

Accessible America: ICTs for ALL

Organized by the International Telecommunication Union (ITU) in close collaboration with
Superintendencia de Telecomunicaciones (SIT)

From 28 to 30 October 2025
Guatemala City, Guatemala

Day 1: Formulating and implementing public policies and strategies to ensure everyone is digitally included in Americas Region

Tuesday, 28 October 2025

08:00 - 09:00	Registration
09:00 - 10:00	Opening ceremony and National Anthem of Guatemala by the National Chorus of Persons with Disabilities “César Augusto Hernández” - Herbert Armando Rubio Montes, Superintendent of Telecommunications - Ana Veneroso, Programme Coordinator, ITU Americas - Fernando Archila, Director of Arts - Indra Milena Molina Muñoz, Board of Directors of CONADI Video Message: Raúl Solares, Vice minister of Communications, Ministry of Communications, Infrastructure and Housing Video Message: Cosmas Luckyson Zavazava, Director of BDT, ITU Group Photo
10:00 - 10:45	Session 1: Public policy agenda for digital inclusion: bridging the digital divide in the Americas region <i>Stakeholders are invited to share best practices and country experiences on how regulatory frameworks can drive digital inclusion. The session will address effective policies and strategies, innovative connectivity plans, and digital skills initiatives. The main objective is to explore the interconnected areas that ensure an inclusive and sustainable public policy agenda for digital inclusion.</i> Moderator: Ana Veneroso, Programme Coordinator, ITU Americas - Herbert Armando Rubio Montes, Superintendent of Telecommunications - Patricia Silveira Artur, ANATEL, Brazil - Adrián Mazón Villegas, General Director, FONATEL, Costa Rica - Bernardita Guillen, Head, IT Auditing Unity, CONATEL, Paraguay - Rossana Gienochio, Manager, Accessibility and Digital Environment Program, AGESIC, Uruguay
10:45 - 11:15	Networking Coffee break



11:15 - 12:00	ITU Training on Digital Accessibility – Building the Foundation of Digital Inclusion <i>This dynamic, hands-on training will equip participants with the knowledge and skills to mainstream ICT accessibility into national digital strategies, policies, and programmes as a cornerstone of inclusive digital transformation. Through interactive discussions and practical examples, participants will:</i> ○ Strengthen their capacity to design and implement accessibility-driven solutions. ○ Gain awareness of available ITU tools and resources to accelerate implementation. ○ Learn how to ensure no one is left behind in the digital society and economy. <i>Special attention will be given to addressing the needs of persons in vulnerable situations—including persons with disabilities, older persons, and those living in rural or Indigenous communities—to guarantee equitable participation in the digital ecosystem.</i> • Roxana Widmer-Iliescu, Head Digital Inclusion Service, ITU • Loly Gaitan, Programme Officer, ITU
12:00 - 12:30	National Chorus of People with Disabilities “César Augusto Hernández”
12:30 – 14:00	Networking Lunch break
14:00 – 14:45	Session 2: Digital Inclusion policies and strategies in Guatemala <i>During this session, representatives from the Government of Guatemala, the private sector, academia, and civil society will be invited to share projects, initiatives, and experiences in the field of digital inclusion, reflecting a comprehensive multi-stakeholder perspective.</i> Moderator: Héctor Lizárraga, COMTELCA 1. Luis Soto, Advisor National Digital Connectivity Plan, Superintendency of Telecommunications 2. José Ordoñez, Kingo 3. Francisco Contreras, “Entrepreneurs for Education” 4. Ana Lucrecia Glaesel, Funsepa
14:45 – 15:30	Session 3: Achieving a digitally inclusive region through available, affordable and accessible technologies <i>International and regional organizations are invited to share best practices and country experiences on how regulatory frameworks can drive digital inclusion.</i> Moderator: Roxana Widmer-Iliescu, Head Digital Inclusion Service, ITU 1. Ángeles Ayala, Executive Secretary General, COMTELCA 2. Shanea Lewis, ICT Policy Analyst, CTU's Regional Policy Development Unit 3. Ana Lucía Morales Sierra, Education Specialist at UNICEF Guatemala 4. Fausto Luiz Jorge Padua, ANATEL, Brazil
15:30 – 16:00	Coffee break
16:00 – 16:15	Awareness raising activity by the National Chorus of Persons with Disabilities “César Augusto Hernández”
16:15 – 17:00	Conclusion: Interactive session - raising awareness on digital inclusion best practice Erick Huerta, Expert in Connectivity for Communities and ICT networks for Indigenous and Rural Communities



Day 2: Cooperation and Partnership: Empowering people and communities by building digitally accessible technologies and services

Wednesday, 29 October 2025

09:00 - 10:00

Session 4: Digital pathways to foster digital inclusion: How digital products and services should be designed and deployed to contribute to people educational and socio-economic empowerment

Stakeholders are invited to share their experience how building and deploying digital products and services that comply with accessibility standards can drive inclusive education and job creation. This approach ensures no one is left behind, highlighting how partnership and digital transformation can holistically empower people and communities.

Moderator: Roxana Widmer-Iliescu, Head Digital Inclusion Service, ITU

1. Alejandro Alvarado, Country Director, New Sun Road Guatemala
2. Cristina Cardenas, Coursera
3. Anny Maria Magaña Rodríguez, Central America Public Policy Manager of Tik Tok
4. Zully Esther Xajil Xajil, Ministry of Sports of Guatemala
5. Erick Huerta, Expert in Connectivity for Communities and ICT networks for Indigenous and Rural Communities

10:00 - 10:30

Networking Coffee break

10:30 - 11:15

Session 5: Women and Girls digital inclusion and empowerment in the Americas region

This session will aim to also identify partnership and sponsorship opportunities for digital inclusion projects to advance implementation of digital inclusion agenda in the Americas Region.

Moderator: Loly Gaitan, Programme Officer, ITU

1. Ana Veneroso, Programme Coordinator, ITU Americas
2. Ángeles Ayala Correa, Executive Secretary, COMTELCA
3. Jessica Botón, Representative of the Academia, Guatemala
4. Bernardita Guillen, Red de Mujeres, CONATEL, Paraguay
5. Denia Eunice Del Valle Barrera, Country Representative Pro Mujer Inc. Guatemala

11:15 - 12:00

Session 6: Digital transformation and accessibility

Digital transformation initiatives are not sustainable when they are developed without considering the needs of the diverse populations they are meant to serve. In this session, speakers are expected to share their views on how to integrate intersectional perspectives of digital inclusion into national policies, strategies and investments in the field of digital inclusion.

Moderator: Ángeles Ayala Correa, Executive Secretary, COMTELCA

1. Juana Hayine Gusukuma, Under director, Customer Rights, OSIPTEL, Peru
2. Pablo Palacios, Programme Officer, ITU, Americas
3. Alvaro Galvez, ISOC Guatemala
4. Jessica Murcia Poulsen, Regional Technical Analyst ICT4D – LAC, IFAD

12:15 - 14:00

Lunch break – Networking



14:00 - 14:45**Session 7: AI for People: Opportunities, risks, and inclusive design to advance digital accessibility and assistive technologies to empower everyone**

This session will explore how Artificial Intelligence (AI) can advance digital accessibility and assistive technologies, while addressing the risks of exclusion and bias for persons with disabilities. It will highlight the importance of inclusive design from the outset and showcase AI-powered accessibility tools already in use across the region to empower people and facilitate independent living.

Moderator: Pablo Palacios, Programme Officer, ITU Americas

1. Armando Castro, CODE Digital Marketing
2. Jairo Zepeda, Sinergia
3. Abdel Abdalla, DISYCREA, Guatemala
4. Cristian Lavarreda, esourcecapital

14:45 - 15:30**Special session: Accessibility Standards for an Inclusive Digital World**

Josias Vásquez – CONADI

15:30 - 15:45**Coffee Break and Networking****15:45 - 16:30****Session 8: Empowering youth for the digital economy**

This session is designed to show case projects and initiatives addresses to inspire and equip young people with the knowledge and skills required to thrive in the digital economy. Speakers are invited to present emerging trends and practical strategies for leveraging technology to create opportunities, build careers, and drive innovation.

Moderator: Ingrid García, SIT, Guatemala

1. Camila Novales, BEYONDSIGHT, Guatemala
 2. Oscar Morales, Generation Connect and Executive Director of Tecsify
 3. Anny Maria Magaña Rodríguez, Central America Public Policy Manager of Tik Tok
- José Miguel Cruz Rivera, Ministry of Culture, Guatemala



Day 3: Impact of ICTs on the life of the Persons with Disabilities

Thursday, 30 October 2025

09:00 – 09:50	Keynote session: Asociación Gente Pequeña de Guatemala Rosa Idalia Aldana
09:50 – 10:40	Keynote session: The Impact of Telecommunications and ICTs on the Lives of Persons with Disabilities William Zapeta, Technical Director, CONADI - Guatemala
10:40 – 11:00	Coffee Break
11:00 – 11:20	Special session: Barriers for accessibility Josias Vásquez – CONADI
11:20 – 11:50	Call for strategic partners. Interactive session with participants This session will offer the opportunity to share experiences and best practices, cooperation opportunities, and alliances aiming to support initiatives of digital inclusion for the benefit of persons with disabilities
11:50 – 12:00	Closing Remarks

