



# REGIONAL INITIATIVES

## Americas

Dubai Action Plan

2015-2017

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2015





# REGIONAL INITIATIVES

## Regional Initiatives: Dubai Action Plan 2015-2017

### Americas

AMS1: Emergency telecommunications .....	7
AMS2: Spectrum management and transition to digital broadcasting .....	12
AMS3: Development of broadband access and adoption of broadband .....	22
AMS4: Reduction of telecommunication service prices and Internet access costs .....	30
AMS5: ICT policy, with special focus on improving cybersecurity and developing countries' participation in the existing Internet governance institutions .....	38

*“The Dubai Action Plan sets out a road map for ITU-D’s work and a shared vision to make a tangible difference to people’s lives. Regional Initiatives guide BDT, Member States and Sector Members in implementing specific projects that focus on the priority needs of each region. I call upon all our members and partners to join forces with BDT to implement the Regional Initiatives. I thank you for your continued support.”*

Mr Brahim Sanou, Director, ITU Telecommunication Development Bureau

## FOREWORD

BRUNO RAMOS, ITU REGIONAL DIRECTOR FOR THE AMERICAS

In recent years, we have witnessed the strengthening of ITUs’ regional presence through the allocation of more material and human resources to field offices.

This allocation of resources was decided with the aim to enhance the output of coherent, well-planned and coordinated activities that better serve the particular needs of each region.

To this end, regional initiatives are prepared in participatory processes, allowing each country to identify its priorities and work together with other countries in the region to achieve tangible results. The World Telecommunication Development Conference in 2014 (WTDC-14) adopted the following five regional initiatives for the Americas:

- 1) Emergency telecommunications.
- 2) Spectrum management and transition to digital broadcasting.



Bruno Ramos,  
ITU Regional Director for the Americas

- 3) Development of broadband access and adoption of broadband.
- 4) Reduction of telecommunication service prices and Internet access costs.
- 5) Capacity building to engage in global ICT policy, with special focus on improving cybersecurity and developing countries' participation in the existing Internet governance institutions.

Regional initiatives guide the work of ITU Regional and Area Offices. They form an integral part of the Action Plan, which reflects the objectives defined by the membership, articulating ITU resources with those of third parties in order to obtain sustained and sustainable ICT development through the implementation of projects and a range of activities.

The permanent objective of our work in the Americas is to provide room for interaction and cooperation between policy-makers, regulators, the private sector and academic and scientific institutions willing to take concrete measures to bridge the digital divide, and thus build an inclusive information society.

To this end, ITU invests resources and continuously strives to obtain input and feedback, including opinions, from its members and other stakeholders. All this is done with the conviction that information and communication technologies (ICTs) are a key tool for building a better future, and that we, in ITU, are well placed to ensure that this tool is used efficiently by everyone in the region.

I invite you to contact any ITU office in the region, where you will find a qualified workforce willing to cooperate in this quest.



# Implementation of Regional Initiatives — Americas

## Introduction

This booklet presents a short description of the implementation of the regional initiatives endorsed at the World Telecommunication Development Conference in 2010 (WTDC-10) in Hyderabad, India, covering the years 2011– 2014. It also spotlights the regional initiatives adopted at WTDC-14 and contained in the Dubai Action Plan.

Regional initiatives are intended to address specific telecommunication/ICT priority areas and to be implemented as small, medium and large scale projects through partnerships and resource mobilization. Under each regional initiative, projects are developed and implemented to meet the region’s specific needs.

Information on the Dubai Action Plan regional initiatives and their respective objectives, outputs and expected results can be found in the Final Report of WTDC-14.



**Regional Initiative 1**  
**Emergency telecommunications**

# Projects implemented in the Americas

under Hyderabad WTDC-10, and projects to be implemented in 2015-2017

Emergency communications was one of the five regional initiatives that came out of the Americas preparatory meeting conducted in Colombia in 2010. Because of the importance and urgency to assist small island developing States (SIDS) and least developed countries (LDCs) of the Americas in disaster preparedness, including early warning and disaster response/relief and rehabilitation of telecommunication networks, emergency communications was endorsed as a regional initiative and became part of the Hyderabad Action Plan (HAP). At WTDC-14, this initiative was adopted again and renamed emergency telecommunications.

## Projects and activities implemented under Hyderabad WTDC-10

- A project on the provision of Critical Emergency Telecommunications Equipment: Assistance was given to United Nations agencies and partners during the emergency relief phase in Chile.
- Reviewed and updated the disaster emergency communication plan of Guyana.
- Development of Emergency Telecommunication Plan (NEPT) for Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, Panama and the Dominican Republic in collaboration with COMTELCA.
- Three events on information sharing were held in Chile, Colombia, Guatemala and Uruguay.



## What is the situation today?

According to the Global Climate Risk Index (CRI), during the period 1994–2013, Honduras, Haiti, Nicaragua, the Dominican Republic and Guatemala were ranked among the 10 most affected countries by the impact of climate change. In the year 2013 alone, Mexico, Saint Vincent and the Grenadines and Argentina were ranked among the 10 most affected countries. These observations have contributed to making emergency telecommunications a very important initiative for countries in the Americas region.

ITU has assisted Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Panama and the Dominican Republic in the development of their National Emergency Telecommunications Plans (NETP). Each NEPT aims to include elements that can mitigate the impact of emergencies and ensure that institutions involved in response and relief efforts are well equipped to carry out their work efficiently. Most countries in the Americas still do not have national emergency telecommunication plans.

The good news is that 19 countries of the Americas (Argentina, Barbados, Brazil, Canada, Chile, Colombia, Costa Rica, Dominica, El Salvador, Haiti, Honduras, Nicaragua, Panama, Peru, Saint Lucia, Saint Vincent and the Grenadines, the United States, Uruguay and the Bolivarian Republic of Venezuela) have signed and/or ratified the Tampere Convention on the Provision of Telecommunication Resources for Disaster Mitigation and Relief Operations.



## EMERGENCY TELECOMMUNICATIONS



### Objective

To provide assistance to Member States at all phases of disaster management, i.e. disaster preparedness, including early warning, disaster response/relief and rehabilitation of telecommunication networks, particularly in small island developing states (SIDS) and the least developed countries (LDCs).

### EXPECTED RESULTS

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Identification of suitable technologies to be used for emergency communications.

Improving linkages and information sharing on emergency communications in order to maximize resources, lead to more innovative and effective programmes for the Americas region and allow, inter alia, coordinated actions in border areas.

Design of national and sub-regional emergency communication plans and early-warning systems, with special focus on SIDS and LDCs, taking into account the impact of climate change.

Development of appropriate policy, regulatory and legislative frameworks on emergency communications at national and regional level.

Increased human capacity skills on emergency communications.

Temporary availability of emergency communication equipment in the Americas region, at the initial stage of a disaster intervention, as part of ITU cooperation in cases of emergency.

EMERGENCY  
TELECOMMUNICATIONS

# PROJECT PROPOSAL

EMERGENCY  
Communication and  
CLIMATE CHANGE



## OBJECTIVE

To provide assistance to Member States in all phases of disaster management.



### Estimated budget

USD 250 000



### Potential partners

Administrations of countries in the Americas



### Country or countries involved

Small island developing States and least developed countries

## 2015 Activities

- Design of national and sub-regional emergency communication plans and early-warning systems.

## 2016 Activities

- Development of policy, regulatory and legislative frameworks.

## 2017 Activities

- Increased human capacity skills in emergency telecommunications.

A large grid of small, colorful images in the background, with the letters '4K' in the foreground. The grid contains various scenes, including landscapes, people, and objects, all in a slightly blurred state. The letters '4K' are large, bold, and black with a slight 3D effect, positioned in the center of the image.

# 4K

## Regional Initiative 2

**Spectrum management and  
transition to digital broadcasting**

# Projects implemented in the Americas

under Hyderabad WTDC-10, and projects to be implemented in 2015-2017

Digital broadcasting was also considered by the countries of the Americas as an important initiative to be implemented in the region from WTDC-10. This theme was reiterated at WTDC-14 and endorsed in the Dubai Action Plan as a regional initiative on spectrum management and transition to digital broadcasting.

## Projects and activities implemented under Hyderabad WTDC-10

- A project on radioelectric spectrum management was implemented to support Colombian authorities.
- The search for funding sources is ongoing for several projects presented for partnering within the framework of the Connect Americas Summit.
- Technical support has been provided to several countries in the Americas for the transition from analogue to digital broadcasting through a project between ITU and Latin America Development Bank CAF (*Corporación Andina de Fomento*).
- Events for sharing information on spectrum management and digital broadcasting were organized in Paraguay, Uruguay and Trinidad and Tobago.
- Assistance was provided to Argentine regulator *Comisión Nacional de Comunicaciones* (CNC) on spectrum management.
- Guyana's transition from analogue to digital broadcasting road map was finalized.
- A road map for the transition from analogue to digital terrestrial television broadcasting and mobile television was developed for a number of countries in the Americas.



## What is the situation today?

The objective of ITU's work in the Americas is to assist countries to make a smooth transition from analogue to digital broadcasting. This will be achieved by developing road maps and strengthening human and institutional capacity in broadcasting to promote the development of broadcasting infrastructure and applications to maximize economic and social benefits and to serve national priorities in line with the objectives of WTDC, the targets of the World Summit on the Information Society (WSIS) and the Millennium Development Goals.

In the Americas, broadcasting is one of the most important media for news, education and entertainment. These areas will benefit greatly as the migration from analogue to digital broadcasting technology enables better quality, higher interactivity and more efficient use of spectrum resources.

The Americas Regional Office is working actively to assist countries through projects and actions as follows:

1. [A cooperation agreement between ITU and Latin America Development Bank CAF on support for the transition from analogue to digital broadcasting in the Americas region](#): This project is designed to assist eight selected beneficiary countries in the Americas that are also shareholders of CAF to make a smooth transition from analogue to digital terrestrial television broadcasting through the use of guidelines (covering policy and regulatory, economic, market and business development issues, as well as technologies and networks). The project includes the development of road maps for the transition from analogue to digital terrestrial television broadcasting, a toolkit for broadcasting policies and regulations, as well as human and institutional capacity building.

The project addresses the regulatory, political, technological and economic challenges which the beneficiary countries will face when implementing the transition. It is bringing together relevant governments, regulators, service providers, civil society, private sector, and regional and international organizations dealing with broadcasting.

In this sense, this project aims to respond to the request from regional organizations and related countries for assistance and cooperation to develop and promote harmonized transition policies, legislations and regulations, as well as strategies (project plan – road map) that would empower them to implement the necessary reforms for switching from analogue to digital broadcasting.

Beneficiary countries were selected on the basis of an ITU questionnaire they responded to. Road maps are being developed for Bolivia, Colombia, Costa Rica, Panama, Paraguay, Venezuela, the Dominican Republic and Jamaica.

2. [Guidelines for the transition from analogue to digital broadcasting in Central American countries](#): This action aims to customize road maps developed for each beneficiary country. At least 10 countries in the Americas will be assisted, in the course of 2015, in their transition to digital broadcasting.



## SPECTRUM MANAGEMENT AND TRANSITION TO DIGITAL BROADCASTING

### Objective

To provide assistance to ITU Member States in the transition to digital broadcasting and spectrum management.

### EXPECTED RESULTS

- 1 Support for the elaboration of spectrum-management plans at the national, regional and global levels, including the transition to digital broadcasting.
- 2 Assistance in using the tools to support the developing countries in improving the international coordination of terrestrial services in border areas.
- 3 Capacity building on spectrum management and digital broadcasting technologies.
- 4 Elaboration of studies, benchmarks and guidelines on the policy and economic aspects of the assignment and use of the radio-frequency spectrum, taking into account Resolution 9 (Rev. Hyderabad 2010) of the World Telecommunication Development Conference.
- 5 Assistance to countries in fostering people-inclusive strategies in digital broadcasting, to include the availability of universal broadcasting receivers for commercial use at affordable prices.





SPECTRUM MANAGEMENT  
AND TRANSITION TO DIGITAL  
BROADCASTING

# PROJECT PROPOSAL

Project  
on Transition FROM  
ANALOGUE  
TO DIGITAL  
Broadcasting  
in the Americas...



## OBJECTIVE

Support for the transition from analogue to digital broadcasting.



### Estimated budget

USD 360 000



### Potential partners

Latin America Development Bank CAF  
(*Corporación Andina de Fomento*)



### Country or countries involved

Bolivia, Colombia, Costa Rica Panama, Paraguay,  
Venezuela, Dominican Republic and Jamaica

## 2015 Activities

- Preparing road maps, delivering trainings and presenting the road maps.

## 2016 Activities

- Preparing road maps, delivering training and presenting the road maps.

## 2017 Activities

- Workshop to present results and exchange views and experiences, structure the content of the final report and set the timeline for a post-implementation review.

SPECTRUM MANAGEMENT  
AND TRANSITION TO DIGITAL  
BROADCASTING

# PROJECT PROPOSAL

...Project on  
Transition FROM  
ANALOGUE  
TO DIGITAL  
Broadcasting  
in the Americas



## OBJECTIVE

Guidelines for the transition from analogue to digital broadcasting.



### Estimated budget

USD 30 000 .....

USD 80 000 .....



### Potential partners

Administrations from countries in the Americas



### Country or countries involved

El Salvador, Guatemala, Honduras and Nicaragua

## 2015 Activities

- Transition guidelines were delivered to requesting countries.

## 2016 Activities

- Capacity building in spectrum management and digital broadcasting technologies.

## 2017 Activities

- Capacity building in spectrum management and digital broadcasting technologies.





## Regional Initiative 3

Development of broadband access and adoption of broadband

# Projects implemented in the Americas

under Hyderabad WTDC-10, and projects to be implemented in 2015-2017

Broadband access and uptake in urban and rural areas was considered by countries in the Americas as an important initiative to be implemented in the region following WTDC-10. At WTDC-14, it was agreed to slightly change this initiative to “Development of broadband access and adoption of broadband”.

## Projects and activities implemented under Hyderabad WTDC-10

- A subregional project was undertaken on the technical aspects of non-ionizing electromagnetic emissions and on regulation on human exposure. Wireless networks and their associated infrastructure were deployed in Central American countries. The project has been implemented in its entirety in El Salvador, Honduras and Panama. The training and pilot took place in El Salvador in February 2013.
- A project to develop a “National School Connectivity Plan and Model Connected Schools” is being implemented successfully in Suriname. Three schools were supplied with computers and ICT equipment. Assistance was also provided to Haiti, Jamaica, and Saint Vincent and the Grenadines to establish their school connectivity plans, and to Dominica, Grenada and Saint Lucia to establish community centres.

- A project on illegal telecommunication traffic assessment was implemented with Honduras. The project aims to monitor the behaviour of traffic to contribute to income assurance. Eventually, the project should help achieve an increase in inbound international telephone traffic to HONDUTEL's network through the detection and elimination of illegal routes of irregular traffic. Equipment has been installed, an evaluation test has been carried out and training has been provided.
- Studies were conducted on the aspects of broadband technology, market and regulation.
- Broadband connectivity to schools has been implemented in Suriname
- A capacity-building programme on spectrum management through the use of new-generation tools and "public telecommunication management: the impact of regulation" was implemented in Ecuador.
- Training on conformance and interoperability (C&I) was carried out in Brazil and Trinidad and Tobago.
- A workshop on establishing harmonized C&I regimes was carried out in Brazil.
- Training on spectrum management system for developing countries (SMS4DC) was conducted for CONATEL, Venezuela, as well as for British Virgin Islands.
- Interactive terrestrial transmission map for countries in the Americas: The collection of data for building interactive transmission maps was completed for 47 stakeholders from Latin America and the Caribbean.





## What is the situation today?

One of the key initiatives towards closing the digital divide is through the Connect the Americas Initiative.

The positive shifting position of broadband access in the Americas is both significant and encouraging. But it should be understood that a lot more work is still required to provide access of the necessary services and infrastructure at affordable prices to a much wider population of the countries in the Americas. Over the last two years (2013-2014), and following the Connect the Americas Summit in July 2012, there has been a demonstrated increase in broadband access in both fixed and mobile broadband penetration (representing 8 per cent for fixed and 22 per cent for mobile in 2012-2013). This represents a direct correlation to an increase in wireless access technologies contributing to growth in broadband and the deployment of third-generation and fourth-generation (3G/4G) networks and to a lesser extent, Long-Term Evolution (LTE) across the Americas.

There is a new confidence in the Americas as countries expand their networks, in terms of increased access to mobile services through improved infrastructure and or auctioning of spectrum bands (AWS, LTE) across Bolivia, Brazil, Canada, Chile, Colombia, Peru and Venezuela, among others. The development of broadband and ICT policy frameworks, coupled with improved or modern ICT/ telecommunication legislative and regulatory frameworks, is exemplified through the continued impact of a project developed in the region named HIPCAR (“Enhancing Competitiveness in the Caribbean through the Harmonization of ICT Policies, Legislation and Regulatory Procedures”) on the legislative and regulatory framework in the Caribbean. From

2011 to 2014, twenty three) countries of the Americas either modified and improved, or adopted a new national broadband policy as a modality to establish a set of goals and encourage coordination among government entities, as well as between government and the private sector, in order to encourage economic growth and enhance access to new technologies and services.

The increase in broadband penetration is also highlighted in the ICT Development Index (IDI) featured in the report Measuring the Information Society 2014. Half of the countries of the Americas region have IDI values above the world average (4.77). The average for the Americas is 4.86. ITU activities supporting broadband access are reflected in the five regional initiatives defined at WTDC-14 for the Americas. The impact of these activities can be appreciated over a wide range of access and infrastructural, policy and regulatory issues in the “Connect the Caribbean – Connecting the Caribbean’s Unconnected by 2015. Caribbean Contribution to Connect the Americas Summit 2012 and last years concluded “Post Connect Americas Summit Report – Broadband overview in the Americas 2014.”



## Objective

To provide assistance to Member States in the development of policies to increase broadband access and uptake.

### EXPECTED RESULTS

- 1 Development or improvement of national broadband plans to guide policies for increasing access to broadband services and promoting investment in networks.
- 2 Improved access to broadband infrastructure, services and applications in urban and rural areas, especially access for landlocked developing countries.
- 3 Assistance to countries in promoting access to ICTs in public social service institutions, such as educational centres, health centres and social rehabilitation centres, and the use of ICTs by the population to access these social services.
- 4 Capacity building in broadband communication networks and in the development of ICT applications that address local needs, including applications relating to e-government, e-medicine, e-education and e-commerce, in the light of prevailing social, economic and demographic conditions.
- 5 Support to non-profit cooperatives that provide services in underserved rural and suburban areas.
- 6 Consolidation and dissemination of information related to the deployment and operation of networks based on interoperable international mobile telecommunications (IMT), satellite networks and fibre-optic networks suited to providing enhanced broadband coverage and connectivity in rural areas at affordable prices to the users.

DEVELOPMENT OF  
BROADBAND ACCESS  
AND ADOPTION OF BROADBAND

# PROJECT PROPOSAL

Development of  
BROADBAND ACCESS  
and adoption of broadband



## OBJECTIVE

Assistance in the development of broadband access in urban and rural areas.



### Estimated budget

USD 200 000



### Country or countries involved

Countries in the Americas

## 2015 Activities

- Development or improvement of national broadband plans to guide policies for increasing access to broadband services and promoting investment in networks.

## 2016 Activities

- Assist stakeholders in defining plans to improve broadband access in underserved areas and to promote ICT applications use and development, including capacity building.

## 2017 Activities

- Assist stakeholders in defining plans to improve broadband access in underserved areas and to promote ICT applications use and development, including capacity building.

A person in a dark blue suit is shown from the chest down, holding a silver pen in their right hand and a black smartphone in their left hand. The background is a blurred office setting with warm lighting. Numerous 3D dollar signs and gold coins are floating in the air around the person, suggesting a focus on finance or cost reduction.

## Regional Initiative 4

Reduction of telecommunication service prices and Internet access costs

# Projects implemented in the Americas

under Hyderabad WTDC-10, and projects to be implemented in 2015-2017

This initiative was initially adopted at WTDC-10 as “Reduction of Internet access costs.” During WTDC-14, countries approved changes rewording the initiative to “Reduction of telecommunication service prices and Internet access costs.”

## Projects and activities implemented under Hyderabad WTDC-10

- Project on digital inclusion strategy: This project’s overall objective is to support the programmes and initiatives of Argetina’s *Secretaria de Comunicaciones* (SECOM), which aim to bridge the digital divide in the country and build an information society. The community technology centres project has been revitalized, with 20 new access centres.
- A new cost model was established in Brazil and Paraguay.
- Regional approach to Internet exchange points (IXPs): ITU organized two regional events on connectivity for countries in the Americas (one in Paraguay in August and the other in the Dominican Republic in December 2014), where it was agreed to continue the efforts towards deploying national IXPs and fibre-optic networks, with emphasis on borders for international interconnection.



## What is the situation today?

In the Americas, the median price of broadband access corresponds to 4.6 per cent of gross national income per capita. The United States is the country with the most affordable entry-level fixed-broadband services in the region (0.7 of gross national income per capita). Other countries in the region with relatively affordable fixed-broadband plans are Trinidad and Tobago, Venezuela and Uruguay. Trinidad and Tobago is the Caribbean country that has experienced the highest growth in fixed (wired)-broadband penetration in the period 2010-2013. In Venezuela, the government through CANTV offers affordable fixed-broadband plans. However, the country's fixed-broadband penetration stood at 7.3 per cent by the end 2013. Uruguay had entry-level fixed-broadband plans corresponding to 1.1 of gross national income per capita. In Uruguay, the low prices had a much greater impact on its fixed-broadband penetration, which thanks to the "Agenda digital Uruguay 2011-2015", doubled in the last three years, climbing to about 21 per cent by the end 2013.

Of the 16 countries in the Americas with fixed broadband prices above the 5 per cent affordability threshold, Antigua and Barbuda, Belize, Cuba, Haiti and Suriname stand out for having high-entry level prices (costing more than USD 40). In all these countries, regulatory and policy action and public-private partnerships would help expand the wired broadband infrastructure. This may be particularly necessary in countries such as Haiti, where the 2010 earthquake damaged part of the already limited fixed-wired infrastructure. In addition, lack of international connectivity would be an issue for future broadband adoption in Belize and Cuba. In the case of Cuba, ADSL subscriptions are still priced as premium services with similar tariffs as leased lines.



According to a study of Latin America Development Bank CAF (*Corporación Andina de Fomento*) published in 2014, in the Americas there is an unequal development of IXPs. Countries in the best situation are Brazil and Argentina that are developed and offer capacity to host local and international content. On the other hand, Mexico, where Internet access is relatively affordable, does not have infrastructure for interconnection. The reason is the low cost for interconnection to the United States. Other countries such as Colombia have just one IXP, and in Chile, the IXP infrastructure is mainly from the private sector. Other cases are Peru and Ecuador, where there are some IXPs but they are not sufficient to support the ever-increasing Internet traffic. Bolivia and Paraguay are the main strugglers in the region, in terms of interconnection infrastructure.

After several working meetings involving all stakeholders, the Bolivian Administration decided in 2013 to initially implement a virtual IXP, which is managed by the government. It is expected that three physical IXPs will be implemented in main cities.

There are unmet needs in Latin America and the Caribbean in terms of interconnection, with several countries still struggling to establish a national IXP.

ITU has been working in collaboration with regional partners, including the organization of several forums and events in Latin America and in Central America to raise regional awareness on the need for a regional strategy for interconnection. The establishment of national and regional IXPs will help reduce the cost of bandwidth access and offer a more efficient use of international links. In 2015, the Regional Office will organize the third Forum for Interconnection to continue with the work towards a regional agreement for interconnection.



## Objective

To provide assistance to Member States in defining and coordinating policies, ways and means to reduce the cost of access and interconnection, as well as the prices of telecommunication and Internet services and Internet for users, through necessary investments.

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Studies of policies that enable reduction of the prices paid by users for the different telecommunication services.

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Study of legal and regulatory options and actions at the regional, subregional and local levels to be implemented in order to achieve an effective reduction in the cost of international mobile roaming for the user.

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Study of the policy and regulatory aspects for enabling the implementation of Internet exchange points (IXPs).

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Promoting the development, as appropriate, of national, subregional and regional IXPs, subject to national decision.

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Promotion of cooperation and information sharing.

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Reduced cost of access to the international fibre-optic network, especially for landlocked developing countries and small island developing States.

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Capacity building for the administration and management of IXPs.

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REDUCTION OF  
TELECOMMUNICATION SERVICE  
PRICES AND INTERNET ACCESS COSTS

# PROJECT PROPOSAL

Reduction of  
telecommunication  
SERVICE PRICES and  
INTERNET ACCESS  
COSTS



## OBJECTIVE

To assist countries in identifying ways to reduce the cost of Internet access and interconnection.



### Estimated budget

USD 150 000



### Potential partners

Administrations of countries in the Americas



### Country or countries involved

Administrations of countries in the Americas

## 2015 Activities

- Assessment of the policy and regulatory aspects for enabling the implementation of Internet exchange points (IXPs).

## 2016 Activities

- Analyse, discuss and share best practices on cost reduction.

## 2017 Activities

- Promotion of cooperation and information sharing.

A woman in traditional Andean attire, including a wide-brimmed hat, a white shawl with fringe, a purple patterned bag, and a yellow skirt with colorful floral patterns, stands with her back to the camera on a dirt path. The background features rolling hills under a blue sky with scattered white clouds.

## Regional Initiative 5

ICT policy, with special focus on improving cybersecurity and developing countries' participation in the existing Internet governance institutions

# Projects implemented in the Americas

under Hyderabad WTDC-10, and projects to be implemented in 2015-2017

Human capacity building in ICTs, with emphasis on persons with disabilities and people living in rural and deprived urban areas became a priority for the Americas region following WTDC-10. During WTDC-14, countries approved changes to this initiative renaming it as “Capacity building to engage in global ICT policy, with special focus on improving cybersecurity and developing countries’ participation in the existing Internet governance institutions.”

## Projects and activities implemented under Hyderabad WTDC-10

- The Centre of Excellence for the Americas (AMS CoE) regional project: More than 70 capacity-building events have been organized, including a post-graduate programme on various areas of expertise related to ICTs. More than 2380 participants have been trained through this centre from 2011 to 2014.
- Subregional Project HIPCAR (Phase II): This project is focused on all Caribbean countries among the African, Caribbean and Pacific Group of States (ACP). It aims to assist regional organizations and their member countries to develop and promote the

use of harmonized ICT policies and regulatory frameworks and to provide human and institutional capacity building in the field of ICT through a range of knowledge transfer measures. The overriding objective is to create a harmonized ICT market in the region.

- In 2011 and 2012 work was completed, with final recommendations for updated legislation (developed through stakeholder consultations) provided to Barbados, Grenada, Saint Kitts and Nevis, and Trinidad and Tobago. The project closed in September 2013.
- From 2013 to 2014, ITU assisted four other countries (Jamaica, Haiti, Saint Lucia and Saint Vincent and the Grenadines) to propose national legislation or amendments to existing national legislation, taking into account national priorities, the regional context and international best practices.
- The project “Desarrollo del conocimiento en tecnologías, para especialistas del ICE” aims to improve the knowledge and skills of ICE human capital involved in the development of systems (platforms, infrastructure, equipment, etc.) which have been identified through a needs assessment conducted by the ICE during the second half of 2011. Six training courses were delivered in 2014 and attracted 150 participants.
- ITU in partnership with the United Nations Educational, Scientific and Cultural Organization (UNESCO) and Brazil delivered the first accessible Americas conference to promote ICT accessibility.





## What is the situation today?

### ICT POLICY, WITH SPECIAL FOCUS ON IMPROVING CYBERSECURITY AND DEVELOPING COUNTRIES' PARTICIPATION IN THE EXISTING INTERNET GOVERNANCE INSTITUTIONS

The Centre of Excellence for the Americas (AMS CoE) is an important tool for improving knowledge in the region's telecommunication sector. The centre was one of the first to be established. Phase I of the AMS CoE (2001-2007) put in place a regional mechanism for knowledge sharing and a network of excellence in terms of capacity building. Phase II (2007-2010) further consolidated a diversified portfolio and a critical mass of training programmes and launched a financial mechanism for the centre's self-sustainability. By the end 2010, AMS CoE had proven to be a self-sustaining initiative, both financially and in terms of its relevance to the ICT sector in the region.

ITU has also achieved important goals with regard to persons with disabilities and people living in rural and deprived areas.

Indigenous people were trained in partnership with *Fondo Indigena*, an organization that supports the indigenous peoples of Latin America and the Caribbean. ITU trained more than 900 indigenous people through the delivery of online courses on project management from 2011 to 2014. Three-modules of the training programme on project management were delivered, as follows: Module 1, focused on developing the necessary skills and knowledge for the formulation, planning and development of projects, Module 2, focused on Project management and Implementation, and Module 3 on follow-up, monitoring and evaluation.

## People with disabilities

Over 1 billion people around the world live with some kind of disability. People with disabilities, and growing numbers of the elderly, are cut off from the digital revolution when ICTs lack accessibility features. In Latin America and the Caribbean, according to the World Bank, there are at least 50 million people with disabilities, and disability is considered an important cause and consequence of poverty. This number indicates that it is essential to find strategies and practices to ensure accessible ICTs for people with disabilities. It is also necessary to identify the roles and actions to be taken by government, the private sector, academia, civil society and the commitment of the international community to define strategies and implement policies, regulations and industry codes of conduct aimed at promoting equal inclusion of people with disabilities in the information and knowledge society.

Accessibility is about eliminating barriers faced by persons with disabilities in using ICT services and equipment, in line with Article 9 of the United Nations Convention on the Rights of Persons with Disabilities and the Dubai Action Plan agreed at the ITU World Telecommunication Development Conference in 2014. Accessible ICTs ensure the social inclusion of people with disabilities in education, employment, civic engagement, health care, culture, protection and entertainment. In line with this, ITU in partnership with UNESCO and Brazil delivered the first accessible Americas conference to promote ICT accessibility in order to create fair and equal opportunities for people with disabilities and support a regional disability-inclusive development agenda that will contribute to the post-2015 global development agenda. This can be achieved by treating ICT accessibility for people with disabilities as a cross-cutting development issue. Countries in the Americas recognize that the promotion of ICT accessibility, across the web, television, mobile and public access platforms enables people with disabilities to take full advantage of ICTs and also provides benefits for the rest of society through improving the general usability of ICT products and services for everyone.

## Improving cybersecurity

National computer incident response teams (CIRTs) have been established in Barbados, Jamaica and Trinidad and Tobago. The main goal is to assist countries in the region to establish their own national computer incident response teams to serve as trusted, central coordination points of contact for cybersecurity, aimed at identifying, defending, responding and managing cyberthreats. CIRT and cybersecurity posture assessment was conducted in Central American countries.

Cyberdrills for computer emergency response teams and their assessment, as well as events on information sharing have been conducted in the region.



CAPACITY BUILDING TO ENGAGE IN GLOBAL ICT POLICY, WITH SPECIAL FOCUS ON IMPROVING CYBERSECURITY AND DEVELOPING COUNTRIES' PARTICIPATION IN THE EXISTING INTERNET GOVERNANCE INSTITUTIONS

## Objective

To enhance the capacity building of Member States, especially developing countries, with a view to promoting an enabling environment, supporting the implementation of ICT initiatives and encouraging developing countries to participate actively in forums on global ICT policy, in close collaboration with existing institutions.

## EXPECTED RESULTS

1  
2  
3

Enhanced coordination and sustained national and regional approaches to cybersecurity.

Support for institutional and organizational mechanisms at the national and regional levels strategies.

Strengthened ability of developing countries to fully engage in existing Internet governance institutions.

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INSTITUTIONS

# PROJECT PROPOSAL

CAPACITY  
BUILDING



## OBJECTIVE

Capacity building with special focus on improving cybersecurity.



### Estimated budget

USD 120 000



### Potential partners

LACNIC  
Internet Governance Forum



### Country or countries involved

Countries in the Americas

## 2015 Activities

- Sharing of information on cybersecurity strategy.
- Support for institutional and organizational mechanisms at the national and regional levels for the effective implementation of cybersecurity strategies.

## 2016 Activities

- Enhanced coordination and sustained national and regional approaches to cybersecurity.

## 2017 Activities

- Training programme on ICT applications and cybersecurity.

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# PROJECT PROPOSAL

Establishment of  
COMPUTER  
INCIDENT RESPONSE  
TEAMS (CIRTs)



## OBJECTIVE

Establishment of national CIRTs.



### Estimated budget

USD 138 163 .....

USD 138 163 .....

USD 138 163 .....



### Potential partners

Trinidad

Jamaica

Barbados



### Country or countries involved

Trinidad, Jamaica, Barbados

## 2015 Activities

- Establishment of national CIRTs.

## 2016 Activities

- Regional cyberdrills involving Latin American and Caribbean CIRTs.

## 2017 Activities

- Regional cyberdrills involving Latin American and Caribbean CIRTs.





# REGIONAL INITIATIVES

International Telecommunication Union  
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Bureau  
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