



**Telecommunication  
Development Bureau (BDT)**

Ref.: BDT/DKH/RME/DM/135

Geneva, 16 January 2020

- Heads of National regulatory authorities (NRAs)
- Focal Points for the Regulatory Survey at NRAs
- Focal Points in Ministries of ICTs in countries with no NRA

**Subject: ITU World Telecommunication/ICT Regulatory Survey 2020**

Dear Sir/Madam,

We are pleased to announce that the 2020 edition of the *ITU World Telecommunication/ICT Regulatory Survey* conducted by the ITU Telecommunication Development Bureau (BDT) is now available for completion by your Organization on ITU's online "ICTeye portal" at: [itu.int/icteye](https://itu.int/icteye).

We would like to thank your Organization for its continued collaboration in this data collection process and for keeping us informed of the latest changes occurring in your country. To ensure confidentiality and security, the online survey is password-protected. A message will be sent automatically to the registered focal point in our database for this survey with the login information. Should there be any additional person you would want to add, please do let us know so as to facilitate this information gathering.

The information gathered through this annual survey of regulatory policies and practices feed into a number of analytical publications on trends and challenges in the ICT sector and support the work on designing tools and crafting best practices based on the rich and valuable experience of ITU Membership Administrations. The data gathered also allows us to keep current the data on ICT policy and regulation available on the [ICTeye](https://itu.int/icteye) up-to-date.

Furthermore, based on the data submitted through this annual survey, we are able to produce the [ICT Regulatory Tracker](#), an evidence-based tool to help decision-makers and regulators make sense of the rapid evolution of ICT regulation. Using both quantitative and qualitative data, the Tracker makes possible benchmarking and the identification of trends in ICT legal and regulatory frameworks. The new [Benchmark for collaborative regulation](#) is also partly based on data from the survey and would greatly benefit from your 2020 submission to enhance the dataset and enable us to achieve global coverage of the Benchmark.

Should you have any questions regarding the *Survey*, please feel free to contact Ms Youlia Lozanova at [youlia.lozanova@itu.int](mailto:youlia.lozanova@itu.int) and phone number +41 22 730 6304.

We kindly request that your Organization complete the questionnaire **no later than 1 March 2020**. Your prompt and comprehensive response would be greatly appreciated.

We would like to draw your attention on the fact that the *ITU World Telecommunication/ICT Regulatory Survey* becomes biennial and the following edition will be carried out in 2022. It is, therefore, even more

important that you submit your data through the 2020 edition in order to keep your online record on the ITU data platforms up-to-date.

Yours faithfully,

[Original signed]

Doreen Bogdan-Martin  
Director