-connectivity and interoperability of existing and future networks (wireline and wireless) across the Region. To monitor and draw on the work of existing standards-setting bodies, including ITU-T, IETF, and other forums, as appropriate.

Performance Indicators:
1. Number of workshops or seminars.
2. Number of recommendations published.
3. Number of folders created and updated.
4. Number of standards approved through the standards coordination process.
5. Number of liaisons sent.
6. Number of entry documents.
7. Number of interim Rapporteur meetings

2.3 RAPPORTEURSHIP ON CYBERSECURITY, PRIVACY AND DATA PROTECTION, VULNERABILITY ASSESSMENT AND CONFIDENCE BUILDING

Authorities:
Rapporteur: Dominican Republic
Associate Rapporteurs: Paraguay and United States of America

Mandate:
Examine security issues in connection with the private sector's role in building up the confidence of communication networks in the region. Examine the work currently being done by the OAS, the ITU, and other forums on issues that are relevant to the security of communication networks and services.

Terms of reference:
1. Develop regional approaches to network security, implementation strategies, the exchange of information, and dissemination to the public and private sectors.
2. Compile regional best practices for network communication and infrastructure protection, taking into account ongoing activities in the ITU-T and ITU-D sectors.
3. Examine the various frameworks and guidelines on cybersecurity and their applicability in the Americas Region.
4. Study the issues of protection of privacy and data as they relate to telecommunication networks and services.
5. Foster cooperation between member states on network security. Help the administrations in urging network and service providers to implement technical standards for network security.
6. Identify and assess the issues of implementation and policies in connection with the standards required for the security of current and future communication networks (wired and wireless) throughout the Region. This task shall benefit mainly from the work of the ITU-T and other standardization bodies, as needed, including the IETF and regional standards developing organizations (SDO).
7. Identify, on a timely and ongoing basis, the obstacles to implementing security measures in the Region's networks. Establish ties with other standardization bodies and industry forums, as needed, to move the work forward.

Performance indicators:
1. Number of input documents
2. Number of case studies / revised best practices
3. Number of workshops or seminars organized
4. Number of recommendations published
5. Number of Technical Notebooks created and updated
6. Number of liaisons remitted
7. Number of interim Rapporteur meetings

2.4 RAPPORTEURSHIP ON TECHNOLOGICAL INNOVATION, DIGITAL ECONOMY, INTERNET OF THINGS, SMART CITIES AND COMMUNITIES

Authorities:
Co-Rapporteurs: Colombia, Qualcomm, AT&T
Associate Rapporteurs: Peru, ISOC

Mandate:

The Rapporteurship on Technological Innovation, Digital Economy, Internet of Things, Smart Cities and Communities will promote the discussion and exchange of information on aspects related to technological innovation and the digital ecosystem, in order to promote the development of the digital economy, the Internet of Things, and the Smart Cities. For this, it is proposed to analyze which are the actors, how they interact, which emerging technologies are relevant, and what regulatory and public policy challenges we face with the digital economy in the public, private and academic sectors. It is proposed to elaborate and/or share surveys, studies, reports, recommendations, resolutions and guides of best practices for the Member States.

Terms of reference:
1. To identify global and regional trends regarding the innovation and development of emerging telecommunication/ICT services and technologies, such as Internet of Things, Smart Cities and Communities.
2. Promote debate and analysis of the adoption and impact of emerging technologies, including the study and evaluation of challenges for their implementation.
3. To conduct activities for capacity strengthening of the Member States in the technological trends of telecommunications and ICT.
4. Promote debate and analysis of the regulation and public policy of the digital economy to develop recommendations and guidelines to support Member States to generate related policies to meet in the best possible way current and future needs of users of telecommunications and ICT services.
5. To study and evaluate policies, plans and regulatory measures for the adoption of new technologies and services.
6. Promote debate and analysis of the needs and behavior of the digital consumer.
7. To establish liaisons with actors of the digital economy ecosystem, such as operators, service providers, standards bodies and industry forums, as needed, in order to anticipate possible innovations in technologies and services.
8. To follow up on the work of ITU-T, IETF and other international forums specializing in technological innovation, new services and digital economy.

Performance indicators:
1. Number of input documents
2. Number of case studies/best practices reviewed
3. Number of workshops or seminars organized
4. Number of recommendations issued
5. Number of interim Rapporteur meetings

WORKING GROUP 3: WORKING GROUP FOR THE PREPARATION AND FOLLOW-UP OF THE WTSA, WCIT AND WTDC (WGCONF)[5]

Authorities:

Chair: Canada
Vice-chair: United States of America

Mandate:

To discuss and develop common proposals with a regional scope on telecommunications/ICTs matters, for presentation at international forums under the auspices of the International Telecommunication Union (ITU). Likewise, to collaborate in the review of ITU programs, structure and work methods on telecommunications/ICTs matters.

Terms of reference:

a) To develop common positions and draw up Inter-American proposals on the telecommunications/ICT topics of global and/or regional assemblies and conferences convened under the auspices of the International Telecommunication Union (ITU) in the areas of telecommunication standardization, telecommunications development, and international telecommunications regulations.

b) To coordinate relations and information exchanges with other regions on the matters of their competency.

c) To identify the matters that are relevant to the region with respect to the activities of the ITU Telecommunication Standardization Sector (ITU-T) and the ITU Development Sector (ITU-D), for the purpose of discussing possible solutions and drafting proposals to tackle these matters.

d) To coordinate the designation of spokespersons for the presentation and defense of inter- American proposals to the ITU assemblies and conferences, as well as representatives of CITEL to other regional organizations, including relations and information exchanges on the matters of their competency.

e) To coordinate the work of CITEL during regional and global telecommunications/ICTs conferences such as the World Telecommunication Standardization Assemblies, the World Conferences on International Telecommunications, and the World Telecommunication Development Conferences.

f) To coordinate with other PCC.I working groups on topics of mutual interest.

g) To provide follow-up for the results of the regional meetings and world assemblies and conferences. Regarding the regional initiatives approved by WTDC, to work in coordination with the Working Group on Development of PCC.I.

h) To review ITU-T and ITU-D programs, structure and work methods in order to present contributions.

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[5] CCP.I-TIC/doc. 5194/22

WORKING PLANS OF THE WORKING GROUPS AND RAPPORTEURSHIPS OF PCC.I

WOKING PLAN OF THE WORKING GROUP 1: POLICIES AND REGULATION (WGPR)

1.1 RAPPORTEURSHIP ON PROTECTING THE RIGHTS OF TELECOMMUNICATION SERVICES USERS AND ON TELECOMMUNICATION SERVICE QUALITY

GOAL	ACTIONS	EXPECTED RESULTS	INDICATOR
1. To develop a regional comparative study on regulatory frameworks and mechanisms for protecting the rights of telecommunication services users that will make it possible to identify updated regulatory policies and best practices in the Member States.	1.1 Completion of a questionnaire aimed at obtaining references on the regulatory frameworks and best practices in the region.	To have information regarding the different regulatory frameworks in the member states for protecting the rights of telecommunication service users.	Number of countries included in the developed regional comparative study
	1.2 Gathering of the questionnaires sent to the different Member States.	Identify the best practices (tools, dissemination, training, etc.) that the Member States have implemented to contribute to user protection.	
	1.3 Preparation of a report with the results of the questionnaire.	Disseminate the results so that Member States may have reference information for the implementation of successful policies and mechanisms in their countries.	
	1.4 Preparation of materials (infographics) to disseminate the obtained results.		
2. Organize a Seminar with Member States wishing to present their best practices in the area of	2.1 To invite Member States to present, in a broad and interactive manner, the policies and	To have information on the methods in which the Member States guarantee the protection of	Seminar held

protection of telecommunication service users.	mechanisms they have implemented to benefit telecommunication services users, as well as their vision for the future of the user, considering technological changes and digitization.	the rights of telecommunication service users.	
	2.2 Encourage Member States to present best practices for protecting telecommunication service users at the Working Group meeting.		
3. Maintain the Technical User Folder up to date.	3.1 Gathering of information related to regulations and procedures on users' rights.	To have an updated compendium that can be useful and viewed by all Member States in relation to regulatory policy and the implementation of mechanisms for the protection of the rights of telecommunication service users.	Number of updates made
	3.2 Updating of the Technical Folder available for viewing by all Member States.		
4. Gather information on the methodologies used and the results of telecommunication quality of service and quality of experience measurements carried out by the Member States.	4.1 Invite Member States to present the methodologies for measuring and reporting telecommunication quality of service at the Working Group meetings.	To have information regarding the method in which the Member States carry out the measurement of the quality of telecommunication services.	No. of Member States that presented their experiences in relation to telecommunication quality of service measurement and reporting.
5. Identify and recommend evaluation approaches, methodologies and tools for measuring quality of service and objective quality of experience for regulators.	5.1 Development of best practice recommendations on methodologies for measuring quality of service and objective quality of the experience	To increase the adoption of recommendations by Member States regarding the measurement of the quality of telecommunication services.	No. of best practice recommendations on quality of service and objective quality of experience measurement methodologies

	of telecommunication services.		
	5.2 Conducting studies on best practices in tools for evaluating quality of service and objective quality of experience for the methodologies proposed.	Increase awareness of best practices on quality of service measurement and quality of experience in telecommunications services.	No. of publications on best practices for quality of service and quality of experience measurement tools
6. Study strategies to inform users about the quality of telecommunication services offered by telecommunication operators.	6.1 Conduct studies to identify strategies to keep telecommunications users informed about the quality of the service they receive.	Identify strategies that Member States can adopt to keep end users informed regarding the quality of services offered by telecommunication service operators.	No. of studies on strategies for keeping users informed
7. To create and disseminate information on the issues that cause the greatest dissatisfaction and complaints from telecommunications users in the Member States.	7.1 Conducting questionnaires to identify issues that generate disconformities and complaints from telecommunications users.	To have more information regarding the causes of irregularities and complaints in the provision of telecommunication services.	No. of questionnaires sent to Member States
	7.2 Disseminate updated information on causes of irregularities and complaints from telecommunications users.		No. of publications regarding information on irregularities and complaints
8. To promote the participation of Member States in ITU study groups on quality of service and to follow up on the progress of these groups.	8.1 To follow up and disseminate the progress of ITU study groups to encourage the participation of Member States in issues related to quality of service and quality of experience in telecommunication services.	Increase the participation of Member States in ITU's quality of service and quality of experience activities.	No. of Member States participating in ITU SG activities and number of Inter-American Contributions (IAC) submitted to ITU Study Group 12

1.2. RAPPORTEURSHIP ON ECONOMIC ASPECTS OF TELECOMMUNICATIONS/ICT IN THE PROCESS OF UPDATING					
Work Plan	**2022**	**2023**	**2024**	**2025**	**Goal**
a) Search and definition of the economic performance indicators of the telecommunications sector in the Americas					
a.1. Consulting with the administrations.					
a.2. Publishing the study and discussing the results					
a.3. Preparing recommendations					
b) Experience in quantification and management of informality in public telecommunication services markets.					
b.1 Gathering of information on the experience of the different Member States (through a questionnaire).					
b.2. Preparation of the Study based on the information collected (by Peru).					
c.3 Publication of the Study.					
c) Study on the current state of international connectivity in the member countries of CITEL.					
c.1. Collect information on prices, international connectivity media, traffic exchange points, etc., through a questionnaire.					
c.2 Preparation and presentation of the Study.					
c.3 Publication of the Study.					
c.4 Identification of methods or practices for reducing international roaming prices.					

c.5 Preparation of recommendations to achieve a reduction in international roaming prices.								
c.6 Analysis of the results obtained and redefinition of the Work Plan strategies, if applicable.								
d) Study on cost models for different telecommunications/ICT services								
Researching existing general standards (including other continents)								
Collecting information from the sector in the Americas								
Publishing the study.								
Preparing recommendations								

1.3. RAPPORTEURSHIP ON BROADBAND, UNIVERSAL ACCESS, DIGITAL INCLUSION AND GENDER EQUALITY **WORK PLAN PERIOD 2022 - 2025**								
Activities	**2022**		**2023**		**2024**		**2025**	
	40°	**41°**	**42°**	**43°**	**44°**	**45°**	**46°**	**47°**
4.1. Promote the gathering, analysis, conduction of studies, and exchange of best practices in terms of public policies, national broadband plans, affordability and accessibility issues in the countries of the region to reduce the digital divide, improve coverage, universalize telecommunications and broadband services and achieve digital inclusion.								
Working Group for regional dialogue on the progress and challenges of public policies and regulation for the development of infrastructure and innovation (including final report and draft recommendations). *Activity pending work plan for 2018-2022*	X	X						
Funding facilities for deployment and expansion of connectivity, such as Universal Service Funds, public, private, and public-private investments, among others, with specific measures for rural, remote, or difficult-to-access areas, aimed at improving affordability (Data gathering, final report, and draft recommendations).			X	X				

Sharing experiences on alternative coverage models for remote and underserved areas (Seminar with final report).				X	X	X		
4.2. Promote the preparation of recommendations for public policies, exchange of information and best practices facilitating an enabling environment, including regulations for fully taking advantage of the access to telecommunication and broadband services and for their use by everybody, particularly by persons with disabilities and with specific needs.								
Inventory of initiatives, best practices, public policies in regulatory matters relative to access and use of telecommunication services and broadband for persons with disabilities and specific needs. *Activity pending work plan for 2018-2022*	X							
Holding a workshop on progress achieved in terms of best practices in the use of telecommunication services and broadband for persons with disabilities and special needs (proposal, achievement, final report).				X	X			
4.3. Promote the development of local contents and applications that promote access to local and government services in topics such as health, education, and mobile payments, among others, that make it possible to increase use of broadband access, favoring cultural exchanges and digital inclusion taking into consideration the needs of different social and vulnerable groups.								
Report on the development of local contents and applications, and sharing experiences in the region (Questionnaire, final report, and draft recommendations).				X	X			
4.4. Define and propose metrics, indicators, and methodologies to measure the penetration of broadband in the countries of the region, mainly considering making progress in rural and remote areas.								
Member States on the penetration of broadband, broadband service coverage, investments, and period measurements, among others.				X	X			
Publishing every year the metrics indicating progress of broadband penetration				X		X		
4.5. Identify and promote mechanisms, initiatives, and actions for capacity building in telecommunications/ICT, with special attention to minority and vulnerable social groups, so that they can use and take advantage of them for their human development, coordinating actions with stakeholders in the private sector, the academic community, civil society, and government entities.								
Moving forward with the 2030 ICT Alliance in order to reach its objectives and monitor its achievement.	X	X	X	X	X	X	X	X

Activities								
Implementing a course on "Digital strategies for microfinance institutions in rural environments", which is being designed for the region together with the ITU.	X	X	X					
Seminar on technical training experiences for rural and remote communities.						X	X	
Sharing experiences and training for the design and implementation of coverage plans in rural, remote, and underserved areas.	X	X	X					
4.6. Coordinate with ITU regional office the design, implementation, and follow-up on regional initiatives approved in the World Telecommunication Development Conference 2022 (WTDC-22) for the Americas Region, coordinating the necessary efforts with the Working Group for the Preparation and Follow-Up of the WTSA, WCIT, and WTDC of PCC.I and with the ITU Development Sector; and encourage and promote an increased participation by the countries of the region and associate members in ITU-D activities.								
Identifying with the ITU Regional Office priority initiatives and defining cooperation and coordination mechanisms with member states.	X	X	X	X	X	X	X	
4.7. Build capacity and understanding within CITEL administrations and in the region on how to design innovative policies, programs, and projects that make it possible to build up capacities and empower women and girls through ICTs, working closely and fostering partnerships with CITEL associate members, civil society organizations, the private sector, and experts in gender matters.								
Scheduling and developing along with the CITEL Secretariat the calendar of events relative to the gender-based approach.	X	X						
Conducting a questionnaire on the progress achieved in terms of gender equality and equity, diversity, and inclusion in the telecommunication/ICT sector, including the public and private sectors.				X	X			
Identifying public policies and initiatives promoted by CITEL member states that would contribute to promoting actions and steps conducive to mainstreaming the gender approach via ICTs (Questionnaire, final report, and draft recommendations).	X			X		X		X

1.4 RAPPORTEURSHIP ON CONFORMANCE, FRAUD AND ILLEGAL OR IRREGULAR MOBILE TERMINAL DEVICES CONTROL

Activities	2022		2023		2024		2025		Goal	Strategic Objective (SO)
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47		
1. Issue of fraud in telecommunications, audiovisual contents, and TV signals										SO1

1.4 RAPPORTEURSHIP ON CONFORMANCE, FRAUD AND ILLEGAL OR IRREGULAR MOBILE TERMINAL DEVICES CONTROL										
Activities	**2022**		**2023**		**2024**		**2025**		**Goal**	**Strategic Objective (SO)**
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47		
Identifying and updating telecommunication fraud modalities		X	X	X					Document on fraud modalities and their definition is updated	
Sharing information and experiences on measures against fraud in telecommunications					X	X			Compilation of measures against fraud in telecommunications	
Organizing a seminar on fraud in telecommunications					X				Fostering actions against fraud in telecommunications to reduce its impact on governments, the industry, and users	
Updating the technical notebook on best practices against fraud in telecommunications							X	X	Document with best practices and regulatory contents against fraud in telecommunications	
2. Issues of the use of irregular terminal devices (stolen, substandard and counterfeit)										**SO1/2**
Socializing with member states the series of ITU and CITEL recommendations and OAS Resolution 2935 of 2019.		X		X		X		X	Boosting knowledge about the measures that can be adopted to combat the use of illegal and irregular terminal devices.	
Exchanging information on measures and best practices against the use of illegal or irregular mobile terminal devices (stolen, counterfeit, non-conforming).		X			X		X		Updating measures and progress of member states in combating the use of illegal and irregular devices.	
Promoting measures aimed at preventing tampering with the unique identifiers of mobile terminal devices		X		X		X		X	Combating the reuse or commercialization of mobile terminal devices that have been stolen or tampered with.	

Activities	2022		2023		2024		2025		Goal	Strategic Objective (SO)
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47		

1.4 RAPPORTEURSHIP ON CONFORMANCE, FRAUD AND ILLEGAL OR IRREGULAR MOBILE TERMINAL DEVICES CONTROL

Activities	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47	Goal	Strategic Objective (SO)
Promoting the exchange of negative databases (black lists), the blocking, or prohibition to activate IMEIs reported stolen or lost among member states. Ensure monitoring of the connection to exchange databases, measures, or commitments to block and to figures for theft.		X		X		X		X	Preventing stolen or lost devices from functioning on mobile networks of member states.	
Fostering the adoption of measures against the use of a mobile terminal device whose identifier was tampered with or duplicated.			X		X		X		Detecting and combating the use of a mobile device whose identifier was tampered with or duplicated	
Fostering the adoption of "kill switch" mechanisms (Rec. ITU-T-X.1127) by the industry and member states, as well as their use by users.			X		X		X		Promoting measures that contribute to deterring the theft of mobile terminal devices, restricting their use, and protecting the information of users who was robbed of or lost his mobile device	
Exchange liaison documents with ITU Study Groups on combating illegal and irregular mobile devices.		X		X		X		X	Strengthening work between CITEL and ITU, as well as to extend worldwide recommendations, measures, and best practices.	
Updating the technical notebook on combating the use of illegal and irregular devices.			X				X		Creating reference and consultation materials with recommendations, documents, and reports from CITEL, ITU, and OAS, as well as with best practices in member states.	
Cooperating with and helping member states to adopt and strengthen controls				X				X	Holding workshops and seminars on experiences in adopting measures, ITU recommendations, and best practices	

1.4 RAPPORTEURSHIP ON CONFORMANCE, FRAUD AND ILLEGAL OR IRREGULAR MOBILE TERMINAL DEVICES CONTROL										
Activities	**2022**		**2023**		**2024**		**2025**		**Goal**	**Strategic Objective (SO)**
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47		
over the use of illegal and irregular mobile devices.										
3. Issue of conformance										**SO1/2**
Promoting the exchange of information and study of processes and methodologies contributing to the assessment of conformance of networks and products with current standards, including the current and future needs of users and networks.			X		X			X	Ensuring the exchange of information, experiences, and best practices on conformance of networks and products.	
Drawing up a recommendation for the adoption of best practices for electronic labels in member states for wireless mobile devices, regardless of local regulations for physical labels.				X		X		X	Promoting a working framework for the use, placement, contents, and verification by consumers and authorities of electronic labels that comply with national standards for mobile or wireless communication devices.	
Drafting of technical notebook on best practices in conformance assessment processes and methodologies				X				X	Benefit from reference and consultation materials for member states on network and terminal device conformance	
4. Revision of the work plan										
Revise and amend the work plan if necessary.	X	X	X	X	X	X	X	X		

WOKING PLANS OF THE WORKING GROUP 2: DEPLOYMENT OF TECHNOLOGIES AND SERVICES (WGDTS)

1. **Rapporteurship on disaster prevention, response and mitigation, ICT and climate change, environmental protection and circular economy**

Work Plan

Rapportership on Disaster Prevention, Response and Mitigation, ICT and Climate Change and Circular Economy								
Activities	**2022**		**2023**		**2024**		**2025**	
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47
1. To identify suitable technologies for emergency communications.								**SO-1**
1.1 Conduct a survey of emerging technologies for emergency communication, both within the wireless space and the Internet (e.g. Social networks, IoT devices, Drones, etc.) as well as its interoperability with other technologies.				x				
1.2 Promote the dissemination of information about technologies for management of emergency and disaster risk in the region.			x		x		x	
2. To improve communication, liaisons, and exchange of emergency communications in order to maximize resources and give way to innovative, effective programs for the region, promoting, among others, coordinated actions in border areas.								**SO-3**
2.1 Request information from administrations and associate members regarding updates on policies, plans and/or practices for disaster prevention and mitigation.		x		x		x		
2.2 Review and assess the ongoing activities on the Region about disaster prevention and mitigation.			x		x		x	
3. To help in the design of national and sub-regional emergency communications plans and early warning systems, paying special attention to SIDS and LDC.								**SO-1**
3.1 Assess the need for standardization of Information and Communication Technologies for management of emergency and disaster risk in the region in coordination with ITU-T/D and other SDOs.			x			x		

Rapportership on Disaster Prevention, Response and Mitigation, ICT and Climate Change and Circular Economy								
Activities	**2022**		**2023**		**2024**		**2025**	
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47
3.2 Organize a workshop on development and implementation of a plan that contains the key elements that must be taken into consideration in preparing for natural disasters.						x		
3.3 Maintain collaboration with ITU-T Study Group 2 and ITU-D Study Group 2, Question 5 on "Utilization of telecommunications/ICTs for disaster preparedness, mitigation and response".			x			x		
4. To contribute to the development of public policies and regulatory frameworks that take into account international best practices in emergency communications, the impact of climate change, environmental protection, and the circular economy.								**SO-1**
4.1 Hold a workshop related to disaster prevention, response and mitigation, ICT and climate change, protection of the environment and circular economy.				x				
4.2 Encourage administrations to adopt and/or ratify the Tampere Convention and to request ITU-D to provide relevant information on the status of implementation of the Convention.							x	
4.3 Develop recommendations and/or guidelines to reduce the impact on telecommunications networks and services in situations of disasters and provide advice for the reconstruction of the affected telecommunication networks.			x				x	
5. To foster, among the Member States, greater deployment, updating and maintenance of the emergency communications infrastructure.								**SO-1**
5.1 Hold a seminar on the deployment of new telecommunications infrastructures for the convergence and development of networks and services.					x			
6. To promote the temporary availability of emergency communications equipment in the region during the initial disaster intervention stage, as part of ITU's cooperation in cases of emergency.								**SO-3**
6.1 Support the ITU Framework for Cooperation in Emergencies (ICEF)		x		x		x		

Rapportership on Disaster Prevention, Response and Mitigation, ICT and Climate Change and Circular Economy								
Activities	**2022**		**2023**		**2024**		**2025**	
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47
strategic activity during emergencies in the region.								
7. To follow up on the implementation and achievement of the objectives related to the AMS1 Regional Initiative, adopted during the 2017 World Telecommunication Development Conference.							**SO-3**	
7.1 Liaise on a yearly basis with the ITU Regional office on the progress of the implementation of the Regional mechanisms to coordinate early warning systems, business continuity plans, and climate change, adaptation and mitigation plans, as well as the implementation of the Disaster Ready Pan-American Telemedicine Network.		x		x		x		x
8. Review work plan								
8.1 Review and modify the work plan if necessary.	C	x	x	x	x	x	x	x

X: scheduled   **C**: completed

2. Rapporteurship on interoperability, infrastructure, connectivity, numbering, services and applications, including Internet and international connectivity

Work Plan

Rapporteurship on Interoperability, Infrastructure, Connectivity, Numbering, Services and Applications, including Internet and International Connectivity								
Activities	**2022**		**2023**		**2024**		**2025**	
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47
1. To develop frameworks, architectures and scenarios to promote a better understanding of new infrastructures, services and related technologies in the region, their interrelation and their contribution to network and service convergence and evolution.							**SO-3**	
1.1 Analyze new infrastructures, services and technologies that help promote network and service convergence and evolution.			x		x			x
2. To investigate, inform and raise awareness about new network technologies, such as next-generation networks, broadband access and advanced services, in particular those							**SO-3**	

Rapporteurship on Interoperability, Infrastructure, Connectivity, Numbering, Services and Applications, including Internet and International Connectivity								
Activities	**2022**		**2023**		**2024**		**2025**	
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47
supported by IP, such as cloud computing, internet of things, virtual and augmented reality, artificial intelligence, big data and their applications.								
2.1 Update Technical Notebook 13: New and Emerging Access Technologies.		x	x	x	x	x	x	
2.2 Analyze the current situation of the implementation and use of new network technologies, internet of things, augmented reality and virtuality, artificial intelligence, big data and their applications to improve telecommunications networks				x	x	x	x	
3. To provide recommendations and guidelines on related policies that best serve the current and future needs of telecommunication network users in the region.								**SO-3**
3.1 Exchange information, experiences and best practices with Member States on the deployment of networks and the proper installation of antennas.			x	x	x	x	x	
3.2 Prepare a questionnaire on policies that best serve the needs of users of telecommunications networks throughout the region. Develop a document with the main inputs of 3.2 and 3.1		x					x	
4. Organize seminar or establish liaisons with other industry forums, as necessary, to advance the work of the Rapporteurship.								**SO-8**
4.1 Hold a seminar on the deployment of new telecommunications infrastructures for network and service convergence and evolution (e.g. 5G).		x			x			
4.2 Hold a workshop to promote the deployment of IPv6 in the region.					x			
4.3 Update Technical Notebook 31: IPv6 Strategy Guidelines and Best Practices.			x	x	x	x	x	
4.4 Hold a webinar on the technical dimensions of success of the internet			x					
5. To develop recommendations about connectivity.								**SO-6**
5.1 Make recommendations or reports on connectivity, collecting proposals from developed countries worldwide and industry best practices.			x					

Rapporteurship on Interoperability, Infrastructure, Connectivity, Numbering, Services and Applications, including Internet and International Connectivity								
Activities	**2022**		**2023**		**2024**		**2025**	
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47
6. To identify and examine technical issues related to addressing and Numbering Plans for the evolution of networks and new services and to meet the demand for numbering resources to support convergent networks.							**SO-8**	
6.1 Conduct a working group session with the different administrations and international organizations that promote the exchange of recommendations related to addressing and numbering plans.			x					x
7. To follow up on the activities of the World Summit on the Information Society (WSIS) and the Multi-stakeholder Advisory Group (MAG) of the Internet Governance Forum and other relevant groups and forums, in coordination with the Rapporteurship on economic aspects of Telecommunications/ICT.							**SO-8**	
7.1 Collaborate with WSIS, MAG and other forums.	x	x	x	x	x	x	x	x
8. To create an environment conducive to debating the salient aspects of Internet Governance.							**SO-8**	
8.1 Act as liaison with other organizations, both regional and international, in order to exchange experiences or recommendations on Internet Governance.				x			x	
8.2 Hold a seminar to discuss issues of Internet Governance.				x				
9. To hold seminars and workshops to keep PCC.I Member States and associate members informed and trained in aspects related to the Internet and its technologies.							**SO-3**	
9.1 Follow up on the workshops and/or seminars referred to in points 4.1, 4.2 and 4.3.			x	x			x	x
9.2 Prepare final reports of each workshop and/or seminar.			x	x				x
10. To promote and foster the adoption of IPv6, disseminate experiences acquired in implementing IPv6-based services and applications and compile the requirements and needs of the countries in their deployment of IPv6.							**SO-3**	
10.1 Follow up on the workshop referred to in point 4.2.			x	x	x	x	x	
10.2 Encourage the exchange of information with international organizations (RIR LACNIC and ARIN), local technical communities, academia, industry and				x				x

Rapporteurship on Interoperability, Infrastructure, Connectivity, Numbering, Services and Applications, including Internet and International Connectivity									
Activities	2022		2023		2024		2025		
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47	
national administrations to promote IPv6.									
11. To identify best practices to reduce costs of international connectivity to Internet (transit and peering) and disseminate regional policies with this aim, including the deployment of regional IXPs.									**SO-5**
11.1 Prepare an analysis report of Internet connectivity costs in the region.			x						
11.2 Develop guidelines or policies that promote the reduction of Internet connectivity costs in the region.				x					
11.3 To identify and disseminate studies on the cost structure of international connectivity to Internet, especially for developing countries, with emphasis on the influence and effect of modes of connectivity (transit and peering) and the availability and costs of the physical infrastructure for connection to the backhaul and long-distance network.					x				
11.4 To identify and propose opportunities for training and technical assistance to encourage and promote the creation and development of regional interconnection infrastructures as platform to Internet traffic exchange.				x				x	
12. To create and uphold an exchange of information on work, studies and progress achieved in this area by ITU-T Study Group 3 and ITU Regional Group for Latin America and the Caribbean (SG3RG-LAC), as contributions to the Committee's work.									**SO-3**
12.1 Encourage the exchange of information between ITU-T Study Group 3 and the ITU Regional Group for Latin America and the Caribbean (SG3RG-LAC).			x	x	x	x	x		
13. To draw up and promote strategies to increase the development of local content on the Internet.									**SO-1**
13.1 Prepare a questionnaire addressed to Member States related to the development of local content on the Internet.				x				x	
13.2 Prepare a response on the current situation of the region.					x	x			

Rapporteurship on Interoperability, Infrastructure, Connectivity, Numbering, Services and Applications, including Internet and International Connectivity								
Activities	**2022**		**2023**		**2024**		**2025**	
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47
13.3 Propose guidelines and/or strategies that promote the development of local content on the Internet.							x	x
14. To identify and assess technical issues related to information and communication technology (ICT) standards required for the interconnectivity and interoperability of existing and future networks (wireline and wireless) across the region. To monitor and draw on the work of existing standards-setting bodies, including ITU-T, IETF, and other forums, as appropriate.							**SO-6**	
14.1 Promote the exchange of information and/or experiences in telecommunications/ICT standards among countries of the region and existing standard-setting bodies.				x		x		x
14.2 Update Technical Notebook 1: "Information and Communication Technology (ICT) Standards Overview".		x		x		x		
14.3 Continue the Standards Coordination process to identify and endorse standards of significant interest to the region.		x		x		x		x
15. Review the work plan								
15.1 Review and modify the work plan, if necessary.	C	x	x	x	x	x	x	x

X: scheduled   **C**: completed

3.   Rapporteurship on cybersecurity, privacy and data protection, vulnerability assessment and confidence building

Work Plan

Rapporteurship on cybersecurity, privacy and data protection, vulnerability assessment and confidence building								
Activities	**2022**		**2023**		**2024**		**2025**	
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47
1. Develop local and regional approaches to network security, implementation strategies, the exchange of information, and dissemination in the public and private sectors.							**SO-8**	

Rapporteurship on cybersecurity, privacy and data protection, vulnerability assessment and confidence building									
Activities	**2022**		**2023**		**2024**		**2025**		
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47	
1.1 Draw up a compendium of relevant and ongoing cybersecurity activities conducted by the member states, organizations, the private sector, and civil society, at the national, regional, and world levels, in which CITEL administrations can participate.			x			x			
1.2 Update Technical Notebook 4: Cybersecurity.		x		x		x		x	
2. Compile regional best practices for network communication and infrastructure protection, taking into account ongoing activities in the ITU-T and ITU-D sector.									**SO-3**
2.1 Review national implementation of cybersecurity and best practices.			x		x		x		
2.2 Review experiences and best practices for Critical Telecommunication Infrastructure Protection (CTIP) at the national level.			x			x			
2.3 Update Technical Notebook 8: Critical Telecommunication Infrastructure Protection.		x		x		x			
3. Examine the various frameworks and guidelines on cybersecurity and their applicability in the Americas Region.									**SO-3**
3.1 Draw up recommendations on cybersecurity frameworks that are appropriate for the Region.			x		x		x		
4. Study the issues of protection of privacy and data as they relate to telecommunication networks and services.									**SO-3**
4.1 Hold a seminar on the potential impact of data protection regulation in the Americas.		x			x				
5. Foster cooperation between member states on network security issues. Help the administrations in urging network and services providers to implement technical standards for network security.									**SO-3**
5.1 Develop recommendations for CITEL member states to mainstream standardization into their strategies and national cybersecurity strategies.			x			x			
6. Identify and assess issues of implementation and policies in connection with the standards required for the security of existing and future communication networks (wired and wireless) throughout the region. This activity shall benefit mainly from the work of the ITU-T and other standardization bodies, as needed, including the IETF and regional standard developing organizations (SDO).									**SO-6**

Rapporteurship on cybersecurity, privacy and data protection, vulnerability assessment and confidence building								
Activities	**2022**		**2023**		**2024**		**2025**	
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47
6.1 Draw up a compendium of current and emerging cybersecurity standards in ITU-T Study Group 17, the ISO, IEC, and ISO/IEC JTC 1/SC 27, as well as other organizations such as the NIST and ENISA.			x	x		x		
7. Identify, on a timely and ongoing basis, the obstacles to implementing security measures in the Region's networks.							**SO-1**	
7.1 Undertake a study of current cybersecurity challenges that are being encountered by service providers, regulatory agencies, and other national, regional, and world stakeholders.			x		x		x	
8. Establish ties with other standardization bodies and industry forums, as needed, to move the work forward.							**SO-8**	
8.1 Establish ties with ITU-T, ENISA, JTC 1/SC 27, NIST, and other organizations, as appropriate.			x		x			
9. Review the work plan.								
9.1 Review and amend the work plan if necessary.	C	x	x	x	x	x	x	x

X: scheduled   **C**: completed

4.   Rapporteurship on Technological Innovation, Digital Economy, Internet of Things, Smart Cities and Communities

Work Plan

Rapporteurship on Technological Innovation, Digital Economy, Internet of Things, Smart Cities and Communities								
Activities	**2022**		**2023**		**2024**		**2025**	
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47
1. To identify global and regional trends regarding the innovation and development of emerging telecommunication/ICT services and technologies, such as Internet of Things and Smart Cities and Communities.							**SO-1**	
1.1 Exchange of information and experience related to the transition to modern technology networks,	x	x	x	x	x	x	x	x

Activities	2022		2023		2024		2025		
	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47	
innovative applications and services, including their impact in communities as well as benefits and challenges.									
2. Promote debate and analysis of the adoption and impact of emerging technologies, including the study and evaluation of challenges for their implementation.									**SO-3**
2.1 Continue to collect and analyze emerging new telecommunication/ICT technologies and their impact in the Americas region and beyond. Topics to include AI, IoT, ITS, SDN, M2M, LTE Broadcast and 5G technologies in particular collecting information on the advancement of new technologies in networks in the different administrations of CITEL.			x		x		x		
3. To conduct activities for capacity strengthening of CITEL Member States in the technological trends of telecommunications and ICTs.									**SO-3**
3.1 Seminar/workshop on 5G infrastructure and services, including IoT/Smart Cities		x							
4. To promote debate and analysis of the regulation and public policy of the digital economy to develop recommendations and guidelines to support Member States to generate related policies to meet in the best possible way current and future needs of users of telecommunications and ICT services.									**SO-3**
4.1 Exchange information, experiences and best practices with Member States in order to provide new elements of analysis for the development of workshops or recommendations of CITEL.			x		x				
5. To study and evaluate policies, plans and regulatory measures for the adoption of new technologies and services.									**SO-3**
5.1 Develop a document on best practices on Activities 1.1, 7.2 and 8.1 (ITU-T, OECD) as appropriate.			x		x				
6. To promote debate and analysis of the needs and behavior of the digital consumer.									**SO-3**
6.1 To collect information on habits and consumptions behavior of users		x	x						
6.2 To open a debate to analyze trends on adoption of digital services by consumers in the region.				x					

Rapporteurship on Technological Innovation, Digital Economy, Internet of Things, Smart Cities and Communities								
	2022		2023		2024		2025	
Activities	I Sem. 40	II Sem. 41	I Sem. 42	II Sem. 43	I Sem. 44	II Sem. 45	I Sem. 46	II Sem. 47
7. To establish liaisons with actors of the digital economy ecosystem, such as operators, service providers, standards bodies and industry forums, as needed, in order to anticipate possible innovations in technologies and services.							**SO-8**	
7.1 Collaborate with other organizations, both regional and international, in order to exchange experiences or recommendations regarding innovation or development of new telecommunications services.			x		x			
7.2 Conduct a multi-stakeholder seminar to discuss the regulatory issues of the Digital Economy.			x		x			
8. To follow up on the work of ITU-T, IETF and other international forums specializing in technological innovation, new services and digital economy.							**SO-8**	
8.1 Present relevant OECD work products on these topics (e.g., reports by OECD Committee on the Digital Economy; key findings can be incorporated into CITEL recommendations/guidelines as appropriate).			x			x		
9. Review the work plan.								
9.1 Review and modify the work plan if necessary.	C	x	x	x	x	x	x	x

X: scheduled   **C**: completed

PCC.I/RES. 320 (XL-22)[6]

AGENDA, SITE, AND DATE OF THE 41 MEETING OF PCC.I

The 40 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communications Technologies (PCC.I)

RESOLVE:

1.   To hold the 41 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies from July 11 to 15, 2022 in Washington, DC at OAS headquarters.

2.   To adopt the Draft Agenda for the 41 Meeting of the PCC.I, annexed to this Resolution.

ANNEX TO RESOLUTION PCC.I/RES. 320 (XL-22)

DRAFT AGENDA

1.   Approval of the agenda and calendar of activities

2.   Establishment of the Drafting Group for the Final Report.

3.   Structure and Work Plan for the PCC.I.

4.   Working Group reports and meetings

4.1   Working Group 1: Policies and Regulation (WGPR)
4.1.1   Rapporteurship on protecting the rights of telecommunication services users and on telecommunication service quality
4.1.2   Rapporteurship on economic aspects of telecommunications/ICTs
4.1.3   Rapporteurship on broadband, universal access, digital inclusion and gender equity
4.1.4   Rapporteurship on conformance, fraud control and illegal or irregular mobile terminal devices

4.2   Working Group 2: Working Group on Deployment of Technologies and Services (WGDTS)
4.2.1   Rapporteurship on disaster prevention, response and mitigation, ICTs and climate change, environmental protection and the circular economy
4.2.2   Rapporteurship on interoperability, infrastructure, connectivity, numbering, services and applications, including Internet and international connectivity
4.2.3   Rapporteurship on cybersecurity, privacy and data protection, vulnerability assessment and confidence building
4.2.4   Rapporteurship on technological innovation, digital economy, Internet of things, and smart cities and communities

4.3   Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF)

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[6] CCP.I-TIC/doc. 5200/22 rev. 2

4.4 Ad Hoc Group to review the procedure for the preparation and submission of Inter-American Proposals to the World Telecommunication Standardization Assembly (WTSA), the World Conference on International Telecommunications (WCIT) and the World Telecommunication Development Conference (WTDC)

5.   Agenda, site, and date for the 42 Meeting of PCC.I.

6.   Approval of the Final Report

7.   Other business

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PCC.I/DEC. 326 (XL-22)[7]

QUESTIONNAIRE ON ABBREVIATED NUMBERING FOR EMERGENCY CALLING AND COMMUNITY SERVICES IN THE AMERICAS REGION

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The 40 Meeting of Permanent Consultative Committee I: Telecommunications / Information and Communication Technologies (PCC.I),

DECIDES:

1.   To request member states to complete the questionnaire in the annex attached to the present decision.

2.   To request member states to forward the information specified in the annex to Mr. Sergio Trabuchi (strabuchi@enacom.gob.ar) of the Administration of Argentina so that the results of the present consultation can be submitted to the 42 meeting of PCC.I.

3.   To instruct the Secretariat to distribute the attached questionnaire to member states and to set February 1, 2023, as the deadline for responding.

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ANNEX TO DECISION PCC.I/DEC. 326 (XL-22)

QUESTIONNAIRE

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Country:

Name of the person completing the survey:

Position / Organization:

E-mail / Contact phone number:

1. What is the format of the numbering used for emergency calling in your country?

2. What abbreviated numbering is used in your country for handling emergency calling? Please identify each number along with the corresponding emergency service (police, fire department, medical care, others).

3. Are there alternative emergency media used in your country? Please identify them (for example: text messaging, websites, applications, etc.) and indicate what emergency service uses them.

4. What systems are used in your country to identify the origin/location of the calls coming from mobile cell phones?

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[7] CCP.I-TIC/doc. 5208/22 rev. 1

The purpose of the above-mentioned survey is to have the necessary information available to examine the possibility of standardizing abbreviated numbers for emergency calling and, at the same time, learn about current alternative media in order to undertake a regulatory assessment and review for their eventual adoption.

To this end, it would be greatly appreciated if each administration or body in charge of emergency calling would report or share the practices it has been including with regard to other service provision modalities, bearing in mind the massive adoption of applications for sending and receiving communications that are currently available on smartphones.

PCC.I/DEC. 327 (XL-22)[8]

QUESTIONNAIRE ON SMART SUSTAINABLE CITIES MATURITY MODEL EVALUATION

The 40 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

CONSIDERING:

a)   That Recommendation ITU-T Y.4904 provides a Smart sustainable cities maturity model – SSC-MM in order to assess and evaluate performance of various dimensions at the current and target maturity levels to plan and execute a continuous improvement strategy in a SSC.

b)   That the draft supplement ITU-T Y.Sup-SSC-UCE, under development at Q7/20 of ITU-T, aims to collect use cases of implemented or evaluated Smart and Sustainable Cities (SSC) based on the SSC-MM proposed at ITU-T Y.4904.

c)   That one of the objectives of PCC.I for the 2022-2026 period is to promote progress in the creation, deployment and adoption of infrastructure, services and applications related to Internet of Things and Smart Cities and Communities.

DECIDES:

1.   To invite Member States to respond to the questionnaire in the Annex to this decision, preferable before June 17th, 2022.

2.   To request that Member States send the answers to the focal points João Zanon (zanon@anatel.gov.br) and Ricarda Carolina Rende (ricarda@anatel.gov.br).

3.   To instruct the CITEL Secretariat to distribute the questionnaire to the Member States, setting the 42nd CITEL/PCC.I meeting as the deadline for their response.

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[8] CCPI-TIC/doc. 5210/22 rev. 2

ANNEX TO DECISION PCC.I/DEC. 327 (XXXIX-21)

RECOMMENDED TEMPLATE FOR THE DESCRIPTION OF SSC USE CASES

QUESTIONNAIRE

Recommendation ITU-T Y.4904 provides a Smart sustainable cities maturity model – SSC-MM that aims to assess and evaluate performance of various dimensions at the current and target maturity levels to plan and execute a continuous improvement strategy in a SSC.

The goal of the SSC-MM is to help cities and all related stakeholders to use the maturity model to develop a common language, improve intra- and inter-city collaboration in defining and executing a city development strategy, and to promote and encourage the use of emerging technologies and solutions.

The draft supplement ITU-T Y.Sup-SSC-UCE, under development by Q7/20 of ITU-T, aims to collect use cases of implemented or evaluated Smart and Sustainable Cities (SSC) based on the SSC-MM in ITU-T Y.4904, using the following template to standardize the collected use cases.

If your country has implemented a SSC-MM as proposed in ITU-T Y.4904, please provide the relevant information considering the template below. Examples of use cases already collected can be found at the latest version of ITU-T Y.Sup-SSC-UCE at ITU-T website.

Recommended template for the description of SSC-MM evaluation use cases

1. Title of the use case
   a. Source (Country)
   b. Site (Country, Region, Group of Cities or City in which the SSC-MM was implemented/evaluated)

2. Objective of the use case

3. Background
   a. Current Practice
   b. Need for use case
   c. Site Ecosystem Specifics

4. Description
   a. Ecosystem description in terms of actors, stakeholders and business roles involved
   b. Contextual description

5. Considerations related with architectural of SSC-MM case implementation/evaluation
   a. Indicators (How to map the core and additional indicators to evaluate the city maturity level/ How many of core and additional indicators were used from the SSC-MM / How many additional KPIs according to their particular needs and strategy were add)
   b. Performance Matrix (How to define the interim target value for each KPI)

    c.   Statistical calculation (How to define the KPIs data calculation: setting the weights, scoring for indicators)

    d.   Maturity assessment (How to deploy the assessment for each recommended maturity level vertical)

    e.   Evaluation and roadmap (How to conduct the maturity assessment at different stages during the smart city development and determine the performance of the case)

    f.   Coverage (How to implement the SSC-MM in different levels (if any)) Note: It is related to a case that the SSC-MM implementation include regional or country levels

    g.   Data collection (How to collect and process primary and secondary data)

    h.   Transparency (How to make the results achieved transparent to the stakeholders)

6. Opportunities in the use the SSC-MM
7. Challenges to use the SSC-MM
8. Potential Market Growth Forecast
9. Implementation Constraints (for the support of the use case)
10. Statutory compliances and Related Regulations
11. Available International Standards
12. References (related to standards or other useful information)
13. General remarks

PCC.I/DEC. 328 (XL-22)[9]

CREATION OF AN AD HOC GROUP TO REVIEW THE PROCEDURE FOR THE PREPARATION AND SUBMISSION OF INTER-AMERICAN PROPOSALS TO THE WORLD TELECOMMUNICATION STANDARDIZATION ASSEMBLY (WTSA), THE WORLD CONFERENCE ON INTERNATIONAL TELECOMMMUNICATIONS (WCIT), AND THE WORLD TELECOMMUNICATION DEVELOPMENT CONFERENCE (WTDC)

The 40 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1.   To create an Ad Hoc Group to review the procedure for the preparation and submission of Inter-American Proposals to the World Telecommunication Standardization Assembly (WTSA), the World Conference on International Telecommunications (WCIT) and the World Telecommunication Development Conference (WTDC) as set forth in Resolution PCC.I/RES. 232 (XXV-14).

2.   To designate Greg Ratta of the administration of United States of America as group coordinator.

3.   The Group should conduct its work through virtual and/or face-to-face meetings and conclude its work no later than the 42nd meeting of the PCC.I.

4.   To invite the Member States of CITEL and Associate Members of the PCC.I to send contributions to help improve the procedures mentioned in this Decision, and to participate in the work of the Group.

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[9] CCP.I-TIC/doc. 5187/22 rev. 1

PCC.I/DEC. 329 (XL-22)[10]

CREATION OF THE MENTORING PROGRAM OF PCC.I

The 40 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1.   To create the mentoring program for PCC.I to ensure the continuity of CITEL procedures in accordance with their statutes and regulations, as well as the preparation of the newcomer's delegates in the scope and work of CITEL and at the regional and international levels for World Assemblies and Conferences, with emphasis on female participation in this program.

2.   To start this program gradually through the cycle of virtual seminars planned by CITEL Secretariat, while this program is fully implemented and launched at the 42 Meeting of PCC.I, with the following structure divided into three phases:

   I. Development:
      Target groups of both mentors and protégés in the mentoring program, are selected
      Responsibilities, with clear accountability, of both mentors and protégés are assigned
      Assessment criteria for program success are defined

   II.   Implementation:
      Mentoring is defined
      Expectations and objectives of the program are defined

   III.   Evaluation:
      The usefulness of the program in the organization's planning (i.e. are protégés ready to take on leadership roles) is assessed

3.   To appoint the Dr. Kim Mallalieu of the administration of Trinidad and Tobago (coordinator) and Ms. Mavis Johnson (co-coordinator) to coordinate this program with the support and coordination of CITEL Secretariat.

4.   To instruct the Coordinator of the Mentoring Program to remit a report to each PCC.I as well as immediately after each World Assembly or Conference, on the results of this program.

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[10] CCP.I-TIC/doc. 5185/22 rev. 3

V. LIST OF DOCUMENTS

Minutes of the Inaugural Session and First Plenary Session	CCP.I-TIC/doc. 5212/22 rev. 1
Minutes of the Second Plenary Session	CCP.I-TIC/doc. 5216/22
Minutes of the Third Plenary Session	CCP.I-TIC/doc. 5223/22
List of Documents	CCP.I-TIC/doc. 5165t22 rev. 1
List of Participants	CCP.I-TIC/doc. 5166t/22 rev. 1
Report of the Working Group on Policy and Regulation (WGPR)	CCP.I-TIC/doc. 5221/22
Report of the Working Group on Deployment of Technologies and Services (WGDTS)	CCP.I-TIC/doc. 5217/22 rev. 1
Report of the Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF)	CCP.I-TIC/doc. 5222/22 rev. 1
Final Report of the Meeting	CCP.I-TIC/doc. 5224/22

VI. REVOKED INSTRUMENTS AT THIS MEETING

- Resolution PCC.I/RES. 313 (XXXVIII-21).
- Resolution PCC.I/RES. 293 (XXXII-18).
- Resolution PCC.I/RES. 295 (XXXIII-18).