



# GSR12

2-4 October 2012

C O L O M B O  
S R I L A N K A

# What is **GSR ?**

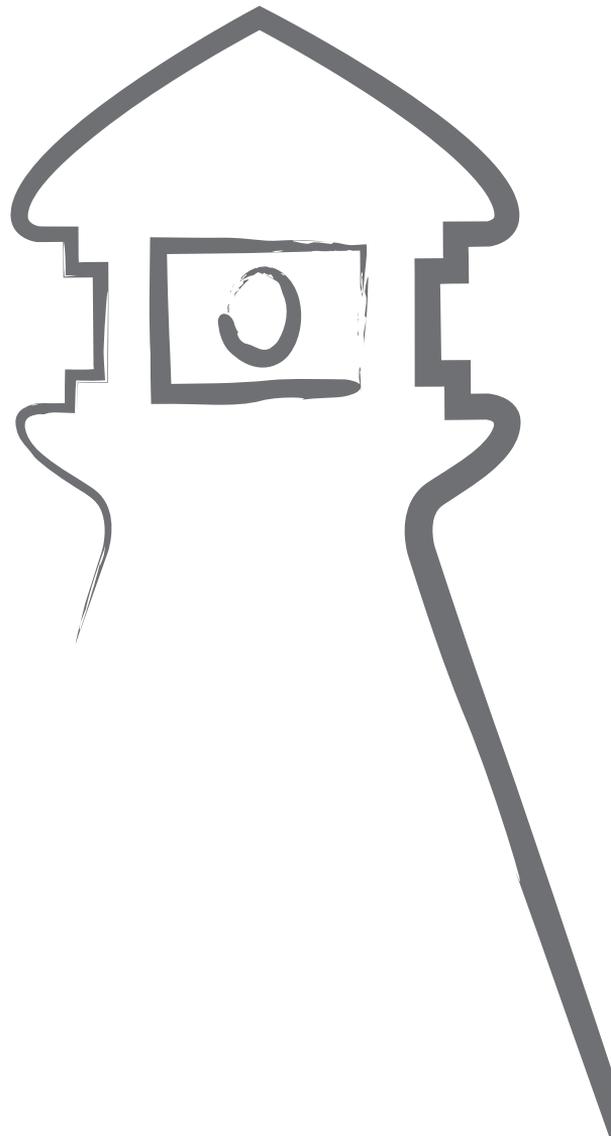
GSR brings together heads of national telecom/ICT regulatory authorities from around the world and has earned a reputation as the global annual venue for regulators to share their views and experiences on the pressing regulatory issues they have identified.

In addition GSR fosters a dynamic Open Global Regulators-Industry Dialogue (GRID, former GILF), between regulators, policy makers, industry leaders and other key ICT stakeholders.

GSR's Global Dialogue provides a neutral platform for ITU-D Sector Members to share their views on major issues facing the ICT sector.

GSR features a High Level Segment and interactive panel discussions.

GSR concludes with the adoption by regulators of a set of regulatory best practice guidelines.



# GSR '12

2-4 October 2012

Hilton Colombo Hotel,  
**Colombo, Sri Lanka**  
2 Sir Chittampalam A  
Gardiner Mw, Colombo 2,  
Sri Lanka 02

Organized by the International Telecommunication Union (ITU), in collaboration with the Telecommunications Regulatory Commission of Sri Lanka (TRCSL)

Under the Patronage of His Excellency Mr Mahinda Rajapaksa, President of Sri Lanka

Chaired by Mr Lalith Weeratunga, Chairman, TRCSL

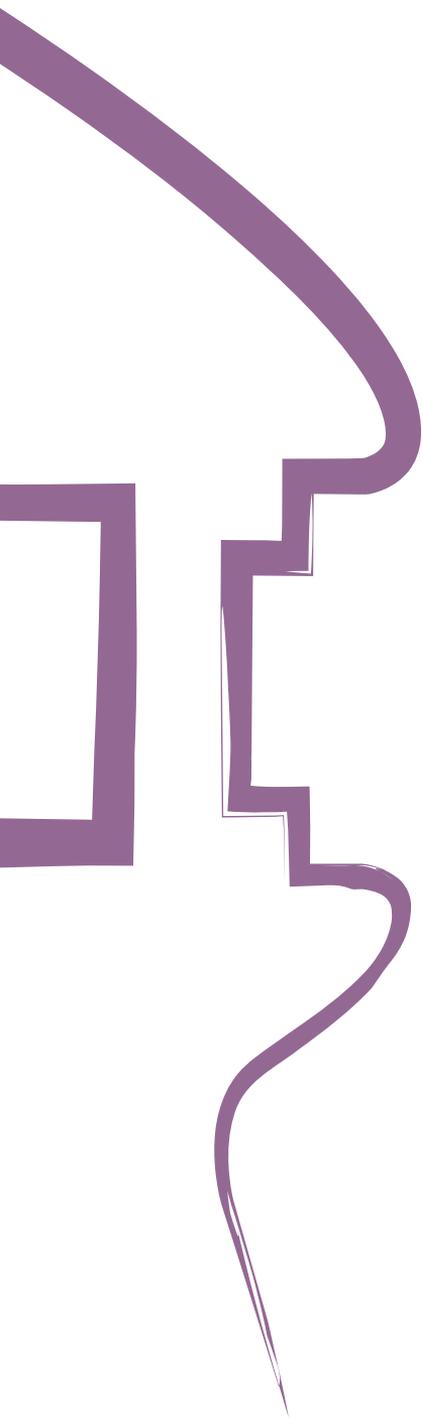
## **Participation:**

the first two days of GSR, the Global Regulators'-Industry Dialogue (GRID) (2-3 October 2012), are open to regulators, policy makers, ITU-D Sector Members; the third day (4 October 2012) will be a closed session for regulators and policy makers. For latest updates, [check www.itu.int/gsr12](http://www.itu.int/gsr12)

## **Registration:**

Pre-registration is compulsory and is being carried out exclusively online on the GSR12 website.

On-site registration will start on Sunday 30 September 2012 at 9h00.



# The discussions this year

To fully participate in today's networked society and be part of tomorrow's hyper-connected digital world, policy makers and regulators are faced with the challenge of meeting their national broadband goals and adopting appropriate means to encourage safe digital opportunities and inclusion for all. Implementing their broadband strategies requires them to cooperate with industry, understand the changes taking place in the market, and adopt innovative regulatory measures and tools while taking into consideration the transnational aspects of the digital networked society.

GSR will open with a high level interactive segment, focusing on transnational regulatory issues in a converged digital era, understanding the changing business dynamics, and the role of regulation.

# Why regulate in a networked society?

Under the overarching theme “Why regulate in a networked society?”, participants will share their views on net neutrality, spectrum policies, roaming, cloud computing, online safety with a focus on data protection and privacy, international and regional IP interconnection, public-private-partnerships to foster investment and deployment of broadband NGN networks, and more.

In order to build an understanding of the main issues involved in each of the topical areas and kick off the panel discussion in the various sessions, a series of eight discussion papers and various country case studies will be prepared. All papers will be posted online in the lead up to the event. The panel discussions will benefit from the participation of outstanding speakers such as Heads of Regulatory Authorities and CEOs of leading ICT sector players. Distinguished session moderators will frame the debate around topical issues and engage the panelists in a highly substantive, persuasive and interactive exchange on their ambitions, views and experiences.

# Tuesday 2

## Global Regulators-Industry Dialogue

07:30 – 09:00 REGISTRATION

09:00 – 10:30 OPENING HIGH LEVEL SEGMENT  
MAKING THE WORLD ONE: REGULATION IN THE GLOBAL VILLAGE  
Opening statements  
High Level panel discussion

10:30 – 10:45 COFFEE BREAK

10:45 – 12:15 SESSION 1. NET NEUTRALITY: TO REGULATE OR NOT TO REGULATE?

- Should traffic management be regulated or left to commercial negotiations? Understanding the issues at stake and the need for transparency. Ensuring quality of service (QoS), preventing degradation, hindering or slowing down of traffic over networks.
- How is the use of new services and applications, in particular cloud computing services affecting networks, how are these adding additional strains on existing bandwidth?
- How to strike a balance between consumer protection and the need to foster investment? How is net neutrality affecting the equation?

Presentation of the GSR discussion paper  
Interactive panel discussion

12:15 – 14:15 LUNCH

14:15 – 15:45 **SESSION 2. SETTING SPECTRUM POLICIES IN A DIGITAL MOBILE WORLD**

- Understanding the necessity to revise and/or develop spectrum policies to cope with explosive mobile data growth and how to effectively address the need for more spectrum.
- How to deal with the rapid take up of new broadband mobile applications, machine-to-machine communications in a hyperconnected world while sustaining mobile NGN deployment? What measures are needed? What should be in a spectrum policy for a digital mobile world?
- The results of the World Radiocommunication Conference 2012 (WRC 12) on broadband issues.

Presentation of the GSR discussion paper

Interactive panel discussion

15:45 – 16:00 **COFFEE BREAK**

16.00 – 17:15 **SESSION 3. INTERNATIONAL ROAMING IN A BROADBAND ECONOMY**

- How to handle termination of voice and mobile data communications in an always-on borderless society? Understanding the business models for roaming and the need for cross-border delivery in a broadband economy. What impact on consumers?
- What role for regulators? What regulatory approaches to adopt? How to balance regulation with commercial solutions?
- Regional approaches and experiences.

Presentation of the GSR discussion paper

Interactive panel discussion

# Wednesday 3

09:00 – 10:30 **SESSION 4. BLURRING BOUNDARIES: GLOBAL AND REGIONAL IP INTERCONNECTION**

- Addressing the remaining bottlenecks: should IP interconnection be regulated?
- What kind of dispute resolution mechanisms to adopt at regional and international levels? What enforcement measures work in competitive environments?
- Should regulators be involved in wholesale charging agreements? How is international IP interconnection affected by net neutrality and international internet connectivity?
- Lessons learned and regional experiences.

Presentation of the GSR discussion paper

Interactive panel discussion

10:30 – 10:45 **COFFEE BREAK**

10:45 – 12:15 **SESSION 5. DEMYSTIFYING REGULATION IN THE CLOUD: OPPORTUNITIES AND CHALLENGES FOR CLOUD COMPUTING**

- Understanding the concept and the social and economic benefits and impact on SMEs, public entities and end users.
- How are new players such as social media, over the top content and application providers changing market dynamics through cloud services?
- Whose responsibility is it? If the ICT regulator is not in charge of IT, what role for the ICT Regulator? How to balance the need for regulation without stifling innovation?
- What role for governments: users and facilitators?
- Lessons learned from VoIP services.

Presentation of the GSR discussion paper

Interactive panel discussion

12:15 – 14:15 **LUNCH**

14:15 – 15:45

## **SESSION 6. DARK CLOUDS: SAFETY AND SECURITY ON THE NET**

- Overview of online threats from a user's perspective: data protection and privacy issues. Are these rights different in the cloud? How to ensure any-time reliable access to cloud services?
- From a commercial point of view: importance of data security and reliability, defining applicable jurisdictions, managing risks, etc.
- Child online protection: What more can we do?
- Balancing free flow of information/communications with security concerns.
- What role for regulators?

Presentation of the GSR discussion paper

Interactive panel discussion

16:00 – 17:15

## **SESSION 7. PUBLIC-PRIVATE-PARTNERSHIPS: INNOVATION STRATEGIES FOR BRINGING BROADBAND CLOSER**

- Developing successful public-private-partnerships to foster investment in broadband NGN networks.
- What works? Bottom-up or top-down approaches? Where to invest?
- How does pursuing the accessibility market open new business opportunities?
- Understanding who the non-adopters are and marketing services for their needs.
- What role for regulators? How can regulators promote accessibility and inclusion for today's non-adopters? Should regulators monitor investment? What regulatory incentives to provide?
- Best practices and lessons learned.

Presentation of the GSR discussion paper

Interactive panel discussion

# Thursday 4

## Regulators' Day

- 09:00 – 10:30 **SESSION 8. DEFINING MARKETS: A REGULATORY LADDER OF INTERVENTION IN A CONVERGED DIGITAL ENVIRONMENT**
- Defining SMP in a converged technology and service neutral environment: a move from regulation to deregulation.
  - Balancing ex-ante and ex –post regulation. Should SMP operators who invested heavily in network deployment or innovate fast be treated differently?
  - The role of competition authorities vs ICT regulators: avoiding overlap and fostering cooperation.
  - Views from converged regulators and others.
- Presentation of the GSR discussion paper  
Interactive panel discussion
- 10:30 – 10:45 **COFFEE BREAK**
- 10:45 – 12:15 **SESSION 9. BROADBAND IMPLEMENTATION: COUNTRY CASE STUDIES**
- Country case studies reporting on success stories, forward looking approaches and lessons learned as presented by regulators  
Interactive panel discussion
- 12:15 – 14:15 **LUNCH**
- 14:15 – 15:45 **SESSION 10. THE REGULATORY CONSULTING ROOM: BRINGING IT ALL TOGETHER, FOSTERING INCLUSIVE AND SUSTAINABLE GROWTH**
- Regulators' Interactive Exchange on most pressing regulatory issues.
- 15:45 – 16:00 **COFFEE BREAK**
- 16:00 – 17:00 **WAY FORWARD AND CLOSING**

# Start Networking!

GSR offers unique networking opportunities in the lead up to and during the event through the online interactive networking platform allowing appointments to be set up using a computer or a smartphone.

[www.xeebee.org/gsr12](http://www.xeebee.org/gsr12)

GSR Newsroom @  
[www.itu.int/net/newsroom/GSR/2012](http://www.itu.int/net/newsroom/GSR/2012)

#GSR12 @twitter

[www.itu.int/gsr12](http://www.itu.int/gsr12)



# Past GSRs

**2011:** Smart regulation for a broadband world  
Armenia, Colombia

**2010:** Enabling tomorrow's digital world  
Dakar, Senegal

**2009:** Hands-on or Hands-off? Stimulating growth through effective ICT regulation  
Beirut, Lebanon

**2008:** Six Degrees of Sharing: Innovative infrastructure sharing and open access strategies to promote affordable access for all  
Pattaya, Thailand

**2007:** The road to NGN: Can regulators promote investment and achieve open access?  
Dubai, United Arab Emirates

**2005:** Regulating in the broadband world  
Hammamet, Tunisia

**2004:** Licensing in an era of convergence  
Geneva, Switzerland

**2003:** Promoting universal access to ICT's  
Geneva, Switzerland

**2002:** Regulating for end-users  
Hong Kong, China

**2001:** Effective regulation  
Geneva, Switzerland

**2000:** Launching the dialogue among regulators  
Geneva, Switzerland

[www.itu.int/GSRhistory](http://www.itu.int/GSRhistory)

# GSR Best Practice Guidelines

*Each GSR concludes with the adoption of a set of best practice guidelines developed through a consultation process initiated prior to the event and led by the GSR Chairman. This consultation provides a unique opportunity for regulators to come together to further advance the commitments of the World Summit on the Information Society (WSIS) as well as the development goals of the Millennium Declaration.*

Upcoming 2012: Best practice guidelines on fostering access to digital opportunities through cloud services

2011: Best practice guidelines on identifying innovative regulatory approaches

2010: Best practice guidelines on designing, building out and managing open access networks

2009: Best practice guidelines on innovative regulatory approaches in a converged world to strengthen the foundation of a global Information society

2008: Best practice guidelines on infrastructure sharing

2007: Best practice guidelines for next-generation networks (NGNs) migration

2005: Best practice guidelines for spectrum management to promote broadband access

2004: Best practice guidelines for the promotion of low cost broadband and internet connectivity

2003: Universal access regulatory best practice guidelines

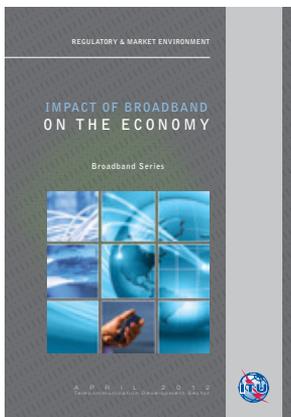


## Trends in Telecommunication Reform 2012: Smart Regulation for a Broadband World

In the lead to and during GSR, the Discussion Papers prepared for the various thematic sessions will be augmented by the feedback of the world community of regulators and published as chapters of the ITU annual flagship publication Trends in Telecommunication Reform.

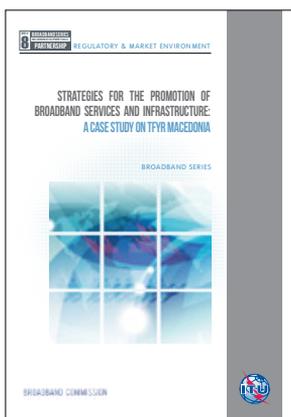
The latest edition addresses the following topics:

- ICT market and regulatory overview
- Setting national broadband policies, strategies and plans
- Open access regulation in the digital economy
- Strategies for financing universal broadband access
- The regulatory landscape for mobile banking
- Broadband enabled innovation
- Intellectual property rights in today's digital economy
- Confronting the social media regulatory challenge
- e-Waste: whose responsibility?



## Broadband Thematic reports in 2012:

- Regulation of global broadband satellite communications
- Exploring the value and economic valuation of spectrum
- Understanding the impact of broadband on national and global economies
- Broadband services pricing
- Broadband case studies 2012



Available on the ITU Broadband Universe Portal at:  
[www.itu.int/broadband](http://www.itu.int/broadband)

# Useful Resources:

ICT Regulation Toolkit  
[www.ictregulationtoolkit.org](http://www.ictregulationtoolkit.org)



ICT Eye  
[www.itu.int/icteye](http://www.itu.int/icteye)



ITU Broadband Atlas  
[www.itu.int/atlas](http://www.itu.int/atlas)



