

**PCC.I/RES. 331 (XLIII-23)<sup>1</sup>**

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

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<sup>1</sup> CCP.I-TIC/doc. 5433/23 rev. 2

- 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](mailto: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**

<b>MEMBER STATE: <i>country</i></b>			
<b>TYPE OF SERVICE</b>	<b>WEB LINK</b>	<b>YEAR OF LATEST UPDATE</b>	<b>REMARKS</b>
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.