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• • • •	Start thinking about processes and consult widely Facilitate competition and growth in services Encourage competitive market based outcomes Monitor market power in new services/markets Traditional PSTN approach is futile Technology and service agnostic approach, unified licencing Pursue universal service goals efficiently Educate consumers and ensure participation Maintain PSTN operation and legacy PSTN until full migration Create reasonable certainty for the sector Explore co and self-regulation options Balance roles of regulator and market Plan, time and sequence reform optimally

