



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

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

**43 MEETING OF PERMANENT CONSULTATIVE
COMMITTEE I: TELECOMMUNICATIONS/
INFORMATION AND COMMUNICATION
TECHNOLOGIES
October 2 to 6, 2023
Asuncion, Paraguay**

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**FINAL REPORT
(Item on the Agenda: 6)
(Document submitted by the Secretariat of CITEL)**

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FINAL REPORT

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

The 43 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies was held in person with remote participation from October 2 to 6, 2023 at the Hotel Sheraton Asuncion in Asuncion, Paraguay.

I. AGENDA¹

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 on 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.
 - 4.1.5 Rapporteurship on Regulatory Improvement.
 - 4.2 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).**
5. Agenda, site, and date for the 44 Meeting of PCC.I.
6. Approval of the Final Report.
7. Other business.

¹ CCPI-TIC/doc. 5401/23

II. AUTHORITIES OF THE MEETING

Chair of PCC.I:	Mr. Juan Carlos Duarte (Paraguay)
Alternate Chair of PCC.I:	Mr. Víctor Martínez (Paraguay)
Executive Secretary of CITEL	Mr. Oscar León (OAS/CITEL)

Drafting Group:

Chair

Paraguay: Ms. Emilce Portillo and Ms. Cynthia Ortellado

Members

United States of America: Ms. Carola Balbuena

Uruguay: Ms. Maria José Franco

Participants:

a. Member states:

Argentina, Belice, Bolivia, Brazil, Canada, Colombia, Costa Rica, Dominican Republic, Guatemala, México, Panamá, Paraguay, Perú, Trinidad & Tobago, United States of America, Uruguay.

b. Associate members:

Argentina – CÁMARA ARGENTINA DE INTERNET (CABASE)
Argentina – NOKIA SOLUTIONS AND NETWORKS ARGENTINA S.A.
Argentina – TELEFONICA DE ARGENTINA
Belgium – GSOA LTDA
Canada – ERICSSON CANADA
Colombia – COLNODO
Costa Rica – INTER-AMERICAN ASSOCIATION OF TELECOMMUNICATIONS COMPANIES (ASJET)
United States of America – AMERICAN REGISTRY FOR INTERNET NUMBERS (ARIN)
United States of America – GSMA LATIN AMERICA
United States of America – INTERNET SOCIETY (ISOC)
United States of America – META PLATFORMS, INC.
United States of America – QUALCOMM
Uruguay – LATIN AMERICAN AND CARIBBEAN INTERNET ADDRESSES REGISTRY (LACNIC)

c. International and regional organizations

Regional Technical Commission on Telecommunications of Central America (COMTELCA)
Andean Community (CAN)
European Conference of Postal and Telecommunications Administrations (CEPT)
Corporación para la Asignación de Número y Nombres en Internet (ICANN)
African Telecommunications Union (ATU)
International Telecommunication Union (ITU)

e. Guests

- Eng. Rodrigo Benito Ferreira Cárdenas, President, COPACO Paraguay
- Eng. Josefina Cano, Director, COPACO Paraguay

Panelists:

- Mr. Biren Karmakar - C-DOT
- Ms. Kemly Camacho – Sula-Batsu – Costa Rica
- Mr. Mohammad Raheel Kamal - Technokratik Corporation
- Ms. Alba Duarte, Comunidad Indígena Fortuna – Curuguaty, Representative of Indigenous Communities:
- Ms. Brisa Galeano, 3rd year High School, Colegio Nacional de la Capital, Representative of Youth:
- Mr. Sergio Palacios, officials of CONATEL, Paraguay, representative of people with specific needs.
- Eng. Tete Cano, International Expert and Advisor in ICT and Gender, founder of the CONATEL Women's Network.

III. RESOLUTIONS

PCC.I/RES. 331 (XLIII-23)²

TECHNICAL NOTEBOOK COMPILATION OF POLICIES, REGULATIONS AND BEST PRACTICES ON TELECOMMUNICATION SERVICE QUALITY IN CITEL MEMBER STATES

The 43 Meeting of 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” from the Eighth Regular Meeting of the CITEL Assembly provides that Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I) has the following objective: “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”;
- b) That resolution CITEL RES. 93 (VIII-22) also includes mandate No. 8 with respect to Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I), which reads as follows: “Exchange best practices and discuss policies on minimum requirements on quality of service and experience for the development of reliable and uninterrupted telecommunications/ICT services for all”;
- c) That resolution PCC.I/RES. 319 (XL-22) approved “Update of the Structure of the Working Groups and Rapporteurships of PCC.I” for 2022-2026, establishing the Rapporteurship on protecting the rights of telecommunication users and on telecommunication service quality of the Working Group on Policies and Regulation (WGPR);
- d) That resolution PCC.I/RES. 323 (XLI-22), updated the structure of PCC.I working groups in line with resolution PCC.I/RES. 319 (XL-22), with no changes being made to the Rapporteurship on protecting the rights of telecommunication users and on telecommunication service quality of the Working Group on Policies and Regulation (WGPR);
- e) That the mandate of the Rapporteurship on protecting the rights of telecommunication users and on telecommunication service quality of the Working Group on Policies and Regulation (WGPR) stipulated the following: “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”;
- f) That the terms of reference of the Rapporteurship on protecting the rights of telecommunication users and on telecommunication service quality of the Working Group on Policies and Regulation (WGPR) included the following subparagraph: “b) identify mechanisms, research, activities, and regulatory

² CCP.I-TIC/doc. 5433/23 rev. 2

frameworks of different countries and international organizations relative to the protection of users and QoS and QoE”;

g) That, at present, in the framework of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I), there is no compilation of policies, regulations, best practices and standards governing provisions on telecommunication service quality in CITEL member states;

h) That it is deemed essential to take advantage of the cooperation among CITEL member states to develop a technical notebook bringing together the different policies, regulations, best practices and standards on telecommunication service quality.

RESOLVES:

1. To approve the creation of a technical notebook that would be titled “COMPILATION OF POLICIES, REGULATIONS AND BEST PRACTICES, ON TELECOMMUNICATION SERVICE QUALITY IN CITEL MEMBER STATES” as set forth in the annex attached to the present resolution;
2. To designate Mr. Gabriel Adorno (GabrielAdorno@conatel.gov.py) from the administration as a coordinator for the present technical notebook, who shall be responsible for receiving and compiling the contributions submitted by member states for the purpose of including them in the technical notebook;
3. To provide that the information on policies, regulations, best practices and/or standards relative to telecommunication service quality of CITEL member states must be forwarded every six months to the coordinators of the technical notebook, with the following deadlines: June 30 (first semester) and December 31 (second semester);
4. To establish that, during the scheduled work period (2022-2026), the coordinators (lead and alternate coordinators) of the technical notebook must submit, at every meeting of Permanent Consultative Council I: Telecommunications/Information and Communication Technologies (PCC.I), a report on the updates received for the technical notebook;
5. To urge member states to contribute to the technical notebook so that all CITEL member states and associate members can benefit from their inputs;
6. To instruct the CITEL Executive Secretariat to send a circular to member states reminding them to submit the information as requested in the annex attached to the present resolution.

ANNEX TO RESOLUTION PCC.I/RES. 331 (XLIII-23)

TECHNICAL NOTEBOOK

COMPILATION OF POLICIES, REGULATIONS AND BEST PRACTICES ON TELECOMMUNICATION SERVICE QUALITY IN CITEL MEMBER STATES

MEMBER STATE: <i>country</i>			
TYPE OF SERVICE	WEB LINK	YEAR OF LATEST UPDATE	REMARKS
MOBILE TELEPHONY			
BASIC/FIXED TELEPHONY			
MOBILE INTERNET			
FIXED INTERNET			
CABLE TV			
OTHER SERVICES 1) 2) 3)			

Note: Please include the link for downloading the relevant policies, regulations and best practices or send the respective documents in PDF format.

PCC.I/RES. 332 (XLIII-23)³

ONLINE SEMINAR ON FUNDING MECHANISMS FOR CONNECTIVITY ROLLOUT AND EXPANSION

The 43 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

CONSIDERING:

- a) That resolution PCC.I RES. 323 (XLI-22) updated the structure and terms of reference of PCC.I working groups and rapporteurships, including the structure of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity;
- b) That, according to resolution PCC.I RES. 323 (XLI-22), the mandate of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity is 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,

³ CCP.I-TIC/doc. 5410/23 rev. 1

RECOGNIZING:

- a) That the terms of reference of the work plan of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity include conducting activities for capacity building of member states 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;
- b) That part of the terms of reference of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity aims to 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;
- c) That the work plan of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity has called for a survey on funding mechanisms for connectivity service rollout and expansion, such as the Universal Service Fund (USF), government investments, and public-private partnerships, among others, with specific measures targeting rural, remote, or hard-to-reach areas, for the purpose of making these services more affordable;

RESOLVES:

- 1. To approve holding an online seminar before the 44 Meeting of PCC.I on “Funding Mechanisms for Connectivity Rollout and Expansion.”
- 2. To organize the seminar at no cost to CITEL.
- 3. To designate the Rapporteurship on broadband, universal access, digital inclusion, and gender equity of the Working Group on Policies and Regulation (WGPR) to coordinate this online seminar with support from the CITEL Secretariat.
- 4. To approve the preliminary topics specified in the annex to the present resolution as the seminar’s key focus.

ANNEX TO RESOLUTION PCC.I/RES. 332 (XLIII-23)

PRELIMINARY TOPICS

SEMINAR ON FUNDING MECHANISMS FOR CONNECTIVITY ROLLOUT AND EXPANSION

Panel 1:

Exchange of best practices (including the participation of an expert)

Panel 2:

Panel of discussion with industry regulators and leaders

Key issues:

- Main achievements and difficulties in funding connectivity rollout and expansion

PCC.I/RES. 333 (XLIII-23)⁴

WORKSHOP ON ALTERNATIVE COVERAGE MODELS FOR REMOTE AND UNDERSERVED AREAS

The 43 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

CONSIDERING:

- a) That resolution CCP.I RES. 323 (XLI-22) updated the structure and terms of reference of PCC.I working groups and rapporteurships, including the structure of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity;
- b) That, according to resolution CCP.I RES. 323 (XLI-22), the mandate of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity is 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,

RECOGNIZING:

- a) That the terms of reference of the work plan of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity include conducting activities for capacity building of member states 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;
- b) That part of the terms of reference of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity aims to 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;
- c) That the work plan of the Rapporteurship on broadband, universal access, digital inclusion, and gender equity has called for exchanging experiences on alternative coverage models for remote and underserved areas,

⁴ CCPI-TIC/doc. 5411/23 rev. 1

RESOLVES:

1. To approve holding a one-and-a-half-hour (1.5 hr) workshop, to be conducted in the framework of the sessions of the Working Group on Policies and Regulation (WGPR) at the 44 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I), on “Alternative Coverage Models for Remote and Underserved Areas,” for the purpose of bridging the gap between supply (coverage) and demand (usage and implementation).
2. To hold this seminar at no cost to CITEL.
3. To designate the Rapporteurship on broadband, universal access, digital inclusion, and gender equity of the WGPR to coordinate this workshop with support from the CITEL Secretariat.
4. To approve the topic specified in the annex to the present resolution as the workshop’s key focus.

ANNEX TO RESOLUTION PCC.I/RES. 333 (XLIII-23)**PRELIMINARY TOPICS****WORKSHOP ON ALTERNATIVE COVERAGE MODELS FOR REMOTE AND UNDERSERVED AREAS**

Panel for discussion with industry regulators and leaders.

PCC.I/RES. 334 (XLIII-23)⁵**ONLINE WORKSHOP ON THE USE OF TELECOMMUNICATIONS AND DIGITAL TECHNOLOGIES FOR NATURAL DISASTER PREPAREDNESS, RESPONSE, AND MITIGATION**

The 43 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

RESOLVES:

1. To approve the holding of an online workshop on the development and implementation of key digital technologies to be taken into account in emergency telecommunication plans for natural disaster preparedness, response, and mitigation. This workshop is scheduled to be held before the 46 meeting of PCC.I.
2. To invite member states, associate members, and relevant organizations to submit contributions to this workshop by sharing their experiences on the opportunities offered by new and emerging digital technologies with a focus on their applications within these specific activities.

⁵ CCPI-TIC/doc. 5413/23 rev. 3

3. Organize this workshop at no cost to CITEL.
4. Designate the rapporteur or co-rapporteurs of the Rapporteurship on disaster prevention, response and mitigation, ICTs and climate change, environmental protection, and the circular economy with the CITEL Secretariat in order to coordinate the workshop.
5. Approve the preliminary topics included in the Annex to this resolution as a preliminary framework for the dialogues at the workshop.

ANNEX TO RESOLUTION PCC.I/RES. 334 (XLIII-23)

Preliminary topics:

- New digital technologies for monitoring and forecasting in early warning systems. The role of the Internet of Things and mobile applications.
- The contribution of Artificial intelligence (AI) in efforts related to disaster preparedness, response, and mitigation within the telecommunications/ICTs sector
- Role of drones, robots, and satellites for surveillance and their importance in emergency situations
- Present and future trends of emerging technologies
- Role of emergency institutions
- Standardization of frequency bands in emergency situations
- Comprehensive early warning system (local communities, international cooperation)

PCC.I/RES. 335 (XLIII-23)⁶

AGENDA, SITE AND DATE OF THE 44 AND 45 MEETING OF PCC.I

The 43 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

RESOLVES:

1. To hold the 44 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies from May 20 to 24, 2023 in Panama City, Panama.
2. To hold the 45 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies from August 19 to 23, 2023 in Brazil.

⁶ CCPI-TIC/doc. 5463/23

3. To adopt the Draft Agenda for the 44 Meeting of PCC.I, annexed to this resolution.

ANNEX TO RESOLUTION PCC.I/RES. 335 (XLIII-23)

DRAFT AGENDA FOR THE 44 MEETING OF PCC.I

1. Adoption 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. Reports and meetings of the Working Groups
 - 4.1 Working Group on Policies and Regulations (WGPR)**
 - 4.1.1 Rapporteurship on protecting the rights of telecommunication service 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
 - 4.1.5 Rapporteurship on Regulatory Improvement
 - 4.2 Working Group on the 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 the 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, the Internet of things, and smart cities and communities
 - 4.3 Working Group for the Preparation and Follow-up of WTSA, WCIT and WTDC (WGCONF)**
5. Agenda, site, and date of the 45 Meeting of PCC.I.
6. Approval of the Final Report.
7. Other business.

IV. DECISIONS

PCC.I/DEC. 342 (XLIII-23)⁷

QUESTIONNAIRE ON NATIONAL ROAMING ARRANGEMENTS

The 43 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To invite CITEL member states and associate members to complete the questionnaire that is attached to the present decision as an annex.
2. To request member states and associate members to send the information requested in the annex to the Rapporteurship on economic aspects of telecommunications/ICTs and to request Mr. Francisco Casaccia (fcasaccia@conatel.gov.py) to submit the results of the questionnaire to the 44 Meeting of PCC.I.
3. To instruct the CITEL Secretariat to distribute the questionnaire to member states and associate members, with **May 1, 2024** as the deadline for sending the response.

ANNEX TO DECISION PCC.I/DEC. 342 (XLIII-23)

NATIONAL ROAMING ARRANGEMENTS

QUESTIONNAIRE

Country / organization:

Name of the person completing the questionnaire:

Post / organization:

Contact e-mail / phone number:

National Roaming: Service that allows users of a mobile telephony service provider (visiting provider) access to the network of another mobile telephony service provider (visited provider), within the national territory, where the first lacks service coverage.

1. Has your administration established national roaming service arrangements for national mobile telephony service providers? Are these arrangements negotiated among commercial operators, or are they mandated by national authorities? Are these arrangements nationwide? Or are they confined to areas where competition is limited? Are there specific arrangements that apply only for new entrants? If so, do these arrangements have a time-limit?
2. According to your experience, have these arrangements created any impact on investment and network deployments by mobile telephony services providers or on service quality?

⁷ CCP.I-TIC/doc. 5446/23 rev. 3

3. Can service costs be agreed upon freely by the providers? Or is there an upper limit set by the regulatory authority?
4. What do you believe are the most important lessons learned since this approach was implemented?
5. Please include references (links) in connection with the information being provided.

PCC.I/DEC. 343 (XLIII-23)⁸

**PREPARATION OF A MANUAL ON BEST PRACTICES AND RECOMMENDATIONS ON
PUBLIC POLICIES AND INITIATIVES THAT PROMOTE A GENDER APPROACH
THROUGH ICTs**

The 43 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To instruct the Rapporteurship on Broadband, Universal Access, Digital Inclusion, and Gender Equality to continue working in virtual modality based on document CCP.I/TIC doc. 5438r1/23 “Report on the questionnaire on public policies and initiatives that promote a gender approach through ICTs” to improve this document and submit the results at the 44 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I), with a view to prepare a manual on best practices and recommendations that contribute to make sure public policies and initiatives in the field of telecommunications and digital technologies effectively incorporate a gender approach with objectives, indicators, and concrete actions in order to ensure greater gender equality in this field.
2. Designate Mrs. Cinthia Ortellado (cortellado@conatel.gov.py) and Mrs. Edith Villalba (edithvillalba@conatel.gov.py) from the administration of Paraguay as coordinators of this assignment indicated in the *Decides I* hereof.
3. To invite Member States and Associate Members to make contributions to this work and to send inputs and/or updates by answering the questionnaire contained in decision CCP.I/DEC.334 (XLII-23), which has a deadline of **December 31, 2023**.
4. To instruct the Rapporteurship on Broadband, Universal Access, Digital Inclusion, and Gender Equality to carry out the necessary coordination through the Coordinators together with the CITEL Secretariat, which includes calling virtual meetings to work on the issue.
5. To request the Secretariat of CITEL to support the coordinators with respect to this task and to distribute the information generated from this work to the administrations of CITEL.

⁸ CCPI-TIC/doc. 5476/23 rev. 1

PCC.I/DEC. 344 (XLIII-23)⁹

**EXTENDING THE DEADLINE TO ANSWER THE QUESTIONNAIRE ON EFFORTS BY
CITEL MEMBER STATES TO COMBAT THE USE OF MOBILE TERMINAL DEVICES
THAT HAVE BEEN STOLEN, LOST, OR TAMPERED WITH, ADDRESSED IN PARAGRAPH
6 OF THE OPERATIVE PART OF AG/RES. 2935 (XLIX-O/19)**

The 43 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To extend the deadline to receive a response to the **QUESTIONNAIRE ON EFFORTS BY CITEL MEMBER STATES TO COMBAT THE USE OF MOBILE TERMINAL DEVICES THAT HAVE BEEN STOLEN, LOST, OR TAMPERED WITH**, as annexed to Decision PCC.I/DEC.337 (XLII-23), attached.
2. To request that Member States and Associate Members forward the information in the annex to the Rapporteurship on Conformance, Fraud Control and Illegal or Irregular Mobile Terminal Devices to Mr. Hugo Romero (hugo.romero@crcom.gov.co), with a copy to the CITEL Secretariat (citel@oas.org).
3. To instruct the CITEL Secretariat to circulate the attached questionnaire to the Member States and Associate Members, setting the deadline for answering by **January 31, 2024**.
4. To urge all Member States to send in, by the aforementioned deadline, their answers to the questionnaire annexed hereto, considering the terms of reference given in Resolution AG/RES. 2935 (XLIX-O/19).

ANNEX TO DECISION PCC.I/DEC. 344 (XLIII-23)

DECISION PCC.I/DEC. 337 (XLII-23)

**QUESTIONNAIRE ON EFFORTS BY CITEL MEMBER STATES TO
COMBAT THE USE OF MOBILE TERMINAL DEVICES THAT HAVE BEEN
STOLEN, LOST, OR TAMPERED WITH, ADDRESSED IN PARAGRAPH 6
OF THE OPERATIVE PART OF AG/RES. 2935 (XLIX-O/19)**

In compliance with *resolves* 6 of the OAS GENERAL ASSEMBLY RESOLUTION (XLIX-O/19) – HEMISPHERIC EFFORTS TO COMBAT THE USE OF MOBILE TERMINAL DEVICES THAT HAVE BEEN STOLEN, LOST OR TAMPERED WITH, please report:

- a) The updated figures on devices reported stolen and attacks on life or personal safety;
- b) Technological advances being implemented to discourage these criminal activities; and
- c) Regulatory measures and/or government policies issued in support of public and private sector efforts in this regard.

⁹ CCPI-TIC/doc. 5429/23 rev. 2

**PROGRESS OF THE WORK THROUGH A VIRTUAL FORMAT TO FINALIZE THE
PREPARATION OF THE COMPILATION DOCUMENT OF THE RAPPORTEURSHIP ON
REGULATORY IMPROVEMENT**

The 43 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To instruct the Rapporteurship on regulatory improvement to continue working online on the compilation document on regulatory improvement between the 43 and 44 meetings of PCC.I, in accordance with the following tentative timetable of activities:

#	Activity	Deadline
1	Receiving additional contributions	December 01, 2023
2	Distributing the new version (including annex on best practices identified)	February 02, 2024
3	Receiving observations (document and annex)	March 01, 2024
4	Online session I to discuss the annex on best practices	March 15, 2024
5	Online session II to discuss the annex on best practices (if necessary)	April 05, 2024

2. To invite CITELE member states and associate members to send their contributions to document **CCP.I-TIC/doc. 5445/23** (compilation document on regulatory improvement), to the coordinators Hugo Romero (hugo.romero@crcom.gov.co), Juan Carlos González Sánchez (carlos.gonzalez@ift.org.mx), and Fernando Latterza de Oliveira (fernandol.oliveira@telefonica.com), with copy to the CITELE Secretariat (citel@oas.org), in line with the deadlines for receiving contributions and observations as set forth in the timetable of activities (activities #1 and #3),

3. To instruct the Rapporteurship on regulatory improvement, to undertake, with the CITELE Secretariat, the coordination required to distribute the new version of the document (activity #2) and finalization of the compilation document to be submitted to the 44 meeting of PCC.I,

4. To request the CITELE Secretariat to provide the interpreting services needed for the online sessions scheduled for this topic in the program of activities (activities #4 and #5), as well as translation of the final version of the compilation document for its submittal to the 44 meeting of PCC.I.

¹⁰ CCPI-TIC/doc. 5424/23 rev. 1

PCC.I/DEC. 346 (XLIII-23)¹¹

EXTENDING THE DEADLINE TO ANSWER THE QUESTIONNAIRE ON EXPERIENCES IN REGULATORY IMPROVEMENT IN THE TELECOMMUNICATION SECTOR

The 43 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To extend the deadline to receive a response to the QUESTIONNAIRE ON EXPERIENCES IN REGULATORY IMPROVEMENT IN THE TELECOMMUNICATION SECTOR, as annexed to Decision PCC.I/DEC. 335 (XLII-23), attached,
2. To request member states to forward the information specified in the annex to the rapporteurs Hugo Romero (hugo.romero@crcom.gov.co) and Juan Carlos González Sánchez (carlos.gonzalez@ift.org.mx) with copy to the CITEL Secretariat (citel@oas.org),
3. To instruct the CITEL Secretariat to circulate the attached questionnaire to the Member States and set the deadline for answering by **December 1st, 2023**.

ANNEX TO DECISION PCC.I/DEC. 346 (XLIII-23)

QUESTIONNAIRE ON EXPERIENCES IN REGULATORY IMPROVEMENT IN THE TELECOMMUNICATION SECTOR

(DECISION PCC.I/DEC. 335 (XLII-23))

Name of person completing the questionnaire: _____
Institution to which said person belongs to: _____
Email: _____

Purpose: To identify those member states that have adopted regulatory improvement tools in the ICT sector in their processes, internal procedures, or organizational structures and the level of progress they have achieved; to identify the pillars supporting the regulatory improvement concept that is suitable for each one of them; and to ascertain which member states have already consolidated a regulatory improvement policy that can contribute to the process of those who are in the initial stages of adopting or even updating said policy.

To that end, it is necessary to bear in mind certain considerations before starting to complete the questionnaire:

- Please reply to each question completely and concisely.
- Please include attachments or clear and specific references to websites that might contain supporting materials (internal documents, explanatory notes or guidelines, data, studies, articles).

¹¹ CCPI-TIC/doc. 5425/23 rev. 2

- 1) Does the member state have any legislation establishing the application of regulatory improvement criteria to issue regulations in the telecommunication sector?

YES____ NO____

If yes, then please specify below the relevant legal bases for the above and indicate the links where the corresponding documents can be consulted.

- 2) Does the member state have any instructions / guidelines / public policy guide where the application of regulatory improvement criteria are specified for the issuance of regulations in the telecommunication sector?

YES____ NO____

If yes, please specify below the links where the relevant documents can be consulted.

- 3) Does the member state have a regulatory improvement policy document on the issuance of regulations in the telecommunication sector?

YES____ NO____

If yes, please answer the following questions:

- a. Would the member state be able to present its regulatory improvement policy as a contribution to the Rapporteurship on Regulatory Improvement at the 43 meeting of PCC.I to be held in October 2023?

YES____ NO____

If yes, please indicate below the links where this policy document can be consulted

- 4) Please indicate below three of the member state's principal regulatory policy achievements over the past five years.

- 5) Please check mark and reply YES or NO to the following questions in the table below:

PILLARS OF REGULATORY IMPROVEMENT	What are the following regulatory improvement pillars that you have applied for the issuance of regulations in the telecommunication sector? (check mark)	Is the member state or associate member able to make contributions to the application of these pillars? (Answer YES or NO)

Regulatory agenda		
Focus on simplifying the regulatory framework (for example, obsolete regulations)		
Knowledge of the ecosystem ¹²		
Innovative regulation methodologies		
Methodology of the Regulatory Impact Assessment		
Ex- post assessment		
Participation of interest groups (for example, public consultations, publication of projects, etc.)		
International cooperation on regulatory improvement		
Self-regulation or co-regulation		

- 6) Is there a formal entity in your member state where efforts to implement regulatory improvement are evaluated?

YES____ NO____

- 7) Has the member state developed or implemented innovative tools to issue regulations in the telecommunication sector?

YES____ NO____

- a. If yes, please check mark which of the innovative tools below, if any, it has designed or implemented:

- i. Regulatory sandbox _____
- ii. Innovation hubs _____
- iii. Testbeds _____
- iv. Data analytics _____
- v. Crowdsourcing _____
- vi. Machine learning and artificial intelligence _____
- vii. Web scraping _____
- viii. Others, which ones? _____

If you have check marked any of the options above please answer the following questions:

- b. Is the member state able to make contributions on how to apply these tools?

YES____ NO____

¹² It refers to the identification and knowledge of the environment for regulatory development with regard to trends in technology, business models, and ICT sector agents, by conducting studies, monitoring, and analysis of information, prospective studies, and the availability of up-to-date information (for example, databases, processing and consultation tools) facilitating evidence-based decision.

8) Regarding the following regulatory improvement pillars, please answer the following questions concisely:

- a. Is the member state required to draw up a Regulatory Impact Assessment (RIA) when a new regulation is developed or an existing regulation is amended? If that is the case, in what regulatory instrument is this requirement set forth?
- b. How does the member state organize itself to conduct the RIA or secure the support of experts to conduct the impact assessment?
- c. Does the member state have any analytical methods to assess regulatory impacts, such as a cost-benefit analysis? If so, please describe them.
- d. Does the member state have an entity in charge of overseeing the process and approving the RIA? If so, what specific functions does it have? (Monitoring the quality of the impact assessment, advisory services and training, returning the assessment, etc.)
- e. Are impact assessment reports easily accessible for the general public (for example, via Internet)? At what stage of the drafting of the regulations are the impact assessments made public?
- f. Does the member state have an explicit policy to streamline procedures?
- g. What processes or experiences has the member state had in downsizing the administrative workload of the procedures?
- h. What strategies does the member state have to openly and systematically disseminate regulatory requirements to those subject to regulation? Please describe the requirements for publication or to ensure that regulations are accessible to impacted groups.
- i. Is a periodic ex-post analysis of the existing regulatory framework mandatory? Please describe the obligation if there is one.
- j. Do the regulations include automatic evaluation requirements? (Case by case? or only under certain specific conditions? Which ones?)
- k. Are the evaluations of existing regulations made available to the public on Internet? If yes, please describe and provide the website link.
- l. Does the member state have strategies to compile and disseminate knowledge and experience about its regulatory activities at the international level?

PCC.I/DEC. 347 (XLIII-23)¹³

LIAISON STATEMENT WITH ITU-T STUDY GROUP 2, STUDY GROUP 5, AND ITU-D STUDY GROUP 1 QUESTION 3

The 43 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

To instruct the Executive Secretary of CITEI to send a liaison communication to IUT-T Study Group 2, Study Group 5 and ITU-D Study Group 1 Question 3 requesting the establishment of a communication exchange relationship with PCC.I to enhance our collective efforts in advancing disaster-related telecommunications and studies related to electromagnetic fields, environment, climate action, sustainable digitalization and the circular economy.

ANNEX TO DECISION PCC.I/DEC. 347 (XLIII-23)

Committee/ Working Group/ Rapporteurship	PCC.I Rapporteur on disaster prevention, response and mitigation, ICT and climate change and circular economy	XLIII PCC.I MEETING: TELECOMUNICATIONS/ICT 2 to 6 October 2023 Asuncion, Paraguay
Title:	Liaison statement with IUT-T Study Group 2, Study Group 5 and ITU-D Study Group 1 Question 3	
LIAISON STATEMENT		
For action to:	ITU-D Q3/1, ITU-T SG2, SG5	
For comments to:		
For information to:		
Approval:		
Deadline:	May 1, 2024	
Contact:	Name: Javier Garcia Organization: INDOTEL Country: Dominican Republic	Tel: +8294710770 Fax: E-mail: jgarcia@indotel.gob.do
Contact:	Name: Oscar Avellaneda Organization: ISED Country: Canada	Tel: +6138512682 Fax: E-mail: oscar.avellaneda@ised-isde.gc.ca

¹³ CCPI-TIC/doc. 5408/23 rev. 3 cor.1

PCC.I highly appreciates the valuable work conducted by ITU-T Study Group 2 and ITU-D Study Group 1 Question 3 in the realm of telecommunications/ICT for disaster preparedness, mitigation, and response. Likewise, PCC.I enthusiastically follows the endeavors of ITU-T Study Group 5 as they delve into critical studies concerning electromagnetic fields, environment, climate action, sustainable digitalization and the circular economy.

PCC.I kindly requests to establish a robust and mutually beneficial communication exchange relationship with ITU-T Study Group 2, Study Group 5, and ITU-D Study Group 1 Question 3. This collaboration aims to enhance our collective efforts in advancing disaster-related telecommunications, as well as our studies on electromagnetic fields, environment, climate action, sustainable digitalization, and circular economy.

To provide further context, please find attached documentation outlining the mandate of the PCC.I Rapporteur group on Disaster Prevention, Response and Mitigation, ICT and Climate Change, Environmental Protection, and Circular Economy. This document outlines the specific areas of focus and expertise within our committee, underscoring the potential for fruitful collaboration with your esteemed groups.

PCC.I awaits your favorable response to our proposal for a communication exchange relationship, and we look forward to fruitful and harmonious collaborations in the future.

PCC.I/DEC. 348 (XLIII-23)¹⁴

EXTENSION OF DEADLINE FOR RESPONSE TO THE QUESTIONNAIRE ON DISASTER PREVENTION, RESPONSE AND MITIGATION SYSTEMS

The 43 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To extend the deadline to receive a response to the QUESTIONNAIRE ON DISASTER PREVENTION, RESPONSE, AND MITIGATION SYSTEMS in the Annex of Decision. PCC.I/DEC. 321 (XXXVIII-21) and attached to this Decision.
2. To request Member States to send the information listed in the Annex to the Rapporteurs on Disaster Prevention, Response, and Mitigation, ICTs, Climate Change, and Circular Economy: Rubén Isla (risla@mtc.gob.pe) and Paulino Alonso Rivera (paulinor@cenapred.unam.mx).
3. To instruct the rapporteur group to prepare a report containing the results of the questionnaire and to submit the results of this report to the 44 Meeting of the Committee.
4. To instruct the Secretariat to circulate the attached questionnaire to the Member States, establishing **January 31, 2024**, as the deadline for responding.
5. Revoke Decision PCC.I/DEC. 333 (XLI-22).

¹⁴ CCPI-TIC/doc. 5428/23 rev. 2

ANNEX TO DECISION PCC.I/DEC. 348 (XLIII-23)

QUESTIONNAIRE ON DISASTER PREVENTION, RESPONSE, AND MITIGATION SYSTEMS

DECISION PCC.I/DEC. 321 (XXXVIII-21)

Country:

Name of the person answering the questionnaire:

Position/Organization:

E-mail/Contact Phone Number:

1. How does your country handle disasters and hazardous areas in terms of telecommunications services? Does your country have an emergency Telecommunications Plan? What solutions are provided to the population?
2. What measures and/or policies have you implemented in your country for disaster risk management in border areas?
3. What frequency bands has your country identified for Public Protection and Relief Operations (PPRO)?
4. What policies and/or regulations has your country been promoting for the implementation of Early Warning Systems?
5. What Communications and Early Warning Systems has your country implemented or will it implement? What broadcasting media do you consider?
6. If your country has an early warning system, How are alert messages sent to the population? Are they sent via streaming or other technologies?
7. If your country has an early warning system, Do the solutions described above apply to foreigners? Are the messages translated into other languages?
8. Do you have a single emergency care center? (For example. 911 or 112) In the case of having a single emergency center, is your early warning system integrated with the emergency center?
9. Has your country implemented panic buttons? If your answer is affirmative, could you share the regulation with us? Are these buttons interconnected to an emergency center?

PCC.I/DEC. 349 (XLIII-23)¹⁵

QUESTIONNAIRE ON EXPERIENCES WITH REGULATIONS, POLICIES AND PERSONAL DATA PROTECTION LAWS

The 43 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To invite member states to complete the questionnaire attached to the present decision as an annex;

¹⁵ CCPI-TIC/doc. 5434/23 rev. 5

2. To request member states to remit the information stipulated in the annex to the questionnaire's coordinator, Mr. Gabriel Adorno (gabrieladorno@conatel.gov.py), with a copy to the CITEL Secretariat (citel@oas.org);
3. To instruct the rapporteurship to draw up a report on the results of the questionnaire and to submit these results to the next meeting of PCC.I,
4. To instruct the CITEL Secretariat to distribute the questionnaire to member states with **March 31, 2024**, as the deadline for sending the responses.

ANNEX TO DECISION PCC.I/DEC. 349 (XLIII-23)

QUESTIONNAIRE ON EXPERIENCES WITH REGULATIONS, POLICIES AND PERSONAL DATA PROTECTION LAWS

QUESTIONNAIRE

Country/organization:

Name of the person completing the questionnaire:

Post / organization:

Contact e-mail/phone:

1. Is there a data protection policy, regulatory framework or law in your country? If yes, please specify the number and year of enactment of the law, regulation or policy. Please also specify whether the said mechanism is comprehensive or merely confined to certain areas (for example, loans, ICT services, government administration, etc.).
2. If your country has a data protection framework, is there a data protection agency or another authority or autonomous entity that is in charge of overseeing its enforcement?
3. If your country does not, at present, have any data protection regulatory framework, policy or law, please indicate your country's status or situation about this matter or whether there might be one currently being drafted or processed for ratification.
4. Please describe the most common experiences and challenges with respect to personal data violations in your country (data extraction/theft, fraud/scams involving identity theft, advertising spam, lack of trust due to loss of privacy, state abuses due to mass surveillance, etc.).
5. If your country has a data protection regulation, policy or law, what level (high, medium or low) of public knowledge does the population have regarding these issues?
6. What kind of actions does your country carry out to inform the general public about Data Protection Regulation, Policy or Law (e.g. dissemination campaigns, publication on government sites, etc.)? If you have any of these actions, please share the access links.

PCC.I/DEC. 350 (XLIII-23)¹⁶

**QUESTIONNAIRE REGARDING THE STATUS OF THE NATIONAL CYBERSECURITY
INITIATIVES IN THE CITEL ADMINISTRATIONS**

The 43 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To approve the attached questionnaire regarding the status of the CITEL administration's national cybersecurity initiatives.
2. To request the CITEL Secretariat to circulate the attached questionnaire among CITEL administrations.
3. To designate Ms. Milene Pereira (mpereira@qti.qualcomm.com), coordinator of Technical Notebook #4 (TN4), as a focal point for the reception and compilation of the responses to the attached questionnaire.

ANNEX TO THE PCC.I/DEC. 350 (XLIII-23)

**QUESTIONNAIRE REGARDING THE STATUS OF THE NATIONAL CYBERSECURITY
INITIATIVES IN THE CITEL ADMINISTRATIONS**

CITEL administrations are kindly invited to provide information regarding the following aspects:

- National entities in charge of the cybersecurity strategy and enforcement,
- Cybersecurity national regulatory framework, including spam laws, regulations, and policies,
- National programs to raise the awareness of end-users (individuals and small and medium-sized enterprises (SME's) to their cybersecurity responsibilities,
- National watch, warning, response and recovery programs (CIRTs),
- Critical Infrastructure Protection (CIP).

PCC.I/DEC. 351 (XLIII-23)¹⁷

**LIAISON STATEMENT FOR ITU-T STUDY GROUP 20 AND SG20-REGIONAL GROUP FOR
LATIN AMERICA (SG20RG-LATAM)**

The 43 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

¹⁶ CCPI-TIC/doc. 5452/23 rev. 3

¹⁷ CCPI-TIC/doc. 5430/23 rev. 2 cor. 1

DECIDES:

To instruct CITEL's Executive Secretariat to send a liaison statement to ITU-T Study Group 20 and SG20–Regional Group for Latin America (SG20RG-LATAM) requesting the establishment of an exchange of communications relationship with PCC.I to enhance our collective efforts to promote the discussion and exchange of information on technological innovation and the digital ecosystem.

ANNEX TO DECISION PCC.I/DEC. 351 (XLIII-23)

LIAISON STATEMENT FOR ITU-T STUDY GROUP 20 AND SG20-REGIONAL GROUP FOR LATIN AMERICA (SG20RG-LATAM)

Committee/ Working Group/ Rapporteurship	PCC.I Rapporteurship on Technological Innovation, the Digital Economy, the Internet of Things, and Smart Cities and Communities	XLIII MEETING OF PCC.I: TELECOMMUNICATIONS/ICT October 2 to 6, 2023 Asunción, Paraguay
Title:	Liaison statement for ITU-T Study Group 20 and SG20-Regional Group for Latin America	

LIAISON STATEMENT

For action: ITU-T SG20, SG20RG-LATAM

For contents:

For information to:

Approval:

Deadline: May 1, 2024

Contact:	Name: Milene Pereira	Tel: +55 61 99693-2052
	Organization: Qualcomm	Fax:
	Country: Brazil	E-mail: mpereira@qti.qualcomm.com

Contact:	Name: Amparo Arango	Tel: +82 97325555 x6358
	Organization: INDOTEL	Fax:
	Country: Dominican Republic	E-mail: aarango@indotel.gob.do

Contact:	Name: Oscar Avellaneda	Tel: +1 613-851-2682
	Organization: ISED	Fax:
	Country: Canada	E-mail: oscar.avellaneda@ised-isde.gc.ca

PCC.I greatly appreciates the commendable work undertaken by ITU-T Study Group 20 and Question 7 in telecommunications/ICTs in connection with technological innovation and the digital ecosystem. PCC.I is following with enthusiasm the efforts being made by ITU-T Study Group 20-Regional Group for Latin America to conduct in-depth critical studies on emerging technologies and the digital economy.

PCC.I cordially requests the establishment of a solid and mutually beneficial liaison for the exchange of communications with ITU-T Study Group 20-Regional Group for Latin America and ITU-T Question 7. The objective of this cooperation is to improve know-how and skills to tackle matters relative to technological innovation and the digital ecosystem, for the purpose of effectively promoting the development of the digital economy, the Internet of Things, and smart communities and cities. On the basis of that exchange of know-how and best practices, we will enhance our understanding of those resources and effectively use them for the benefit of the development of the digital economy in the Americas.

PCC.I looks forward to your favorable response to our proposal for mutual communication. We also look forward to fruitful and harmonious cooperation in the future.

PCC.I/DEC. 352 (XLIII-23)¹⁸

TRANSMIT RESULTS OF PCC.I PREPARATIONS FOR WTSA-24 WITH OTHER REGIONS

The 43 Meeting of Permanent Consultative Committee I: Telecommunications / Information and Communication Technologies (PCC.I),

DECIDES:

1. To send the report of the 2ND Preparatory Meeting of the WGCONF during the 43 Meeting of PCC.I to the other Regional Telecommunication Organizations;
2. To entrust the Secretariat with distributing said report to the other Regional Telecommunication Organizations.

¹⁸ CCPI-TIC/doc. 5473/23

V. LIST OF DOCUMENTS

Minutes of the Inaugural Session and First Plenary Session	CCP.I-TIC/doc. 5474/23 rev. 1
Minutes of the Second Plenary Session	CCP.I-TIC/doc. 5480/23
List of Documents	CCP.I-TIC/doc. 5399t/23 rev. 1
List of Participants	CCP.I-TIC/doc. 5400t/23 rev. 1
Report of the Working Group on Policy and Regulation (WGPR)	CCP.I-TIC/doc. 5477/23 rev. 1 cor. 1
Report of the Working Group on Deployment of Technologies and Services (WGDTs)	CCP.I-TIC/doc. 5479/23 rev. 1
Report of the Working Group for the Preparation and Follow-up of the WTSA, WCIT and WTDC (WGCONF)	CCP.I-TIC/doc. 5475/23 rev. 2
Final Report of the Meeting	CCP.I-TIC/doc. 5481/23
Table of Support (WTSA-24)	CCP.I-TIC/doc. 5472/23 rev. 4

VI. REVOKED INSTRUMENTS AT THIS MEETING

- Decision PCC.I/DEC. 333 (XLI-22).
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