
PLENARY MEETING

Document 50-E
20 June 2014
Original: English

Note by the Secretary-General

**DECISIONS OF THE WORLD TELECOMMUNICATION DEVELOPMENT CONFERENCE
(WTDC-14, DUBAI, 30 March – 10 April 2014)**

The World Telecommunication Development Conference (WTDC-14, Dubai, United Arab Emirates, 30 March – 10 April 2014) has adopted a number of Resolutions which were requested to be brought to the attention of the Plenipotentiary Conference. The text of these Resolutions is attached.

Dr Hamadoun I. TOURE
Secretary-General

Annex: 1

ANNEX

Decisions of the World Telecommunication Development Conference (WTDC-14, Dubai, United Arab Emirates, 30 March –10 April 2014)

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RESOLUTION 30 (Rev. Dubai, 2014)

Role of the ITU Telecommunication Development Sector in implementing the outcomes of the World Summit on the Information Society

The World Telecommunication Development Conference (Dubai, 2014),

recalling

- a) Resolution 71 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, on the strategic plan for the Union for 2012-2015;
- b) Resolution 130 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, on strengthening the role of ITU in building confidence and security in the use of information and communication technologies (ICTs);
- c) Resolution 139 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, on telecommunications/ICTs to bridge the digital divide and build an inclusive information society;
- d) Resolution 140 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, on ITU's role in implementing the outcomes of the World Summit on the Information Society (WSIS);
- e) Resolution 172 (Guadalajara, 2010) of the Plenipotentiary Conference, on overall review of implementation of the WSIS outcomes;
- f) the documents adopted by both phases of WSIS, namely:
 - the Geneva Declaration of Principles and Geneva Plan of Action;
 - the Tunis Commitment and Tunis Agenda for the Information Society;
- g) the outcomes of the Ministerial Round Table held at the WSIS Forum 2013, where the ministers "encouraged the WSIS process to continue beyond 2015";
- h) the outcomes of the WSIS+10 review process,

recognizing

- a) that WSIS stated that the core competencies of ITU are of crucial importance for building the information society, and identified ITU as a moderator/facilitator for implementing Action Lines C2 and C5, and as a partner in Action Lines C1, C3, C4, C6, C7 and C11, as well as Action Line C8 as stated in Resolution 140 (Rev. Guadalajara, 2010);
- b) that it was agreed among the parties to follow up the Summit outcomes to appoint ITU as moderator/facilitator for the implementation of Action Line C6, in which it was previously only a partner;
- c) that the ITU Telecommunication Development Sector (ITU-D) – in view of its purposes and objectives; the nature of the existing partnership among Member States and ITU-D Sector Members; its experience over many years in dealing with different development needs and implementing a range of projects, including infrastructure projects and specifically telecommunication/ICT infrastructure projects, financed by the United Nations Development Programme (UNDP) and various funds and through possible partnerships; the nature of its five existing objectives, adopted at this conference to meet the needs of the telecommunication/ICT infrastructure, including building confidence and security in the use of telecommunications/ICTs

and fostering an enabling environment, and to achieve the WSIS goals; and the presence of its authorized regional offices – is a key partner in the implementation of WSIS outcomes, in respect of Action Lines C2, C5 and C6, which are the cornerstone of the Sector's work pursuant to the ITU Constitution and Convention, and also participates with other stakeholders, as appropriate, in the implementation of Action Lines C1, C3, C4, C7, C8, C9 and C11 and all other relevant action lines and other WSIS outcomes, within the financial limits set by the Plenipotentiary Conference;

e) that the WSIS process will be reviewed in 2015, and that process will consider the post-2015 development vision,

recognizing further

that the Plenipotentiary Conference, in its Resolution 140 (Rev. Guadalajara, 2010), resolved that ITU should complete the report on the implementation of WSIS outcomes concerning ITU in 2014,

taking into account

a) Resolution 75 (Rev. Dubai, 2012) of the World Telecommunication Standardization Assembly, on the ITU Telecommunication Standardization Sector's contribution in implementing the WSIS outcomes;

b) Resolution 61 (Geneva, 2012) of the Radiocommunication Assembly, on the ITU Radiocommunication Sector's contribution in implementing the WSIS outcomes;

c) the programmes, activities and regional initiatives being carried out in accordance with the decisions of this conference for bridging the digital divide;

d) the relevant work already accomplished and/or to be carried out by ITU and reported to the ITU Council through the Council Working Group on WSIS (CWG-WSIS),

noting

a) Council Resolution 1332, on ITU's role in the implementation of the WSIS outcomes up to 2015 and future activities beyond WSIS+10;

b) Council Resolution 1334 (Modified 2013), on ITU's role in the overall review of the implementation of the WSIS outcomes, which resolved to hold the ITU-coordinated WSIS+10 high-level event at which the adoption of the following outcome documents is envisaged:

- draft WSIS+10 Statement on implementation of WSIS outcomes;
- draft WSIS+10 Vision for WSIS beyond 2015, under the mandates of the participating agencies;

c) Council Resolution 1336, on the Council Working Group on international Internet-related public policy issues,

noting further

that the ITU Secretary-General created the ITU WSIS Task Force to formulate strategies and coordinate ITU's policies and activities in relation to WSIS, as noted by Council Resolution 1332,

resolves to invite the ITU Telecommunication Development Sector

1 to continue working in cooperation with the other ITU Sectors and with development partners (governments, specialized agencies of the United Nations, relevant international and regional organizations, etc.), through a clear plan and appropriate mechanisms for coordination

among the different partners concerned at the national, regional, interregional and global levels, having particular regard to the needs of the developing countries¹, including in the field of building the telecommunication/ICT infrastructure, building confidence and security in the use of telecommunications/ICTs, and implementation of the other WSIS goals;

2 to continue to encourage the principle of non-exclusion from the information society and to devise appropriate mechanisms to this end (§§ 20-25 of the Tunis Commitment);

3 to continue to facilitate an enabling environment encouraging ITU-D Sector Members to give priority to investing in the development of the telecommunication/ICT infrastructure, encompassing rural, isolated and remote regions, through different technologies;

4 to assist Member States in finding and/or improving innovative financial mechanisms to develop telecommunication/ICT infrastructure (such as the Digital Solidarity Fund and others mentioned in § 27 of the Tunis Agenda, and partnerships);

5 to continue to assist developing countries in advancing their legal and regulatory frameworks in order to further the goal of building the telecommunication/ICT infrastructure and achieve the other WSIS goals;

6 to promote international cooperation and capacity building in issues related to cyberthreats and building confidence and security in the use of ICTs consistent with Action Line C5, in which ITU is sole facilitator;

7 to pursue its activities in the field of statistical work for telecommunication development, using the indicators required to evaluate progress in this area with a view to bridging the digital divide, *inter alia*, within the framework of the Partnership on Measuring ICT for Development and consistent with §§ 113-118 of the Tunis Agenda, acting on the content of Resolution 8 (Rev. Dubai, 2014) of this conference;

8 to develop and implement the ITU-D strategic plan, taking into account the need to give priority to building the telecommunication/ICT infrastructure, including broadband access, at the national, regional, interregional and global levels, and to achieve the other WSIS goals related to the activities of ITU-D;

9 to continue to propose at the forthcoming plenipotentiary conference appropriate mechanisms for funding the activities flowing from the WSIS outcomes that are relevant to the core competencies of ITU, specifically those to be adopted in relation to:

- i) Action Lines C2, C5 and C6, in which ITU is now identified as the sole facilitator;
- ii) Action Lines C1, C3, C4, C6, C7, including its eight sub-action lines, and C11, in which ITU is now identified as a co-facilitator, as well as C8 and C9, in which ITU is identified as a partner,

instructs the Director of the Telecommunication Development Bureau

1 to continue to provide CWG-WSIS with a comprehensive summary of ITU-D activities on implementation of the WSIS outcomes;

2 to ensure that concrete objectives and deadlines for WSIS activities are developed and reflected in the operational plans of ITU-D, in accordance with Resolution 140 (Rev. Guadalajara,

¹ These include the least developed countries, small island developing states, landlocked developing countries and countries with economies in transition.

2010) and with the objectives that will be set for ITU-D by the Plenipotentiary Conference in 2014 with regard to the implementation by ITU of the WSIS+10 outcomes;

3 to provide the membership with information on emerging trends based on ITU-D activities;

4 to take appropriate action to facilitate the activities to implement this resolution,

further instructs the Director of the Telecommunication Development Bureau

1 to act as a catalyst in the development of partnerships among all parties, with a view to ensuring that initiatives and projects attract investment, and to continue to act as a catalyst in the following functions, among others:

- encouraging the implementation of regional telecommunication/ICT initiatives and projects;
- participating in the organization of training seminars;
- signing agreements with national, regional and international partners involved in development, when required;
- collaborating on initiatives and projects with other relevant international, regional and intergovernmental organizations, where appropriate;

2 to promote human capacity building in developing countries relating to various aspects of the telecommunication/ICT sector, consistent with the mandate of ITU-D;

3 to foster, particularly with the ITU regional offices, the conditions required for a successful knowledge-based enterprise incubator process and other projects for small, medium and micro enterprises (SMMEs) in and among developing countries;

4 to encourage the international financial institutions, Member States and Sector Members, in their respective roles, to address, as a priority issue, the building, reconstruction and upgrading of networks and infrastructure in developing countries;

5 to pursue coordination with international bodies, with a view to mobilizing the financial resources needed in the implementation of projects;

6 to take the necessary initiatives to encourage partnerships which have been given high priority pursuant to:

- i) the Geneva Plan of Action;
- ii) the Tunis Agenda;
- iii) the outcomes of the WSIS review process,

calls upon Member States

1 to continue to give priority to the development of the telecommunication/ICT infrastructure, including in rural, remote and underserved areas, to building confidence and security in the use of telecommunications/ICTs, to fostering an enabling environment and to ICT applications, in order to build the information society;

2 to consider the development of principles towards the adoption of strategies in areas such as telecommunication network security, consistent with WSIS Action Line C5;

3 to submit contributions to relevant ITU-D study groups and to the Telecommunication Development Advisory Group, where appropriate, and contribute to CWG-WSIS on implementing WSIS outcomes within ITU's mandate;

4 to continue to support and collaborate with the Director of BDT in implementing relevant WSIS outcomes in ITU-D;

5 to engage in the WSIS+10 process, in order to reaffirm the need to address remaining challenges of ICT for development to be addressed in the implementation of WSIS beyond 2015,

requests the Secretary-General

to bring this resolution to the attention of the Plenipotentiary Conference (Busan, 2014) for consideration and required action, as appropriate, when reviewing Resolution 140 (Rev. Guadalajara, 2010).

RESOLUTION 33 (Rev. Dubai, 2014)

Assistance and support to Serbia for rebuilding its destroyed public broadcasting system

The World Telecommunication Development Conference (Dubai, 2014),

recalling

- a) the noble principles, purpose and objectives embodied in the Charter of the United Nations and in the Universal Declaration of Human Rights;
- b) the purpose of the Union, as enshrined in Article 1 of the ITU Constitution,

noting

- a) Resolution 33 (Rev. Doha, 2006) of the World Telecommunication Development Conference;
- b) Resolution 126 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference,

noting with appreciation

- a) the efforts deployed by the Secretary-General of ITU and the Director of the Telecommunication Development Bureau (BDT) towards the implementation of the above-mentioned resolutions;
- b) the significant assistance from the European Union (EU), through the pre-accession funds (IPA), for the implementation of the digitization process,

recognizing

- a) that a reliable public broadcasting system is indispensable for promoting the socio-economic development of countries, in particular those having suffered from natural disasters, domestic conflicts or war;
- b) that the newly established public broadcasting facility in Serbia, "Broadcast Multiplex and Network Operator" (ETV), formerly a part of Radio Television of Serbia, is the public entity responsible for terrestrial broadcasting;
- c) that the severe damage to the public broadcasting system (ETV) in Serbia should concern the whole international community, in particular ITU;
- d) that, under the present conditions and in the foreseeable future, Serbia will not be able to bring the public broadcasting system in Serbia up to an acceptable level without help from the international community, provided bilaterally or through international organizations,

resolves

- 1 to continue special action, within the framework and available budgetary resources of the ITU Telecommunication Development Sector, with specialized assistance from the ITU Radiocommunication Sector and the ITU Telecommunication Standardization Sector;

- 2 to provide appropriate assistance;
- 3 to support Serbia in rebuilding the public broadcasting system,
calls upon Member States

- 1 to offer all possible assistance;
- 2 to support the Government of Serbia, either bilaterally or through, or at any rate in coordination with, the special action of ITU referred to above,

instructs the Director of the Telecommunication Development Bureau

to use the necessary funds within available resources in order to continue the appropriate action,

requests the Secretary-General

- 1 to coordinate the activities carried out by the ITU Sectors in accordance with the above;
- 2 to ensure that the ITU action in favour of Serbia is as effective as possible;
- 3 to report on the matter to the Council;
- 4 to transmit this resolution to the Plenipotentiary Conference (Busan, 2014).

RESOLUTION 34 (Rev. Dubai, 2014)

The role of telecommunications/information and communication technology in disaster preparedness, early warning, rescue, mitigation, relief and response

The World Telecommunication Development Conference (Dubai, 2014),

recalling

- a) Resolution 36 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, on telecommunications/information and communication technologies (ICTs) in the service of humanitarian assistance;
- b) Resolution 136 (Guadalajara, 2010) of the Plenipotentiary Conference, on the use of telecommunications/ICTs for monitoring and management in emergency and disaster situations, and for early warning, prevention, mitigation and relief;
- c) Article 5 of the International Telecommunication Regulations, on safety of life and priority of telecommunications;
- d) Resolution 182 (Guadalajara, 2010) of the Plenipotentiary Conference, on the role of telecommunications/ICTs in regard to climate change and the protection of the environment,

considering

- a) that the Intergovernmental Conference on Emergency Telecommunications (Tampere, 1998) (ICET-98) adopted the Convention on the Provision of Telecommunication Resources for Disaster Mitigation and Relief Operations (Tampere Convention) and that this convention came into force in January 2005;
- b) that the second Tampere Conference on Disaster Communications (Tampere, 2001) (CDC-01) invited ITU to study the use of public mobile networks for early warning and the dissemination of emergency information and the operational aspects of emergency telecommunications such as call prioritization;
- c) that the World Radiocommunication Conference (Geneva, 2012), in its Resolution 646 (Rev.WRC-12), encouraged administrations to satisfy temporary needs for frequencies in emergency and disaster-relief situations, to utilize both existing and new technologies and solutions (satellite and terrestrial) for satisfying interoperability requirements and furthering the goals of public protection and disaster relief and to facilitate cross-border circulation of radiocommunication equipment intended for use in emergency and disaster-relief situations through mutual cooperation and consultation without hindering national legislation;
- d) that Resolution 646 (Rev.WRC-12) likewise recommends administrations to use regionally harmonized frequency bands for public protection and disaster relief to the maximum extent possible, taking into account the national and regional requirements and having regard to cooperation with other countries concerned;
- e) that the World Radiocommunication Conference (Geneva, 2012), in its Resolution 644 (Rev.WRC-12), resolved that the ITU Radiocommunication Sector (ITU-R) continue to study, as a matter of urgency, those aspects of radiocommunications/ICTs that are relevant to early warning, disaster mitigation and relief operations, such as decentralized means of telecommunications/ICTs

that are appropriate and generally available, including amateur terrestrial and satellite radio facilities, mobile and portable satellite terminals, as well as the use of passive space-based sensing systems;

f) that the World Radiocommunication Conference (Geneva, 2012), in its Resolution 647 (Rev.WRC-12), instructed the Director of the Radiocommunication Bureau (BR) to continue assisting Member States with their emergency communication preparedness activities by maintaining a database of currently available frequencies for use in emergency situations, reiterating the importance of having spectrum available in the very early stages of humanitarian assistance intervention for disaster relief;

g) that Resolution 647 (Rev.WRC-12) likewise invites the Director of the Telecommunication Standardization Bureau (TSB) and the Director of the Telecommunication Development Bureau (BDT) to collaborate closely with the Director of BR to ensure that a consistent and coherent approach is adopted in the development of strategies in response to emergency and disaster situations;

h) that the World Radiocommunication Conference (Geneva, 2012), in its Resolution 673 (Rev.WRC-12), recognizes the importance of using radiocommunications for Earth observation applications, such as for prediction of disasters and monitoring of the effects of climate change, and for related policy-making;

i) the work of the ITU-R and ITU Telecommunication Standardization Sector (ITU-T) study groups in adopting Recommendations that have helped to provide technical information on satellite and terrestrial radiocommunication systems and wired networks and their role in disaster management, including important Recommendations pertaining to the use of satellite networks in times of disasters;

j) the work of the ITU-T study groups in developing and adopting Recommendations for priority/preferential emergency telecommunications and emergency telecommunication services (ETS), including consideration of use of both terrestrial and wireless telecommunication systems during emergencies;

k) that the Radiocommunication Assembly (Geneva, 2012) updated Resolution ITU-R 53-1 on the use of radiocommunications in disaster response and relief and Resolution ITU-R 55-1 on ITU studies of disaster prediction, detection, mitigation and relief;

l) that the World Conference on International Telecommunications (Dubai, 2012) adopted provisions regarding the absolute priority of safety-of-life telecommunications, such as distress telecommunications, where technically practicable and in accordance with the relevant articles of the ITU Constitution and Convention and taking due account of the relevant ITU-T Recommendations;

m) that modern telecommunications/ICTs are basic tools for disaster mitigation and relief;

n) that mobile and personal communication systems are beneficial for responding to disasters, and should therefore also be used before a disaster to ensure information can be shared with those who need it most;

o) the terrible disasters from which many countries suffer, and the disproportionate impact of disasters and of climate change on developing countries;

- p) that least developed countries (LDCs), landlocked developing countries (LLDCs) and small island developing states (SIDS) are particularly vulnerable to the impact that disasters can have on their economies and infrastructures and lack the capacity to respond to disasters;
- q) that the requirements of persons with special needs should be taken into account with respect to disaster warning, response planning and recovery efforts;
- r) that climate change may be considered to be a major contributing factor to emergencies and disasters affecting humankind;
- s) the role of the private sector, governments and international and non-governmental organizations in providing telecommunication/ICT equipment and services, expertise and capacity-building assistance to support disaster relief and recovery activities, particularly through the ITU Framework for International Cooperation in Emergencies (IFCE);
- t) that the ITU Global Forum on Effective Use of Telecommunications/ICT for Disaster Management: Saving Lives (2007) outlined ways for ITU and its members to integrate ICTs into disaster-management plans;
- u) that a disaster, when it occurs, may extend beyond the borders of a State, and its management may involve the deployment of efforts by more than one country in order to prevent loss of human life and regional economic crisis;
- v) that coordination between international, regional and national organizations that specialize in disaster management and administrations increases the probability of saving human life when rescue operations are conducted, and thereby mitigates the consequences of a disaster;
- w) that collaborative work and networking among disaster-management experts is essential;
- x) that the use of telecommunications/ICTs for sharing of information in the event of a disaster is a powerful decision-making tool for rescue services and operating entities, and for communication with and between citizens,

noting

- a) § 51 of the Geneva Declaration of Principles adopted by the World Summit on the Information Society (WSIS), on the use of ICT applications for disaster prevention;
- b) § 20 (c) of the Geneva Plan of Action adopted by WSIS, on e-environment, which calls for the establishment of monitoring systems, using ICTs, to forecast and monitor the impact of natural and man-made disasters, particularly in developing countries, LDCs and countries with small economies;
- c) § 30 of the Tunis Commitment adopted by WSIS, on disaster mitigation;
- d) § 91 of the Tunis Agenda for the Information Society adopted by WSIS, on disaster reduction;
- e) that the 2012 United Nations Conference on Sustainable Development developed a framework for follow-up, which invites all relevant agencies of the United Nations system and other relevant international organizations to support developing countries and, in particular, LDCs in capacity building for developing resource-efficient and inclusive economies, including through enhancing knowledge and capacity to integrate disaster risk reduction and resilience into development plans;
- f) the continued pursuit by ITU and other relevant organizations of joint activities being undertaken at the international, regional and national levels to establish internationally agreed

means to operate systems for public protection and disaster relief on a harmonized and coordinated basis, and the successful role of BDT through its programme activities in this area;

- g) that the capability and flexibility of all telecommunication facilities depend upon appropriate planning for the continuity of each phase of network development and implementation;
- h) the successful role of BDT, in partnership with the ITU membership, with respect to rapid intervention in enabling and facilitating telecommunications/ICTs for countries which have suffered disasters;
- i) that all phases of disaster operations can be greatly facilitated by national emergency communication plans that enable the pre-positioning, rapid deployment and effective utilization of ICT equipment;
- j) that including use of telecommunication/ICT tools in infrastructure development planning can avert the risk of disasters and mitigate their effects,

noting further

- a) the latest version of the ITU Telecommunication Development Sector (ITU-D) Handbook on Emergency Telecommunications (2014), the Compendium of the ITU's Work on Emergency Telecommunications (2007), the ITU Handbook on Best Practice on Emergency Telecommunications (2008), and the adoption of Recommendation ITU-D 13 (Rev. 2005), on effective utilization of the amateur radio services in disaster mitigation and relief operations;
- b) that further guidance for ITU members on disaster-communication management is provided by the successful conclusions and outputs of ITU-D Study Group 2, notably under Question 22-1/2, including the Handbook on Outside Plant for Areas Frequently Exposed to Natural Disasters and an online toolkit which will be updated on a regular basis;
- c) that the online toolkit maintained by Question 5/2 (continuation of Question 22-1/2) and BDT serves as a publicly available resource with references and links to all relevant ITU resolutions, Recommendations, reports and handbooks;
- d) that the ITU regional offices can be particularly helpful prior to and following emergencies, owing to their proximity to affected countries,

recognizing

- a) that frequent tragic events in the world and the experience of BDT and the ITU membership in this area clearly demonstrate the need for enhanced disaster preparedness and for plans that incorporate consideration of high-quality communications equipment and services as well as reliable telecommunication infrastructure, in order to ensure public safety and assist disaster relief agencies in minimizing risk to human life and to provide the necessary general public information and communication needs in such situations;
- b) that natural disasters can damage both telecommunication/ICT infrastructures and electricity supplies that power telecommunication/ICT systems and devices, making services inoperable, such that considerations of redundancy and resilience of infrastructure and power supplies become important when planning for disasters;
- c) that there is a growing general awareness at the global level of the potentially serious negative consequences of climate change,

resolves to instruct the Director of the Telecommunication Development Bureau

- 1 to continue to ensure that priority consideration is given to emergency communications as an element of telecommunication/ICT development, including continued close coordination and collaboration with ITU-R and ITU-T and relevant international organizations;
- 2 to facilitate and encourage the use by members of telecommunications that are appropriate and commonly available for disaster response and mitigation, including those provided by amateur radio services, satellite and terrestrial network services/facilities;
- 3 to promote, in close collaboration with ITU-R and ITU-T, emergency information broadcasting, for example audio and TV broadcasting, mobile messages, etc., taking into account persons with disabilities and specific needs;
- 4 to support administrations in their work towards the implementation of this resolution as well as the ratification and implementation of the Tampere Convention;
- 5 to report to the next world telecommunication development conference on the status of ratification and implementation of the Tampere Convention;
- 6 to support administrations and regulators in those areas identified in this resolution by taking appropriate measures during the implementation of the ITU-D Action Plan;
- 7 to continue to support administrations in preparing their national disaster response and relief plans, including consideration of the necessary enabling national regulatory and policy environments to support the development and effective use of telecommunications/ICTs for disaster mitigation, relief and response;
- 8 to strengthen the role of the ITU regional offices in assisting Member States and Sector Members in developing emergency preparedness plans and early-warning systems, in organizing training workshops on emergency relief and response, in providing equipment training, in fostering collaboration with all parties involved and in helping deploy communication equipment during emergencies;
- 9 as part of the ITU framework for cooperation in emergencies, to continue providing assistance to administrations, within available resources, and in collaboration with the ITU membership and other partners, through the temporary supply of emergency communications equipment and services, especially during the initial phases of disasters;
- 10 to expedite the study of aspects of telecommunications/ICTs related to flexibility and continuity in the event of disasters, as part of national disaster plans, including promoting the use of broadband networks for emergency communications through the work of the ITU-D study groups, in collaboration with expert organizations and taking account of the activities of the other ITU Sectors;
- 11 in implementing Objective 5, to work collaboratively with the ITU-D study Questions, as well as with the other two Sectors, ITU regional offices, the ITU membership and other relevant expert organizations in implementing this resolution, and to report regularly on programme activities and relevant regional initiatives to the study groups;
- 12 to assist administrations in the use of mobile networks for the timely dissemination of alert messages and warnings in situations of risk or emergency, for those in potentially affected areas;

13 to assist Member States in enhancing and strengthening the use of all available services, including satellite, amateur radio and broadcasting services in emergency situations, when conventional sources of electricity supply or telecommunications are often interrupted;

14 to include in the ITU Academy's training plans programmes on the use of ICTs for disaster management and mitigation,

requests the Secretary-General

to continue to work closely with the office of the United Nations Emergency Relief Coordinator and other relevant external organizations with a view to further increasing the Union's involvement in, and support to, emergency communications, and to report on outcomes of related international conferences, relief activities and meetings so that the Plenipotentiary Conference (Busan, 2014) may take any action that it deems necessary,

invites

1 the United Nations Emergency Relief Coordinator, the Working Group on Emergency Telecommunications and other relevant external organizations or bodies to ensure follow-up and continue collaborating with ITU, specifically BDT, in working towards implementing this resolution and the Tampere Convention, and supporting administrations and international and regional telecommunication organizations in the implementation of that Convention;

2 Member States to continue to deploy all necessary efforts to integrate disaster risk reduction and resilience into telecommunication development plans, as well as to incorporate ICTs into national or regional disaster-management plans and frameworks, taking note of the specific needs of persons with disabilities, children, older persons, displaced persons and the illiterate in disaster preparedness, rescue, relief and recovery planning, and the importance of collaborating with all stakeholders in all disaster phases;

3 regulators to ensure that disaster mitigation and relief operations make provision for the necessary telecommunications/ICTs, through appropriate national regulations and national disaster plans as well as enabling regulatory and policy environments;

4 ITU-D to take account of the particular telecommunication requirements of LDCs, LLDCs, SIDS and low-lying coastal countries in terms of disaster preparedness, rescue, relief and recovery;

5 Member States that have not yet ratified the Tampere Convention to take necessary action to do so as appropriate;

6 BDT to consider how space-based technologies can be used to help ITU Member States collect and disseminate data on the effects of climate change and support early warning, having regard to the link between climate change and natural disasters;

7 ITU-D to take account of the work of ITU-R study groups and dedicated working groups, considering the increased use of mobile and portable communication devices which can be used by first responders to transmit and receive critical information;

8 Member States to facilitate, to the extent practicable, cross-border circulation of radiocommunication equipment intended for use in emergency situations, rescue and relief operations and disaster-relief situations, through mutual cooperation and consultation, without prejudice to national legislation, in accordance with Resolution 646 (Rev.WRC-12);

- 9 Member States to encourage authorized operating companies to inform all users, including roaming users, in good time and free of charge, of the number to be used for calls to the emergency services;
- 10 Member States to introduce, in addition to their existing national emergency numbers, a globally harmonized national number for access to emergency services, taking into account the relevant ITU-T Recommendations;
- 11 Sector Members to make the necessary efforts to enable the operation of telecommunication services in emergency or disaster situations, giving priority, in all cases, to telecommunications concerning safety of life in the affected areas, and providing for such purpose contingency plans;
- 12 Member States and Sector Members to work together on the study of new digital technologies, standards and related technical issues for improving radio broadcasting systems for sending and receiving information concerning public warning, rescue, disaster mitigation and relief;
- 13 Member states to consider the appropriate and effective mechanisms to facilitate disaster communications preparedness and response efforts;
- 14 Member States to coordinate on a regional basis, with the help of ITU bodies and regional and international specialized organizations, in order to draw up regional response plans in the event of a disaster;
- 15 Member States to develop partnerships, in order to reduce barriers to access to relevant data obtained through the use of telecommunications/ICTs required for the purpose of assisting rescue operations.

RESOLUTION 45 (Rev. Dubai, 2014)

Mechanisms for enhancing cooperation on cybersecurity, including countering and combating spam

The World Telecommunication Development Conference (Dubai, 2014),

recalling

- a) Resolution 130 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, on the role of ITU in building confidence and security in the use of information and communication technologies (ICTs);
- b) Resolution 174 (Guadalajara, 2010) of the Plenipotentiary Conference, on ITU's role with regard to international public policy issues relating to the risk of illicit use of ICTs;
- c) Resolution 179 (Guadalajara, 2010) of the Plenipotentiary Conference, on ITU's role in child online protection;
- d) Resolution 181 (Guadalajara, 2010) of the Plenipotentiary Conference, on definitions and terminology relating to building confidence and security in the use of ICTs;
- e) Resolution 45 (Rev. Hyderabad, 2010) of the World Telecommunication Development Conference (WTDC);
- f) Resolution 50 (Rev. Dubai, 2012) of the World Telecommunication Standardization Assembly (WTSA), on cybersecurity;
- g) Resolution 52 (Rev. Dubai, 2012) of WTSA, on countering and combating spam;
- h) Resolution 58 (Rev. Dubai, 2012) of WTSA, on encouraging the creation of national computer incident response teams (CIRTs), particularly in developing countries;
- i) Resolution 69 (Rev. Dubai, 2014) of this conference, on the creation of CIRTs, particularly for developing countries, and cooperation among them;
- j) Resolution 67 (Rev. Dubai, 2014) of this conference, on the role of the ITU Telecommunication Development Sector (ITU-D) in child online protection;
- k) the noble principles, aims and objectives embodied in the Charter of the United Nations and the Universal Declaration of Human Rights;
- l) that ITU is the lead facilitator for Action Line C5 in the Tunis Agenda for the Information Society (Building confidence and security in the use of ICTs);
- m) the cybersecurity-related provisions of the Tunis Commitment and the Tunis Agenda;
- n) the goal set out in the strategic plan for the Union for 2012-2015, approved by Resolution 71 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, which calls on ITU-D to promote the availability of infrastructure and foster an enabling environment for telecommunication/ICT infrastructure development and its use in a safe and secure manner;
- o) Question 22 of ITU-D Study Group 1, under which in the previous cycle many members collaborated to produce reports, including course materials for use in developing countries, such as a compendium of national experiences, best practices for public-private partnerships, best

practices for building a CIRT with accompanying course material, and best practices for a CIRT management framework;

p) the report of the Chairman of the High-Level Group of Experts (HLEG) of the Global Cybersecurity Agenda (GCA), established by the ITU Secretary-General pursuant to the requirements of Action Line C5 on building confidence and security in the use of ICTs and in accordance with Resolution 140 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, on the role of ITU as sole facilitator for World Summit on the Information Society (WSIS) Action Line C5, and Resolution 58 (Rev. Dubai, 2012), on encouraging the creation of national CIRTs, particularly for developing countries;

q) that ITU and the United Nations Office on Drugs and Crime (UNODC) have signed a memorandum of understanding (MoU) in order to strengthen security in the use of ICTs,

considering

a) the role of telecommunications/ICTs as effective tools to promote peace, economic development, security and stability and to enhance democracy, social cohesion, good governance and the rule of law, and the need to confront the escalating challenges and threats resulting from the abuse of this technology, including for criminal and terrorist purposes, while respecting human rights (see also § 15 of the Tunis Commitment);

b) the need to build confidence and security in the use of telecommunications/ICTs by strengthening the trust framework (§ 39 of the Tunis Agenda), and the need for governments, in cooperation with other stakeholders within their respective roles, to develop necessary legislation for the investigation and prosecution of cybercrime at national levels, and cooperate at regional and international levels having regard to existing frameworks;

c) that United Nations General Assembly (UNGA) Resolution 64/211 invites Member States to use, if and when they deem appropriate, the voluntary self-assessment tool that is annexed to the resolution for national efforts;

d) the need for Member States to develop national cybersecurity programmes centred around a national plan, public-private partnerships, a sound legal foundation, an incident management, watch, warning, response and recovery capability, and a culture of awareness, using as a guide the reports on best practices for a national approach to cybersecurity: building blocks for organizing national cybersecurity efforts, drawn up under the two study periods of Question 22 of ITU-D Study Group 1;

e) that the considerable and increasing losses which users of telecommunication/ICT systems have incurred from the growing problem of cybercrime and deliberate sabotage worldwide alarm all developed and developing nations of the world without exception;

f) the reasons behind the adoption of Resolution 37 (Rev. Dubai, 2014) of this conference, on bridging the digital divide, having regard to the importance of multistakeholder implementation at the international level and to the action lines referenced in § 108 of the Tunis Agenda, including "Building confidence and security in the use of ICTs";

g) the outcomes of several ITU activities related to cybersecurity, especially, but not limited to, the ones coordinated by the Telecommunication Development Bureau, in order to fulfil ITU's mandate as facilitator for the implementation of Action Line C5 (Building confidence and security in the use of ICTs);

- h) that various organizations from all sectors of society work in collaboration to enhance cybersecurity of telecommunications/ICTs;
- i) that Objective 3 of ITU-D, set under the strategic plan for the Union for 2012-2015, contained in Resolution 71 (Rev. Guadalajara, 2010), was to foster the development of strategies to enhance the deployment, and the safe, secure and affordable use of ICT applications and services towards mainstreaming telecommunications/ICTs in the broader economy and society;
- j) that the fact, among others, that critical telecommunication/ICT infrastructures are interconnected at global level means that low infrastructure security in one country could result in greater vulnerability and risks in others;
- k) that various information, materials, best practices and financial resources, as appropriate, are available to Member States from national, regional and other relevant international organizations, according to their respective roles;
- l) that the results of the cybersecurity awareness survey conducted by BDT and Question 22-1/1 in the previous study period showed that least developed countries require substantial assistance in this area;
- m) that the ITU Global Cybersecurity Agenda (GCA) encourages international cooperation aimed at proposing strategies for solutions to enhance confidence and security in the use of telecommunications/ICTs,

recognizing

- a) that measures undertaken to ensure the stability and security of telecommunication/ICT networks, to protect against cyberthreats/cybercrime and to counter spam must protect and respect the provisions for privacy and freedom of expression as contained in the relevant parts of the Universal Declaration of Human Rights (see also § 42 of the Tunis Agenda) and the International Covenant on Civil and Political Rights;
- b) that UNGA Resolution 68/167, on the right to privacy in the digital age, affirms, *inter alia*, "that the same rights the people have off line must also be protected on line, including the right to privacy";
- c) the need to take appropriate actions and preventive measures, as determined by law, against abusive uses of telecommunications/ICTs, as mentioned in connection with "Ethical dimensions of the information society" in the Geneva Declaration of Principles and Plan of Action (§ 43 of the Tunis Agenda), the need to counter terrorism in all its forms and manifestations on telecommunication/ICT networks, while respecting human rights and complying with other obligations under international law, as outlined in operative paragraph 81 of UNGA Resolution 60/1 on the 2005 world summit outcome, the importance of the security, continuity and stability of telecommunication/ICT networks and the need to protect telecommunication/ICT networks from threats and vulnerabilities (§ 45 of the Tunis Agenda), while ensuring respect for privacy and the protection of personal information and data, whether via adoption of legislation, the implementation of collaborative frameworks, best practices and self-regulatory and technological measures by business and users (§ 46 of the Tunis Agenda);
- d) the need to effectively confront challenges and threats resulting from the use of telecommunications/ICTs such as for purposes that are inconsistent with objectives of maintaining international stability and security and may adversely affect the integrity of the infrastructure within States to the detriment of their security, and to work cooperatively to prevent the abuse of

information resources and technologies for criminal and terrorist purposes, while respecting human rights;

e) the role of telecommunications/ICTs in the protection of children and in enhancing their development, and the need to strengthen action to protect children and youth from abuse and defend their rights in the context of telecommunications/ICTs, emphasizing that the best interests of the child are a key consideration;

f) the desire and commitment of all concerned to build a people-centred, inclusive and secure development-oriented information society, premised on the purposes and principles of the Charter of the United Nations, international law and multilateralism, and respecting fully and upholding the Universal Declaration of Human Rights, so that people everywhere can create, access, utilize and share information and knowledge in complete security, in order to achieve their full potential and to attain the internationally agreed development goals and objectives, including the Millennium Development Goals;

g) the provisions of §§ 4, 5 and 55 of the Geneva Declaration of Principles, and that freedom of expression and the free flow of information, ideas and knowledge are beneficial to development;

h) that the Tunis phase of WSIS represented a unique opportunity to raise awareness of the benefits that telecommunications/ICTs can bring to humanity and the manner in which they can transform people's activities, interaction and lives, and thus increase confidence in the future, conditional upon the secure use of telecommunications/ICTs, as the implementation of the Summit outcomes has demonstrated;

i) the need to deal effectively with the significant problem posed by spam, as called for in § 41 of the Tunis Agenda, as well as, *inter alia*, spam, cybercrime, viruses, worms and denial-of-service attacks;

j) the need for effective coordination between ITU-D programmes and Questions,

noting

a) the continuing work of Study Group 17 (security) of the ITU Telecommunication Standardization Sector (ITU-T) and other standards-development organizations on various aspects of security of telecommunications/ICT;

b) that spam is a significant problem and continues to pose a threat for users, networks and the Internet as a whole, and that the issue of cybersecurity should be addressed at appropriate national, regional and international levels;

c) that cooperation and collaboration among Member States, Sector Members and relevant stakeholders contributes to building and maintaining a culture of cybersecurity,

resolves

1 to continue to recognize cybersecurity as one of ITU's priority activities and to continue to address, within its area of core competence, the issue of securing and building confidence in the use of telecommunications/ICTs, by raising awareness, identifying best practices and developing appropriate training material in order to promote a culture of cybersecurity;

2 to enhance collaboration and cooperation with, and share information among, all relevant international and regional organizations on cybersecurity-related initiatives within ITU's areas of competence, taking into account the need to assist developing countries,

instructs the Director of the Telecommunication Development Bureau

- 1 to continue to organize, in collaboration with relevant organizations, as appropriate, in conjunction with the programme under Output 3.1 of Objective 3, based on member contributions, and in cooperation with the Director of the Telecommunication Standardization Bureau (TSB), meetings of Member States, Sector Members and other relevant stakeholders to discuss ways and means to enhance cybersecurity;
- 2 to continue, in collaboration with relevant organizations and stakeholders, to carry out studies on strengthening the cybersecurity of developing countries at regional and international level, based on a clear identification of their needs, particularly those relating to telecommunication/ICT use, including the protection of children and youth;
- 3 to support Member States' initiatives, especially in developing countries, regarding mechanisms for enhancing cooperation on cybersecurity;
- 4 to assist the developing countries in enhancing their states of preparedness in order to ensure a high and effective level of security for their critical telecommunication/ICT infrastructures;
- 5 to assist Member States in the establishment of an appropriate framework between developing countries allowing rapid response to major incidents, and propose an action plan to increase their protection, taking into account mechanisms and partnerships, as appropriate;
- 6 to implement this resolution in cooperation and collaboration with the Director of TSB;
- 7 to report the results of the implementation of this resolution to the next WTDC,

invites the Secretary-General, in coordination with the Directors of the Radiocommunication Bureau, the Telecommunication Standardization Bureau and the Telecommunication Development Bureau

- 1 to report on MoUs between countries, as well as existing forms of cooperation, providing analysis of their status, scope and applications of these cooperative mechanisms to strengthen cybersecurity and combat cyberthreats, with a view to enabling Member States to identify whether additional memoranda or mechanisms are required;
- 2 to support regional and global cybersecurity projects, such as IMPACT, FIRST, OAS, APCERT, among others, and to invite all countries, particularly developing ones, to take part in these activities,

requests the Secretary-General

- 1 to bring this Resolution to the attention of the next plenipotentiary conference for consideration and required action, as appropriate;
- 2 to report the results of these activities to the Council and to the Plenipotentiary Conference in 2018,

invites Member States, Sector Members, Associates and Academia

- 1 to provide the necessary support for and participate actively in the implementation of this resolution;

2 to recognize cybersecurity and countering and combating spam as high-priority items, and to take appropriate action and contribute to building confidence and security in the use of telecommunications/ICTs at the national, regional and international level;

3 to encourage service providers to protect themselves from the risks identified, endeavour to ensure the continuity of services provided and notify security infringements,

invites Member States

1 to establish an appropriate framework allowing rapid response to major incidents, and propose an action plan to prevent and mitigate such incidents;

2 to establish strategies and capabilities at the national level to ensure protection of national critical infrastructures, including enhancing the resilience of telecommunication/ICT infrastructures.

RESOLUTION 55 (Rev. Dubai, 2014)

Mainstreaming a gender perspective¹ for an inclusive and egalitarian information society

The World Telecommunication Development Conference (Dubai, 2014),

noting

- a) Resolution 7 (Valetta, 1998) of the World Telecommunication Development Conference (WTDC), on gender issues, transmitted to the Plenipotentiary Conference (Minneapolis, 1998);
- b) Resolution 70 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, on gender mainstreaming in ITU and promotion of gender equality and the empowerment of women through telecommunications/information and communication technologies (ICTs), which resolves to continue the work being done at ITU, and particularly in BDT, to promote gender equality in telecommunications/ICTs by recommending measures at the international, regional and national levels on policies and programmes that improve socio-economic conditions for women, particularly in developing countries;
- c) Resolution 55 (Rev. Dubai, 2012) of the World Telecommunication Standardization Assembly, on mainstreaming a gender perspective in ITU Telecommunication Standardization Sector (ITU-T) activities, which ensures gender mainstreaming in ITU-T activities,

noting further

- a) United Nations General Assembly Resolution 64/289, on system-wide coherence, adopted on 2 July 2010, establishing the United Nations Entity for Gender Equality and the Empowerment of Women, which will be known as "UN Women", with the mandate to promote gender equality and the empowerment of women;
- b) ECOSOC Resolution 2012/24, on mainstreaming a gender perspective into all policies and programmes in the United Nations system, which welcomed the development of the UN System-Wide Action Plan on Gender Equality and the Empowerment of Women (UNSWAP);
- c) that the United Nations Chief Executives Board (CEB), in April 2013, advocated the "Action Plan to measure gender equality and the empowerment of women across the United Nations system", under which ITU will participate in the dissemination, coordination, communication and networking activities forming part of the strategy,

noting also

- a) Millennium Development Goal 3 "Promote gender equality and empower women", which promotes a cross-cutting subject area that has implications for the other goals;

¹ "Gender perspective": Mainstreaming a gender perspective is the process of assessing the implications for women and men of any planned action, including legislation, policies or programmes in all areas and at all levels. It is a strategy for making women's as well as men's concerns and experiences an integral dimension of design, implementation, monitoring and evaluation so that women and men benefit equally and inequality is not perpetuated. The ultimate goal is to achieve gender equality. (Source: Report of the United Nations Inter-Agency Committee on Women and Gender Equality, third session, New York, 25-27 February 1998).

- b) the outcomes of the World Summit on the Information Society (WSIS), namely the Geneva Declaration of Principles, the Geneva Plan of Action, the Tunis Commitment and Tunis Agenda for the Information Society;
- c) Resolution 1187, adopted by the ITU Council at its 2001 session, on a gender perspective in ITU human resources management, policy and practice;
- d) Resolution 1327, adopted by the Council at its 2011 session, on ITU's role in telecommunications/ICTs and the empowerment of women and girls;
- e) Resolution 1356, adopted by the Council at its 2013 session, on the four-year rolling operational plan for ITU-D for 2014-2017;
- f) the decision of the Council at its 2013 session to endorse the ITU Gender Equality and Mainstreaming Policy (GEM), with the aim of becoming a model organization for gender equality, and to leverage the power of telecommunications/ICTs to empower both women and men;
- g) the establishment of a Task Force on Gender Issues by the Secretary-General, to prepare a Union-wide action plan to implement the policy,

recognizing

- a) that telecommunications/ICTs can help to create a world in which societies are free of gender discrimination, women and men enjoy the same opportunities, and the economic and social potential of women and girls is guaranteed in order to improve their conditions as individuals;
- b) that the effect of telecommunications/ICTs as a catalyst will serve the actions and objectives agreed at Rio+20 to ensure that the world takes a more sustainable path to development, incorporating the social, economic and environmental dimensions, favouring social inclusion, equality of women and men, and strengthening protection of the environment on which all forms of life depend,

considering

- a) the progress made by the Telecommunication Development Bureau (BDT) in promoting the use of telecommunications/ICTs for the purpose of economic and social empowerment of women and girls;
- b) that the Broadband Commission for Digital Development has set a new gender target of getting more women connected to ICTs as a "critical" objective of the post-2015 development agenda;
- c) the contributions made by the Task Force on Gender Issues, proposing ways of ensuring that gender mainstreaming and the empowerment of women is underscored in policies and programmes and fully integrated in ITU's work and strategic plan,

resolves

- 1 that BDT should maintain close links and collaborate, as appropriate, with the Task Force on Gender Issues set up by the Secretary-General, and the Working Group on Broadband and Gender of the Broadband Commission for Digital Development, reciprocally supporting gender mainstreaming in the Union's activities, and that these groups should join forces to eliminate inequalities in access to and use of telecommunications/ICTs, in the interests of building a non-discriminatory and egalitarian information society;

- 2 that BDT should collaborate with the Working Group on Broadband and Gender of the Broadband Commission for Digital Development, with a view to promoting synergies for establishing the new goal of "gender equality in broadband access by the year 2020";
- 3 that BDT should continue to work to promote gender equality in the field of telecommunications/ICTs, recommending action on policies and programmes at the international, regional and national level in order to improve the socio-economic condition of women, with greater emphasis on developing countries;
- 4 that inclusion of the gender perspective should be ensured in the implementation of all relevant outcomes of this conference;
- 5 that high priority be accorded to the incorporation of gender policies in the management, staffing and operation of ITU-D;
- 6 that BDT should contribute to the professional employment of women in decision-making posts, encouraging women's leadership in the sphere of telecommunications/ICTs, collaborating to promote a plural, inclusive and integrating information society;
- 7 to invite the Telecommunication Development (TDAG), Radiocommunication (RAG) and Telecommunication Standardization (TSAG) advisory groups to assist in the identification of subjects and mechanisms to foster the mainstreaming of a gender perspective, as well as matters of mutual interest in that regard;
- 8 to ensure that the ITU regional offices are informed on progress and results achieved and participate in implementing this resolution,

further resolves

to endorse the following measures:

- 1 design, implement and support projects and programmes in developing countries and countries with economies in transition that are either specifically targeted to women and girls or gender sensitive, at the international, regional and national levels;
- 2 support the collection and analysis of sex-disaggregated data and the development of gender-sensitive indicators that will enable cross-country comparisons and reveal trends in the sector;
- 3 evaluate relevant projects and programmes to assess gender implications, in connection with Resolution 17 (Rev. Dubai, 2014) of this conference;
- 4 provide gender mainstreaming training and/or capacity building to BDT staff responsible for the design and implementation of development projects and programmes and work with them to develop gender-sensitive projects as appropriate;
- 5 incorporate a gender perspective into study group Questions, as appropriate;
- 6 mobilize resources for gender-sensitive projects and projects specifically targeted to promoting policies for women and girls as creators of the potential offered by telecommunications/ICTs and as consumers;
- 7 develop partnerships with other United Nations agencies to promote the use of telecommunications/ICTs in projects aimed at women and girls, with the aim of encouraging women and girls to connect to the Internet, increasing training for women and monitoring the telecommunication/ICT gender gap,

instructs the Director of the Telecommunication Development Bureau

- 1 to report to TDAG and the Council on the results and the progress made on the inclusion of a gender perspective in the work of ITU-D, and on the implementation of this resolution;
- 2 to continue the work of BDT in promoting the use of telecommunications/ICTs for the economic and social empowerment of women and girls,

invites the Director of the Telecommunication Development Bureau

to assist members:

- 1 to encourage the mainstreaming of a gender perspective through appropriate administrative mechanisms and processes within regulatory agencies and ministries and to promote inter-organizational cooperation on this issue within the telecommunication sector;
- 2 to provide concrete advice, in the form of guidelines for gender-sensitive project development and evaluation in the telecommunication sector;
- 3 to increase awareness of gender issues among members through the collection and dissemination of information related to gender issues and telecommunications/ICTs and through best practices on gender-sensitive programming;
- 4 to establish partnerships with Sector Members in order to develop and/or support specific telecommunications/ICT projects that target women and girls in developing countries and in countries with economies in transition;
- 5 to encourage Sector Members to promote gender equality in the telecommunication/ICT sector through financial commitments to specific projects involving women and girls;
- 6 to support active involvement of women experts in ITU-D study groups and other ITU-D activities,

invites the Plenipotentiary Conference

- 1 to build on and consolidate past accomplishments, by providing the necessary financial and human resources for the effective and sustained integration of a gender perspective in the development activities of ITU-D;
- 2 to instruct the Secretary-General to bring this resolution to the attention of the United Nations Secretary-General in an effort to promote increased coordination and cooperation for development policies, programmes and projects that link access to and use and appropriation of telecommunications/ICTs and broadband for women and girls;
- 3 to support the promotion of gender equality, empowerment and the social and economic development of women and girls.

RESOLUTION 58 (Rev. Dubai, 2014)

Telecommunication/information and communication technology accessibility for persons with disabilities, including persons with age-related disabilities

The World Telecommunication Development Conference (Dubai, 2014),

recognizing

- a) Resolution 175 (Guadalajara, 2010) of the Plenipotentiary Conference, on telecommunication/information and communication technology (ICT) accessibility for persons with disabilities, including age-related disabilities;
- b) Resolution 70 (Rev. Dubai, 2012) of the World Telecommunication Standardization Assembly (WTSA), on telecommunication/ICT accessibility for persons with disabilities;
- c) Article 12 of the International Telecommunication Regulations (ITR), adopted by the World Conference on International Telecommunications (Dubai, 2012) (WCIT), which states that Member States should promote access for persons with disabilities to international telecommunication services, taking into account the relevant ITU-T Recommendations;
- d) the ITU Telecommunication Development Sector (ITU-D) digital inclusion programme, which promotes telecommunication/ICT accessibility and use for the economic and social development of persons with disabilities, and the progress and results of studies under ITU-D Question 20/1 on access to telecommunication services for persons with disabilities;
- e) that the Telecommunication Development Bureau, in partnership with G3ict (Global Initiative for Inclusive Information Communication Technologies)¹, has elaborated an e-Accessibility toolkit for policy-makers, regulators and service providers, which is freely available and accessible online, in order to (i) facilitate development of best policies and strategies for implementation of the Convention on the Rights of Persons with Disabilities; (ii) provide a platform for sharing best practices on ICT disability issues; and (iii) set forth action steps for an effective policy framework;
- f) the following actions in the ITU Telecommunication Standardization Sector (ITU-T):
 - i) studies under Question 4/2 on human factors-related issues for improvement of the quality of life through international telecommunications and Question 26/16 on accessibility to multimedia systems and services, including Recommendation ITU-T F.790 on telecommunication accessibility guidelines for older persons and persons with disabilities;
 - ii) publication by the Telecommunication Standardization Advisory Group of the guide for ITU study groups entitled "Considering end-user needs in developing Recommendations";
 - iii) creation of the Joint Coordination Activity on accessibility and human factors for the purposes of awareness-raising, advice, assistance, collaboration, coordination and networking;

¹ An ITU-D Sector Member and flagship advocacy initiative of UN-GAID, the United Nations Global Alliance for ICT and Development, in collaboration with the secretariat of the Convention on the Rights of Persons with Disabilities.

- iv) creation of the ITU-T Focus Group on Audiovisual Media Accessibility (FG-AVA), which is working on broadcasting and Internet television in order to include voice description for the visually impaired and captioning/subtitles for the deaf and hearing impaired, as well as accessible remote Internet participation;
- g)* the following actions in the ITU Radiocommunication Sector (ITU-R):
- i) Recommendation ITU-R M.1076 entitled "Wireless communication systems for persons with impaired hearing";
 - ii) relevant parts of the ITU-R Handbook entitled "Digital terrestrial television broadcasting in the VHF/UHF bands", providing guidance on techniques to be used for delivering programmes for people with hearing difficulties;
 - iii) ongoing work in ITU-R to bridge the digital disability divide, including the work in ITU-R Study Group 6 on broadcasting and creation of the new Intersector Rapporteur Group on Audiovisual Media Accessibility (IRG-AVA) between ITU-R and ITU-T, as result of the work of ITU-T FG-AVA;
 - iv) the work in ITU-R Study Group 4 Working Parties 4A and 4B and Study Group 5 Working Party 5A with regard to improving access to digital hearing aids on a global basis;
- h)* the formation by the Internet Governance Forum of the Dynamic Coalition on Accessibility and Disability (DCAD), in which ITU-D participates, sponsored by the Director of the Telecommunication Standardization Bureau (TSB), and the partnership between ITU-T and DCAD for the purposes of maximizing the benefits of electronic communications and online information over the Internet for all sectors of the global community;
- i)* Resolution 57 (Rev. Dubai, 2012) of WTSA, on strengthening coordination and cooperation among the three ITU Sectors on matters of mutual interest;
- j)* Resolution GSC-14/27 (revised), on telecommunication/ICT accessibility for persons with disabilities, agreed upon at the 14th Global Standards Collaboration (GSC) meeting (Geneva, 2009; Halifax, 2011), which advocates greater collaboration between world, regional and national standardization bodies as a basis for establishing and/or strengthening activities and initiatives concerning the use of telecommunications/ICTs for persons with disabilities;
- k)* Resolution GSC-13/26 (revised), on user needs, considerations and involvement, agreed upon at the 13th Global Standards Collaboration meeting (Boston, 2008; Halifax, 2011);
- l)* publications and ongoing work of the Special Working Group on Accessibility (ISO/IEC JTC 1 SWG – Accessibility) of the Joint Technical Committee on Information Technology (JTC 1) of the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC), as well as the Mandate 376 project teams, in identifying user needs and in developing a comprehensive inventory of existing standards as part of the ongoing effort to identify areas where research or new standards work is needed;
- m)* the activities of the ITU-T study groups in charge of ICT accessibility: ITU-T Study Group 16 (Multimedia coding, systems and applications), which is the lead study group on telecommunication/ICT accessibility for persons with disabilities, and ITU-T Study Group 2 (Operational aspects of service provision and telecommunication management) for the part relating to human factors;

n) activities relating to the development of new standards (e.g. ISO TC 159, JTC 1 SC35, IEC TC100, ETSI TC HF and W3C WAI), and the implementation and maintenance of existing standards (e.g. ISO 9241-171);

o) the formation of G3ict, an ITU-D Sector Member and flagship partnership initiative of the United Nations Global Alliance for ICT and Development (UN-GAID);

p) the joint ITU and G3ict release of the Report "Making TV accessible", on the occasion of the International Day of Persons with Disabilities (3 December 2011), and the report on "Making mobile phones and services accessible to persons with disabilities";

q) various regional and national efforts to develop or revise guidelines and standards for telecommunication/ICT accessibility, compatibility and usability by persons with disabilities,

considering

a) that the World Health Organization estimates that over one billion of the world's inhabitants live with some form of disability, and that there are different types of disabilities (e.g. physical, motor, cognitive, neurological and sensorial disabilities), each requiring special considerations when designing ICT public policy;

b) that a role of the Convention on the Rights of Persons with Disabilities is to provide an opportunity to strengthen the policies related to the implementation of the Millennium Development Goals, thereby contributing to the realization of a "society for all" in the twenty-first century, also affirming that the World Programme of Action Concerning Disabled Persons² and the Standard Rules on the Equalization of Opportunities for Persons with Disabilities³ improve policies related to the implementation of the Millennium Development Goals;

c) that the United Nations Convention on the Rights of Persons with Disabilities, which came into force on 3 May 2008, requires States Parties to take appropriate measures:

- 1) ensure ICT and emergency service access to persons with disabilities on an equal basis (Article 9, § 1(b));
- 2) promote ICT access for persons with disabilities to new ICT services, including Internet (Article 9, § 2);
- 3) promote the design, production and distribution of accessible ICT at an early stage (Article 9, § 2(h));
- 4) ensure that persons with disabilities can exercise the right to freedom of expression and opinion (Article 21);
- 5) provide information in accessible formats and technologies appropriate to different kinds of disabilities in a timely manner and without additional cost (Article 21, § (a));

² Resolution 37/351/Add.1 and Corr.1, Annex, Sect. VIII, Recommendation 1 (IV), recalled in Resolution 52/82 of the United Nations General Assembly on implementation of the World Programme of Action Concerning Disabled Persons: towards a society for all in the twenty-first century.

³ Resolution 48/96, (Annex) approved by the United Nations General Assembly, on the Standard Rules on the Equalization of Opportunities for Persons with Disabilities.

- 6) urge private entities that render services to the public to provide information and services in accessible and usable formats for persons with disabilities (Article 21, § (c));
- 7) encourage mass media (including information providers through Internet) to make their services accessible to persons with disabilities (Article 21, § (d));

d) that the United Nations Convention on the Rights of Persons with Disabilities further states that there is discrimination on the basis of disability if there is denial of reasonable accommodation, considering "reasonable accommodation" to mean necessary and appropriate modification or adjustments not imposing a disproportionate or undue burden, to ensure to persons with disabilities the enjoyment or exercise of all human rights and fundamental freedoms (i.e. freedom of speech, access to information) (Article 2);

e) that States Parties to the Convention on the Rights of Persons with Disabilities undertake to collect adequate information for formulating and implementing policies to give effect to the Convention, and that this information must be disaggregated, and should help identify and address barriers faced by persons with disabilities in exercising their rights (Article 31);

f) that maximizing access to ICT services, products, content and terminals for persons with disabilities will support autonomy of persons with disabilities, access to digital literacy, with particular educational focus on aspects that cannot be offered through everyday education, incorporation in worthy ICT employment and, more generally, access to all the benefits that lead to social inclusion, including healthcare;

g) that United Nations General Assembly (UNGA) Resolution 61/106 adopting the Convention on the Rights of Persons with Disabilities requests the Secretary-General (in § 5) "... to implement progressively standards and guidelines for the accessibility of facilities and services of the United Nations system, taking into account relevant provisions of the Convention, in particular when undertaking renovations";

h) that persons with disabilities, both acting as individuals and through relevant organizations, should be involved in and participate in the process of elaborating legal/regulatory provisions, public policy and standards, pursuant to the rationale of "Nothing about us without us";

i) that Article 14 of UNGA Resolution 65/186 and the High-Level Meeting of the General Assembly on Disability and Development (HLMDD) sent a message concerning the important role telecommunications and ICTs can play to enable a post-2015 disability-inclusive development framework, and HLMDD proposes to work together within the framework of the UN system towards the achievement of the United Nations common goal: "Inclusive development and a society in which persons with disabilities are both agents and beneficiaries";

j) that UNGA Resolution 66/288 endorses the outcome document of the United Nations Conference on Sustainable Development (Rio+20), entitled "The future we want", which states as follows: "... 9. We reaffirm the importance of the Universal Declaration of Human Rights, as well as other international instruments relating to human rights and international law. We emphasize the responsibilities of all States, in conformity with the Charter, to respect, protect and promote human rights and fundamental freedoms for all, without distinction of any kind as to race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, disability age or other status",

recalling

- a) that the World Summit on the Information Society acknowledged that special attention should be given to the needs of older persons and persons with disabilities: (i) when elaborating national cyberstrategies, including educational, administrative and legislative measures; (ii) for using ICT in education and human resources development; (iii) in order that equipment and services offer easy and affordable access, under the principles of universal design and assistive technology; (iv) to promote telework and to increase employment opportunities for persons with disabilities; (v) for creation of content that is pertinent to persons with disabilities; and (vii) to create the required abilities for the use of ICT by persons with disabilities⁴;
- b) the Cairo Declaration (November, 2007) and the Lusaka Declaration (July, 2008) on supporting access to ICT services for persons with disabilities, as well as the Phuket Declaration on tsunami preparedness for persons with disabilities (March, 2007) and the Hyderabad Declaration of the Internet Governance Forum on accessibility for persons with disabilities (December 2008),

taking into account

- a) the principles that should govern ICT services, equipment and software in order to be accessible, namely: universal design, equal access, functional equivalence, affordability and accessibility, which means designing ICTs with parameters and capabilities adapted to the needs, preferences and special abilities of each user;
- b) that telecommunication/ICT accessibility for persons with disabilities should be achieved through the formulation of policy options and cooperation between governments, specialized bodies, the private sector, non-governmental organizations and civil society;
- c) that mainstreaming disability, accessibility and inclusive planning in the strategic framework for reinforcing the disability perspective in the global development agenda⁵ highlights the importance of coordination and exchange of information by and between United Nations bodies concerned;
- d) the prevailing difference in ICT accessibility for persons with disabilities in the regions, in countries, and within each country, emphasizing that 80 per cent of persons with disabilities live in developing countries, according to the United Nations Development Programme (UNDP);
- e) that women and girls with disabilities suffer multiple disadvantages, being excluded on account of their gender and their disability,

resolves to invite Member States

- 1 to ratify the Convention on the Rights of Persons with Disabilities, and to take the relevant measures to ensure that ICT services, equipment and software contribute to the development of telecommunication/ICT accessibility and are effectively accessible to persons with disabilities, with the aim of promoting the inclusion of all members of society, in favour of those who are at risk of marginalization and socially vulnerable;

⁴ Geneva Declaration of Principles, §§ 13 and 30; Geneva Plan of Action, §§ 9 e) and f), 19 and 23; Tunis Commitment, §§ 18 and 20; Tunis Agenda for the Information Society, § 90 c) and e).

⁵ Report 66/128, on strengthening efforts to ensure that persons with disabilities are included in and have access to all aspects of development, in accordance with UNGA Resolution 65/186.

- 2 to develop national legal frameworks, including laws, regulations, policies, guidelines or other national and local mechanisms for telecommunication/ICT accessibility for persons with disabilities in accordance with the principles of equal access, functional equivalence, affordability and universal design, taking full advantage of available tools, guidelines and standards;
- 3 to continue strengthening the collection and analysis of disaggregated data and statistics on disability related to telecommunication/ICT accessibility for persons with disabilities, with the aim of creating e-accessibility statistics and similarly relevant indicators that will contribute to the public policy design, planning and implementation process;
- 4 to consider introducing telecommunication/ICT relay services⁶ for persons with disabilities, to encourage the development of applications for telecommunication terminals and products to increase the accessibility and usability of telecommunications/ICTs for persons with visual, auditory, verbal and other physical and cognitive disabilities, such as telecommunication/relay services for any combinations of hearing, visual, verbal and motor disabilities, accessible websites, public phones with accessibility features (e.g. volume control, information in Braille), public schools, institutions and community centres with a range of accessible equipment including screen readers, Braille printers, hearing aids, among others, and to facilitate access to digital TV content, etc., in order to guarantee the rights of persons with disabilities to information and knowledge;
- 5 to encourage and enable active participation by persons with disabilities, both as individuals and as organizations, in the policy-making process for ICTs and related areas where ICTs have an impact, by ensuring that the consultation process, meetings and/or surveys are accessible to participation by persons with disabilities;
- 6 to promote and undertake research and development of ICT-accessible equipment, services and software, with emphasis on free and open-source software and affordable equipment and services;
- 7 to envisage establishing a programme that considers ICT-accessibility priorities, to be periodically reviewed in order to ensure its relevance to the specific local conditions of a country/region, with a view to progressive implementation;
- 8 to mainstream telecommunication/ICT accessibility for persons with disabilities, which involves taking into consideration accessibility principles in a cross-cutting manner;
- 9 to consider exemption from taxes and customs duties on ICT devices and assistive equipment for persons with disabilities, in accordance with the national regulations on this matter;
- 10 to establish ongoing and permanent collaboration between developed and developing countries in order to exchange information, technology and best practices related to telecommunication/ICT accessibility for persons with disabilities, including persons with age-related disabilities;
- 11 to participate actively in accessibility-related studies in ITU-D, ITU-T and ITU-R, and to encourage and promote self-representation by persons with disabilities in the development and standardization process, so as to ensure that their experiences, views and opinions are taken into account in all the work of the study groups;

⁶ Telecommunication relay services enable users of different modes of communication (e.g. text, sign, speech) to interact by providing convergence between the modes of communication, usually through human operators.

12 to promote the development of learning opportunities in order to train persons with disabilities to use ICTs for their social and economic development, including through train-the-trainer courses and distance learning,

invites Sector Members

1 to adopt a self-regulation approach for rendering accessibility-related ICT equipment, software and services accessible for persons with disabilities, it being expressly understood that self-regulation does not override legal and regulatory provisions;

2 to adopt a universal design principle from an early stage when designing, producing and creating ICT equipment, services and software, so as to avoid costly retrofitting measures;

3 to promote, if applicable, research and development on ICT-accessible equipment, services and software, having due regard to affordability for persons with disabilities, including persons with age-related disabilities

4 to take due account of the situations and needs of persons with disabilities, encouraging their active participation so as to receive first-hand information on their requirements for telecommunication/ICT accessibility;

5 to collaborate with Member States in order to make telecommunication/ICT accessibility a reality for persons with disabilities, including persons with age-related disabilities;

instructs the Director of the Telecommunication Development Bureau

1 to ensure that each ITU-D programme, project or activity takes into account telecommunication/ICT accessibility issues and is adapted to the situations and/or needs of all persons with disabilities, including persons with age-related disabilities;

2 to develop and/or update tools and guidelines for use/reference by Member States in mainstreaming telecommunication/ICT accessibility issues in their national/regional policies and regulations, and provide the necessary capacity building;

3 to identify and document examples of best practice for accessibility in the field of telecommunications/ICT for dissemination, publication and sharing of experiences and information among ITU Member States and Sector Members;

4 to consider holding seminars, symposia or forums for policy-makers, telecommunication regulators and Sector Members at which telecommunication/ICT accessibility policies are presented and discussed, and also to promote the elaboration of books, reports or literature that address telecommunication/ICT accessibility for persons with disabilities, including persons with age-related disabilities;

5 to collaborate with the Radiocommunication Bureau and the Telecommunication Standardization Bureau on accessibility-related activities, particularly in creating awareness and mainstreaming telecommunication/ICT accessibility policies, as well as creating programmes that enable countries to introduce services which allow persons with disabilities, including persons with age-related disabilities; to utilize ICT services effectively, reporting the findings to the Council, as appropriate, in both cases;

6 to collaborate and cooperate with relevant United Nations entities and disability organizations in all regions in order to generate awareness of the need for the design and implementation of policies or self-regulatory approaches that will make ICTs accessible for persons with disabilities, including persons with age-related disabilities;

7 to ensure that the needs of the communities of persons with disabilities are taken into account in the provision of telecommunication/ICT accessibility equipment, services and software;

8 to consider the development of an internship programme for persons with disabilities who have expertise in the field of telecommunication/ICTs, so as to build capacity among persons with disabilities in the public policy-making process;

9 to designate a focal point for telecommunication/ICT accessibility for persons with disabilities, including persons with age-related disabilities, and to strengthen the Digital Inclusion programme,

further instructs the Director of the Telecommunication Development Bureau

1 to review, in consultation with the Secretary-General, the accessibility of ITU services and facilities, including meetings and events, to consider taking actions, where appropriate, pursuant to United Nations General Assembly Resolution 61/106, and to inform Member States and Sector Members about the implementation of such actions, as appropriate;

2 to contribute, within the scope of BDT, to uniting efforts for the implementation of the provisions of Resolution 70 (Rev. Dubai, 2012) and Resolution 175 (Guadalajara, 2010);

3 to provide advice to, evaluate and supervise initiatives, projects and programmes, so as to determine their impact in terms of telecommunication/ICT accessibility for persons with disabilities, under Resolution 17 (Rev. Dubai, 2014) of this conference on regional initiatives, where appropriate;

4 to identify, within the study groups, taking into account the financial implications, new accessible software, services and solutions to enable all persons with disabilities, including persons with age-related disabilities, to effectively use telecommunication/ICT services, on the basis of contributions from the Member States and Sector Members, as well as the ITU-T and ITU-R study groups, as appropriate,

invites the Plenipotentiary Conference

1 to build on and consolidate past accomplishments, by providing the necessary financial and human resources for the effective and sustained integration of telecommunication/ICT accessibility for persons with disabilities in the development activities of ITU;

2 to instruct the Secretary-General to bring this resolution to the attention of the Secretary-General of the United Nations in an effort to promote increased coordination and cooperation for development policies, programmes and projects for achieving ICT accessibility for persons with disabilities, in line with the principles of equitable access, functional equivalence, affordability and universal design, and fully harnessing the available tools, guidelines and standards, to eliminate obstacles and discrimination.

RESOLUTION 75 (Dubai, 2014)

Implementation of the Smart Africa Manifesto

The World Telecommunication Development Conference (Dubai, 2014),

considering

- a) that at its 22nd ordinary session, it was decided that the African Union Assembly "ENDORSES the key outcomes of the Transform Africa Summit hosted by H.E. Paul Kagame, President of the Republic of Rwanda in October 2013 which adopted the SMART Africa Manifesto highlighting the need to place ICT at the centre of national socio-economic development agenda and SMART Africa Alliance as implementation framework";
- b) Resolution 30 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, on special measures for the least developed countries, small island developing states, landlocked developing countries and countries with economies in transition;
- c) the Millennium Declaration and the 2005 World Summit Outcome;
- d) the outcome of the Geneva (2003) and Tunis (2005) phases of the World Summit on the Information Society,

recalling

the Connect Africa summit goals adopted by African Heads of State present on 29-30 October 2007, which reflect the challenges and opportunities in the Africa region,

resolves to instruct the Director of the Telecommunication Development Bureau

to provide technical expertise to carry out feasibility studies and project management for the implementation of the Smart Africa Manifesto,

instructs the Secretary-General

- 1 to engage the different United Nations agencies to support various components of the Smart Africa programmes, in areas within their scope and mandate;
- 2 to mobilize financial support from the existing networks, including broadcasters, satellite providers, etc.,

invites Member States

- 1 to cooperate with African countries in promoting regional, subregional, multilateral and bilateral projects and programmes for the implementation of the Smart Africa Manifesto;
- 2 to transmit this resolution to the Plenipotentiary Conference (Busan, 2014) for consideration.

RESOLUTION 76 (Dubai, 2014)

Promoting information and communication technologies among young women and men for social and economic empowerment

The World Telecommunication Development Conference (Dubai, 2014),

noting

- a) Resolution 70 (Guadalajara, 2010) of the Plenipotentiary Conference, which calls for promoting and increasing the interest of, and opportunities for, women and girls in information and communication technology (ICT) careers during elementary, secondary and higher education so as to encourage girls to choose a career in the field of ICT and foster the use of ICTs for the social and economic empowerment of women and girls;
- b) the Tunis Commitment of the 2005 phase of the World Summit on the Information Society, reaffirming Member States' commitment to empowering young people as key contributors to building an inclusive information society in order to actively engage youth in innovative ICT-based development programmes and widen opportunities for youth to be involved in e-strategy processes;
- c) the Youth Employment and Entrepreneurship Initiative signed by BDT and the Telecentre.org Foundation at Connect Americas 2012;
- d) the BYND 2015 Global Youth Summit, held in Costa Rica in September 2013 led by ITU, which brought together some 700 participants and over 3 000 young people around the world who logged in virtually to contribute their ideas to shape the sustainable development agenda in the post-2015 era;
- e) that the world's youth have set priorities for the post-2015 development agenda in their "Costa Rica Declaration", as an outcome of the Global Youth Summit, which have been presented for consideration to the United Nations General Assembly at its sixty-eighth session;
- f) the fact that the United Nations Secretary-General has put "youth" as a priority in his Agenda and included youth employment, entrepreneurship and education as overall goals through the System-Wide Action Plan on Youth,

recognizing

- a) that youth are digital natives, the best promoters of ICTs and the world force for progress;
- b) that ICTs are tools through which both young women and men can substantively contribute to, participate in and leverage their social and economic development,

considering

- a) the progress made by BDT in promoting gender equality, in the development and implementation of projects that target youth and young women and are gender sensitive, as well as in increasing the awareness of career development for young girls in ICTs and related fields within the Union and among Member States and Sector Members;
- b) the results achieved within the framework of Resolution 70 (Rev. Guadalajara, 2010), by promoting the International Girls in ICT Day from 2011 to 2013, through which over 70 000 girls

and young women in over 120 countries were made aware of the job opportunities in the ICT sector with the support of BDT;

c) the fact that ICTs play an important role in the promotion of education, career development and work opportunities, as well as for social and economic development of young women and men;

d) the fact that ITU, through the Global Youth Summit, engaged a worldwide community to gather their opinions and ideas on how technology can contribute to a better world and shape the post-2015 development agenda;

e) the fact that BDT plays a substantive role, through its activities, towards youth empowerment and involvement in the decision-making processes related to ICTs for development-related issues,

resolves

1 that ITU-D, taking into account the above considerations, shall continue to support the development of activities, projects and events aimed at promoting ICT applications among young women and men, in particular in the areas of employment, entrepreneurship and education, and thereby contribute to youth educational, social and economic development and empowerment;

2 that the established ITU-D objective on digital inclusion will continue to support the work promoting ICTs to young women and men,

resolves further

1 to establish partnerships with academia concerned with youth development programmes;

2 to add a youth dimension in Questions for study, wherever possible,

instructs the Director of the Telecommunication Development Bureau

1 to seek appropriate means to integrate youth issues into the activities of BDT;

2 to ensure that the necessary resources, within budgetary limits, are allocated to these activities;

3 to promote ICTs among young women and men and their social and economic development and empowerment;

4 to provide guidance on measuring the extent of youth empowerment at national and international level;

5 to provide guidance on digital citizenship among youth, including e-government services,

invites the Director of the Telecommunication Development Bureau

to assist Member States:

1 to promote ICTs for the social and economic development and empowerment of young women and men;

2 to provide concrete advice, in the form of guidelines, to integrate young women and men in the information society;

3 to establish partnerships with Sector Members, in order to develop and/or support specific ICT projects that target young women and men in developing countries and in countries with economies in transition;

4 to include a youth component in the BDT activities aimed at raising awareness of the challenges that youth are facing in the ICT area, and calling for implementation of concrete solutions;

5 to promote ICT-friendly frameworks in education and careers for youth without gender discrimination, and thus encourage young girls and women to be part of the ICT sector,

encourages the Member States

1 to share best practices on national approaches targeting the use of ICTs for the social and economic development of young women and men;

2 to develop national strategies for using ICTs as a tool for the educational, social and economic development of young women and men;

3 to promote ICTs for youth empowerment and involvement in the decision-making processes of the ICT sector;

4 to support ITU-D activities in field of ICTs for the social and economic development of young women and men,

encourages the Member States and Sector Members

1 to coordinate global and regional youth forums, considering available resources;

2 to provide access to telecommunications/ICTs and provide up-to-date training for young people on ICT use;

3 to foster collaboration with civil society and the private sector in order to provide specialized training for young innovators,

requests the Secretary-General

1 to bring this resolution to the attention of the Plenipotentiary Conference (Busan, 2014) with a view to releasing appropriate resources, within the budgetary limits, for the corresponding activities and functions;

2 to bring this resolution to the attention of the United Nations Secretary-General in an effort to promote increased coordination and cooperation for development policies, programmes and projects that link ICTs to the promotion and empowerment of young women and men.

RESOLUTION 82 (Dubai, 2014)

Preserving and promoting multilingualism on the Internet for an inclusive information society

The World Telecommunication Development Conference (Dubai, 2014),

considering

- a)* the provisions of Resolutions 101 and 102 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, on ITU's role with regard to international public policy issues pertaining to the Internet and the management of Internet resources, including domain names and addresses;
- b)* Resolution 133 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, on the role of administrations of Member States in the management of internationalized (multilingual) domain names;
- c)* Resolution 154 (Rev. Guadalajara, 2010) of the Plenipotentiary Conference, on the use of the six official languages of the Union on an equal footing;
- d)* Resolution 69 (Rev. Dubai, 2012) of the World Telecommunication Standardization Assembly (WTSA), on non-discriminatory access and use of Internet resources;
- e)* that the mission of the ITU Telecommunication Development Sector (ITU-D) falls within the more general framework of ITU's purposes, laid down in Article 1 of the ITU Constitution, and is formulated as follows: "The mission of the ITU Telecommunication Development Sector (ITU-D) shall be to foster international cooperation and solidarity in the delivery of technical assistance and in the creation, development and improvement of telecommunication/information and communication technology (ICT) equipment and networks in developing countries. ITU-D is required to discharge the Union's dual responsibility as a United Nations specialized agency and executing agency for implementing projects under the United Nations development system or other funding arrangements, so as to facilitate and enhance telecommunication/ICT development by offering, organizing and coordinating technical cooperation and assistance activities",

recalling

Resolution 20 (Rev. Hyderabad, 2010) of the World Telecommunication Development Conference (WTDC), on non-discriminatory access to modern telecommunication/ICT facilities, services and related applications,

recognizing

- a)* Articles 19 and 27 of the Universal Declaration of Human Rights of 1948, to the effect that: "Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers", and "Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits...";
- b)* Article 27 of the International Covenant on Civil and Political Rights of 1966, and the International Covenant on Economic, Social and Cultural Rights of 1966, designed to impose specific obligations in regard to protection against sexual, religious, racial or other forms of discrimination, which stipulates that: "In those States in which ethnic, religious or linguistic minorities exist, persons belonging to such minorities shall not be denied the right, in community

with the other members of their group, to enjoy their own culture, to profess and practise their own religion, or to use their own language";

c) United Nations General Assembly (UNGA) Resolution 47/135 of 18 December 1992, adopting the Declaration on the rights of persons belonging to national or ethnic, religious and linguistic minorities, which states that: "States shall protect the existence and the national or ethnic, cultural, religious and linguistic identity of minorities within their respective territories and shall encourage conditions for the promotion of that identity";

d) the United Nations Administrative Committee on Coordination (ACC) Statement of 1997 on universal access to basic communication and information services, which asserts that: "... the information and technology gap and related inequities between industrialized and developing nations are widening: a new type of poverty – information poverty – looms";

e) § 25 of the Millennium Declaration approved by UNGA, which refers to measures aimed at increasing the effectiveness of the United Nations in human rights and public information efforts;

f) UNGA Resolution 35/201, approved at the 97th plenary session on 16 December 1980, transmitting the recommendation on promotion and use of multilingualism and universal access to cyberspace;

g) the report drawn up by the Organisation for Economic Co-operation and Development (OECD), the United Nations Educational, Scientific and Cultural Organization (UNESCO) and the Internet Society in 2012, entitled "The relationship between local content, Internet development and access prices", which informs us that there is a strong correlation between the development of local network infrastructure and the growth of local content, that local content is growing in volume as a result of investment worldwide, and that its composition is changing and local content is no longer dominated by developed countries, but is more representative of the diversity of multiple cultures, languages and communities existing in the world¹,

emphasizing

a) the role played by ITU in the successful organization of the two phases of the World Summit on the Information Society (WSIS), and that the Geneva Declaration of Principles and the Geneva Plan of Action, adopted in 2003, and the Tunis Commitment and the Tunis Agenda for the Information Society, adopted in 2005, have been endorsed by UNGA;

b) the WSIS 2003 Declaration of Principles and its commitment to "build a people-centred, inclusive and development-oriented information society, where everyone can create, access, utilize and share information and knowledge";

c) that the Internet is a subject of valid international interest and must flow from full multistakeholder cooperation, with a duty to guarantee equitable distribution of resources, facilitate access for all and guarantee stable and secure functioning of the Internet, having due regard to multilingualism, on the basis of the outcomes of the two phases of WSIS;

d) that the Geneva Declaration of Principles aimed at "building the information society: a global challenge in the new millennium" establishes, as one of its fundamental principles, under § B8 (Cultural diversity and identity, linguistic diversity and local content), that "the creation, dissemination and preservation of content in diverse languages and formats must be accorded

¹ Report available at <http://www.internetsociety.org/localcontent/>.

high priority in building an inclusive information society, paying particular attention to the diversity of supply of creative work and due recognition of the rights of authors and artists. It is essential to promote the production of and accessibility to all content – educational, scientific, cultural or recreational – in diverse languages and formats. The development of local content suited to domestic or regional needs will encourage social and economic development and will stimulate participation of all stakeholders, including people living in rural, remote and marginal areas";

e) that the aforementioned Declaration of Principles also asserts that "the preservation of cultural heritage is a crucial component of identity and self-understanding of individuals that links a community to its past. The information society should harness and preserve cultural heritage for the future by all appropriate methods, including digitization";

f) that, similarly, at the WSIS meeting in Geneva, UNESCO introduced its concept of knowledge societies, emphasizing plurality, diversity and inclusion, and highlighting that the use of ICTs has to take into account universally recognized human rights, focusing on four principles: freedom of expression, universal access to information and knowledge, cultural and linguistic diversity and quality education for all;

g) that the UNESCO Convention of 2005 on the Protection and Promotion of the Diversity of Cultural Expression stipulates that: "Equitable access to a rich and diversified range of cultural expressions from all over the world and access of cultures to the means of expressions and dissemination constitute important elements for enhancing cultural diversity and encouraging mutual understanding";

h) that UNESCO has provided assistance to Member States in the implementation of the policy guidelines assembled in the recommendations for decision-makers, and carried out various training activities in respect of universal access to information and the promotion and use of multilingualism, in conjunction with the Organization of American States (OAS);

i) that the Paris Declaration on Open Educational Resources of 2012 recommends that States, within their capacities and authority, *inter alia*, promote the understanding and use of open educational resources, facilitate enabling environments for use of ICTs, reinforce the development of strategies and policies on open educational resources and encourage the development and adaptation of open educational resources in a variety of languages and cultural contexts,

taking into account

a) that International Mother Language Day, proclaimed by the UNESCO General Conference in November 1999, has been observed yearly since 2000 to promote linguistic and cultural diversity and multilingualism, and that the 2011 edition focused on the theme "Information and communication technologies for the safeguarding and promotion of languages and linguistic diversity";

b) that, in the changing telecommunication/ICT environment, a continuing challenge facing the Union is to remain a pre-eminent intergovernmental organization where Member States, Sector Members and Associates work together to enable the growth and sustained development of telecommunications and information networks and applications, and to facilitate universal access so that people everywhere can participate in, and benefit from, the emerging information society;

- c) that ITU is deploying maximum efforts, in collaboration and coordination with competent organizations in the field of Internet governance, to bring the greatest possible benefits to the world community;
- d) that, at the operational level, ITU has been carrying out the tasks assigned under the WSIS outcomes, in its capacity as: lead facilitator (along with UNESCO and the United Nations Development Programme (UNDP)) for coordinating the multistakeholder implementation of the Geneva Action Plan; facilitator for Action Lines C2 (Information and communication infrastructure) and C5 (Building confidence and security in the use of ICTs) and, at UNDP's request, having accepted to play the role of facilitator for Action Line C6 (Enabling environment); co-facilitator for Action Lines C1 (Role of governments and all stakeholders in the promotion of ICTs for development), C3 (Access to information and knowledge), C4 (Capacity building), C7 (ICT applications: Benefits in all aspects of life) and C11 (International and regional cooperation); and partner in Action Lines C8 (Cultural diversity and identity, linguistic diversity and local content) and C9 (Media);
- e) the 2012 report by the Broadband Commission for Digital Development, which makes it clear that content and broadband-enabled services in local languages as well as the capacities of local communities to create and share content are important drivers of the use of broadband infrastructure by local population;
- f) the 2013 report of the Broadband Commission for Digital Development, which presents a series of strategies that governments worldwide, in particular the developing countries and other entities interested in education, should adopt in order to derive maximum benefit from the advantages offered by ICTs, including promoting mobility of education and open educational resources, supporting the development of content adapted to local contexts and languages, etc., pointing to the need to create ecosystems of online educational applications and services with local and homegrown content,

resolves to instruct the Director of the Telecommunication Development Bureau, in collaboration with the Director of Telecommunication Standardization Bureau

to include in the work programmes of relevant ITU-D study groups necessary actions to preserve and promote multilingualism on the Internet and the provision of a huge range of social services, from health to education, with focus on the development of digital content from popular cultures and minority groups using a range of non-mainstream languages which are currently not covered in the Internet, in order to contribute from ITU-D's vantage point, with the Member States, to guaranteeing digital inclusion, building an inclusive and plural information society, and prompting calls for action within the framework of ITU so as to ensure that the importance of preserving linguistic and cultural diversity is recognized, within the framework and available budgetary resources of ITU-D,

further instructs the Director of the Telecommunication Development Bureau

- 1 to ensure that, in all ITU-D programmes, projects and activities, due account is taken of the need to resolve the issues that hamper the preservation and promotion of multilingualism in the digital ecosystem of the Internet and associated services;
- 2 to consider holding seminars, symposia or forums for policy-makers, telecommunication/ICT regulators, Sector Members and interested stakeholders, at which public policies for protecting linguistic and cultural diversity of communities, peoples and minority groups and persons with

special needs are presented and discussed, so that their voices are heard and their identities, lifestyles, etc., are taken into account;

3 to collaborate with the Radiocommunication Bureau and the Telecommunication Standardization Bureau in regard to their activities to promote awareness and mainstream policies, and in the creation of programmes and projects that help developing countries foster linguistic diversity and multilingualism on the Internet;

4 to provide advice to, evaluate and supervise projects, initiatives and programmes, so as to determine their impact in terms of preserving and promoting linguistic diversity and multilingualism, under Resolution 17 (Rev. Dubai, 2014) of this conference on regional initiatives, where appropriate;

5 to report to the ITU Council on the implementation of this resolution,

invites Member States and Sector Members, Academia and Associates, as appropriate

1 to participate actively in all international discussions and initiatives for guaranteeing the preservation and promotion of multiculturalism and multilingualism in the digital ecosystem of the Internet and associated services, with a view to ensuring universal access and bringing multilingual societies to life, and strengthening dialogue between cultures, openness and mutual understanding, tolerance towards others, etc.;

2 to submit contributions within ITU-D in order to facilitate effective implementation of this resolution;

3 to promote the creation of capacity building to develop local digital content, in rural contexts and within vulnerable groups of the population, in order to preserve multiculturalism and promote their regional, national and local integration;

4 to contribute, with UNESCO, which is the facilitator for implementation of WSIS Action Line C8, focusing on concerns and requests for assistance, in particular from developing countries, to facilitating and fostering affordability of international Internet connectivity, and thereby overcome language barriers and increase use of the Internet;

5 to contribute to the establishment of regional, national and local strategic plans to promote sites which ensure and foster linguistic diversity and multilingualism in the digital ecosystem of the Internet;

6 to contribute to studying appropriate mechanisms for converting digital archives in non-mainstream languages, with a view to fostering socio-economic development and information and knowledge sharing between communities and groups with special needs, and so that more and new voices can benefit from the potential offered by telecommunications/ICTs;

7 to recommend measures within their competencies for cooperation with academia, civil society and other interested and involved stakeholders, under a multistakeholder approach, with a view to reducing disparity, exclusion and discrimination in terms of opportunities, by exploiting the potential that protecting and safeguarding languages not present in the digital ecosystem of the Internet offers;

8 to promote awareness among equipment manufacturers and designers regarding the advantages of introducing in the regions already identified by UNESCO alternative alphabets for languages not present in the digital ecosystem of the Internet, to be used by people with different

native languages, and thus contribute to moving forward towards digital inclusion, respecting their cultural identity,

invites the Secretary-General

1 to bring this resolution to the attention of the next plenipotentiary conference, for its consideration, taking into account past accomplishments, by allocating the necessary human resources to make effective contributions to ITU-D's activities for institutionalizing the issue of multilingualism within ITU;

2 to bring this resolution to the attention of the Secretary-General of the United Nations in an effort to promote increased cooperation and coordination for development policies, programmes and projects in order to make progress in linguistic diversity and the Internet, in line with the principles of equitable access, functional equivalence, affordability and universal design, fully harnessing the available tools, guidelines and standards, for the elimination of all forms of discrimination and digital exclusion.
