PROVISIONAL PROGRAMME

ITU - MCMC Asia-Pacific Regulators’ Roundtable

*Facing the Telecommunication/ICT Regulatory Challenges in the Digital Economy*

**Organized by the Malaysian Communications and Multimedia Commission and International Telecommunication Union**

24-25 August 2015
Kuala Lumpur, Malaysia

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|  **ITU logo.jpg**  | The 5th Asia-Pacific Regulators’ Roundtable |  |
| *“Facing the Telecommunication/ICT Regulatory Challenges in the Digital Economy”* |
| 24-25 August 2015Kuala Lumpur, Malaysia |

*Under the cetral theme: “Facing the Telecommunication/ICT Regulatory Challenges in the Digital Economy”, the 5th Asia-Pacific Regulators’ Roundtable (ITU-MCMC Regulators Roundtable) aims to provide telecommunication/ICT regulators in the region a platform that fosters dynamic and strategic discussions, sharing of information, real experiences and practices and conclusively debate on possible solutions and opportunities for potential collaboration to address emerging regulatory issues and challenges.*

Day 1

24 August 2015

13:00–13:30 **REGISTRATION**

13:30–13:40 **WELCOME REMARKS**

Datuk Seri Dr. Halim Shafie , Chairman, Malaysia Communication and Multimedia Commission

13:40–13:50 **OPENING REMARKS**

Mr. Brahima Sanou, Director, Telecommunication Development Bureau, International Telecommunication Union

**13:55 – 15:20 SESSION 1: The Regulatory Challenge of Getting the Balance Right**

**Session Chair: Datuk Seri Dr. Halim Shafie**

**Chairman, Malaysia Communication and Multimedia Commission**

**Session Background Objectives:**

Today, change is the norm, rather than stability. Telcos’ core business now goes far beyond simply providing connectivity as they move into value-added services, API business, precision mobile advertising, managed security services, and adopt network virtualization to improve their profit margins as competitors now come from a number of other industries.

Beyond the traditional core areas of protecting consumer interests, enabling fair competition and working towards universal access, regulators must now urgently address the challenges of the new industry realities. These include content in a converged market, innovation at services rather than infrastructure level, the perceived threat of too much data concentrated in too few hands, the growth of non-traditional communicators, administrating the digital dividend, all-encompassing security and privacy concerns, and the need to move beyond the established silos within government, within industry sectors and between public and private players, towards cooperation and collaboration. And further beyond this lie the ethical, legal and regulatory concerns of the near future, from bio-, neuro-and nano-technology to augmented humanity and artificial intelligence.

Technology and innovations have always moved faster than regulations. The exponential pace of change transforming the industry now threatens to overwhelm current regulatory policies, either stifling innovation and growth in a tangle of outdated regulations, or exposing consumers and operators alike to an uncontrolled gold rush beyond any ethical, competitive, quality, security or privacy controls. It is crucial for regulators to stay closer to the curve of technology and industry development, if not ahead of it, addressing changes and potential impact in a much timelier, more forward-thinking manner.

Perhaps no other industry calls upon its regulators to balance economic productivity against social and cultural imperatives as much as the ICT sector. Effective and relevant regulations in ICT sector which has cross sectorial impact is central to ensuring the unprecedented growth of economies, industries, societies and human development in the digital economy.

The Session aims to cover the key trends and developments in technology, service offerings and markets, consumer ever-changing demands, business models, traditional vs. new- converged-era regulatory and policy practices, while focusing on four major scenarios: (a) the evolving roles and competencies of telcos, (b) cross-sector, multiple-jurisdiction services, markets and regulation in a borderless digital economy, (c) consumer protection and education, and (d) striking a regulatory balance between rules and flexibility and between economic productivity and social and cultural imperatives .

**Session Interveners:**

* Dr. Rony Mamur Bishry, Commissioner, Indonesia Telecommunication Regulation Body (BRTI)
* Mr. Leong Keng Thai, Director General (Telecoms), InfoComm Development Authority of Singapore (IDA)
* Ms. Zulaikha Ibrahim, Deputy Director, Communications Authority of Maldives

**Open Discussion and Wrap Up Follow**

**End of Session 1**

**15:20 -15:45: Coffee Break and Group Photo**

**15:45–17:00 – Session 2: Maximizing Opportunities, Addressing Fears on Big Data**

**Session Chair: Mr. Leong Keng Thai**

 **Director General (Telecoms), InfoComm Development Authority of Singapore (IDA)**

**Session Background and Objectives:**

Big data is reality, not hype. Data is generated on an increasingly vast scale, from the millions of call detail records produced daily by mobile phones, to the whole range of smart devices, wearables, embedded technologies, machine to machine communication and physical objects in the Internet of Things.

Initially regarded as a liability, a byproduct of transactions taking up expensive storage space, data is now seen as having enormous commercial value and potential for social and public good. The power of big data lies in its actuation, using analytics, algorithms, prediction and virtualization tools, to analyze what has happened in the past, calculate what is likely to happen in the future, and suggest how that can be altered or improved, such as diverting traffic to avoid dangerous congestion or halting the spread of infectious diseases. But the opportunities of hyper connectivity are balanced by the fear of hyper surveillance, of loss of privacy and security, of data abuse for commercial or political gain.

Beyond more efficient markets and businesses, better customer relationships and service offerings, big data also promises better governance, public administration and support for citizens as a powerful tool for common good as it can provide critical information for improved policymaking, urban planning, provision of social services, monitoring and controlling the spread of infectious diseases, preventing epidemics, and targeting humanitarian aid and resources with a far higher degree of accuracy than more traditional tools such as national censuses.

For emerging markets in particular, the opportunities for accelerated development are tremendous. However, there is need to address the conflict at opposite sides of the scale - between maximizing the benefits of big data vs addressing the fear for data abuse and loss of privacy and security through transparency, clear policy and regulation and education

This session aims to exchange views and experiences on the benefits as well as risks of big data and the role of regulators in promoting big data and other new innovative services while ensuring safety, privacy and protection of consumers.

**Session Interveners**

* **Ms. Unutoa Auelua-Fonoti, Interim Regulator, Office of the Regulator, Samoa**
* **Mr. Abdul Malik Nasari, Board Member, Afghan Telecom Regulatory Authority**
* **MCMC (TBC)**

**Open Discussion and Wrap Up Follow**

**End of Session 2**

**END OF DAY 1**

**Dinner hosted by MCMC**

**Day 2**

25 August 2015

**09:00-10:30 SESSION 3**: **Managing the Exploding Demand for and Economic Value of Spectrum**

**Session Chair: Mr. Richard Bean**

**Deputy Chairman, Australian Communications and Media Authority (ACMA)**

**Session Background and Objectives:**

Spectrum is a critical natural resource for communication and a source of major contention within the ICT industry. Without sufficient spectrum, the industry will be unable to expand coverage and services to meet the ever growing demands for data transmission, deliver socioeconomic benefits at scale and bridge the digital divide.

To ensure that consumers and businesses have access to new wireless technologies, it is fundamental for the Spectrum Mangers to develop an up-to-date and flexible spectrum management system. While there is constant pressure to generate revenues from auction of spectrum considering several recent examples, it needs to be balanced with the affordability of broadband and overall socio-economic gains it would drive considering suitable value for spectrum. This is becoming more challenging when we consider the pace at which technology is developing and time required by changes to spectrum management framework to take effect. On the other hand, it needs to be ensured that industry remains competitive and service providers are motivated to introduce innovative services to the market. Hence, it becomes even more important to look ahead and consider the future of spectrum management so that new services can be introduced in the timely manner and existing users have sufficient time for upgrading/migrating planning, capital budgeting and implementation of alternative technologies.

This session intends to discuss and address the issues related to spectrum management on which the Spectrum Mangers need to formulate their stance on at some point. In particular, the session would include discussions on issues related to spectrum planning, new approaches to spectrum licensing for future wireless services, spectrum economics and the new roles of spectrum management authorities in the digital economy.

**Session Interveners:**

* **Dr. Ali Asghar Amidian, President, Communications Regulatory Authority, Iran (TBC)**
* **Mr. Soe Thein, Director General (Acting), Posts and Telecommunication Department, Ministry of Communication and Information Technology, Myanmar**
* **Mr. Kila Gulo-Vul, Director, National Information and Communications Technology Authority (NICTA), Papua New Guinea**

**10:30-11:00 TEA / COFFEE BREAK**

**11:00- 12:30 SESSION 4: OTT in the Telecommunication/ICT Ecosystem**

**Session Chair: Dr. Syed Ismail Shah**

**Chairman, Pakistan Telecom Authority**

**Session Background and Objectives**:

The world is going digital very fast. The convergence of many different technologies (such as solar technology, cloud computing, bio-tech, nano-tech, neurotechnology, 3D printing, sensors and artificial intelligence) is pushing down the half-life of an average business competency from 30 years to 5 years. Data consumption is exploding, driven by smartphone penetration of over 1500 devices per square kilometer in the world’s 400 biggest cities. The IoT could multiply traffic by a factor of thirty by 2017, while cloud could result in a 440% increase over the same period[[1]](#footnote-1). ICT users now encompass citizens and not just subscribers of carriage services, which have not only increased expectations but have also expanded the user categories and created multiple segments.

Massive network investments are needed to cope with demand in wireless, wireline or backhaul networks in the new telecommunication/ICT ecosystem which has arrived. However, the need for investment comes at a time of telcos’ perceived degradation of service and ensuing loss of revenues, bandwidth-hungry Over-The-Top (OTT) players and outdated data connection agreements, leaving the industry reluctant to invest in network upgrades. It is no longer possible to meet the growing needs through approaches strictly confined to specific vertical sectors or geography set by existing legislations, regulations and practices but requires a much holistic and agile approach.

This session aims to (a) scope the different types of OTT services and providers, the differences between traditional telecom service providers and OTT players and related regulatory frameworks, (b) discuss the challenges and opportunities faced by ICT network operators and OTTs and how the opportunities can be maximized while addressing the challenges, (c) exchange views on how to engage OTTs and social media providers in more transparent procedures for data processing, in getting the customers’ consent through opt-in before sharing their data and providing users with the option to clearly choose the status of their communications, between private or public and ( e) identify possible regulatory solutions and strategies that will promote sustainability of the whole ICT ecosystem which calls for new innovative solutions.

**Session Interveners:**

* **Mr. Sungjoon Choi, Chairman, Korea Communications Commission (KCC)**
* **Dr. Sadegh Abbasi Shahkouh, Vice President, Technical Investigation and Licensing , Communications Regulatory Authority, Iran (TBC)**
* **Dr. Cheang Sopheak, Deputy Director General, Ministry of Posts and Communications, Cambodia**

**Open Discussion and Wrap Up Follow**

**12:30- 14:00 LUNCH**

**14:00- 15:30 SESSION 5: Towards a Holistic Approach on Cybersecurity**

**Session Chair: MCMC Commission Member (TBC)**

**Session Background and Objectives:**

The Digital Economy has a growing dependency on information and communication technologies (ICTs) that are the driving force behind the evolution of modern societies. ICTs underpin the social, economic and political growth of individuals, organizations and governments alike. They have become not only ubiquitous, but essential for progress. Digital technology and internet connectivity are being systematically integrated into all verticals of the private and public sectors because they offer significant advantages: productivity, speed, cost-reduction and flexibility. However, this interconnectivity also creates interdependencies and risks that need to be managed at national, regional and international levels.

At the national level, this is a shared responsibility requiring coordinated action related to education and public awareness, prevention, preparation, response, and recovery from incidents on the part of government authorities, the private sector and citizens. At the regional and international level, this entails cooperation and coordination with relevant partners.

Malicious online agents are numerous, organized and of diverse persuasions: political, criminal, terrorist, hacktivist. The tools at their disposal become more sophisticated and complex over time and with experience; the growing number of connected platforms only serves to offer new attack vectors. There is no going back to simpler times. In embracing technological progress, cybersecurity must form an integral and indivisible part of that process.

Regrettably, cybersecurity is not yet at the core of many national and industrial technology strategies. Although cybersecurity efforts are numerous, they are eclectic and dispersed. Moreover, efforts have been more focused on preventing cybercrime in the technical and legal fronts rather than the promotion of “safe and worry-free” online good practices and culture. Although some initiatives have been undertaken in this area (e.g. ITU Cyberwellness Profiles[[2]](#footnote-2), ITU Child Online Protection Guidelines[[3]](#footnote-3), among others), policy makers and regulators need to have a more holistic approach in dealing with cybersecurity.

Differences in internet penetration, technological development, private sector dynamics, government strategies, means that cybersecurity is emerging from a bottom up approach; a natural occurrence where disparities exist between nation states, public and private sectors, and across industries. In essence however, a global culture of cybersecurity can be more successfully initiated from the top down. Information sharing and cooperation are key to tackling national and cross-border threats. Such elements require a certain measure of organization in a multitude of disciplines: legal, technical, educational. While a particular country or a specific sector will have developed and adopted a highly effective cybersecurity framework, the knowledge is rarely shared outside of that circle[[4]](#footnote-4).

The aim of this Session is to (1) exchange information and views on (a) country experiences and best practices on the roles of ICT regulators and policy makers in the arena of cybersecurity , (b) the need for inter-agency, government-industry collaboration and cooperation, and (c) dealing with cross border threats and foreign jurisdictions; and (2) come up with possible recommendations on a holistic approach to promote a national and regional culture of cybersecurity/cyberwellness.

**Session Interveners:**

* **Dr. Mohammad Imam Nashiruddin, Commissioner, Indonesia Telecommunication Regulation Body (BRTI)**
* **Dr. Thavisak Manodham, Deputy Director –ICT, Ministry of Posts and Telecommunications, Lao PDR**

**15:30- 16:00 TEA / COFFEE BREAK**

**16:00- 16:30 - SESSION 6:** **WAY FORWARD AND CLOSING**

**Session Chair: Datuk Seri Dr. Halim Shafie**

**Chairman, Malaysia Communication and Multimedia Commission**

**Session Objective:**

This session will brainstorm on the key ideas and outcomes that have emerged through knowledge/experience sharing in previous Sessions and examine the principles, practices and recommendations that will assist regulators in the Asia-Pacific region in addressing the telecommunication/ICT regulatory challenges in the Digital Economy.

**Panellists**:

* Dr. Ali Asghar Amidian, President, Communications Regulatory Authority (CRA), Iran (TBC)
* Dr. Syed Ismail Shah, Chairman, Pakistan Telecom Authority (PTA)
* Mr. Richard Bean, Deputy Chairman, Australian Communications and Media Authority (ACMA)
* Dr. Rony Mamur Bishry, Commissioner, Indonesia Telecommunication Regulation Body (BRTI)
1. See http://telecomworld.itu.int/daily-highlights-2/disrupt-or-be-disrupted-to-make-broadband-universal/ [↑](#footnote-ref-1)
2. ITU Cyberwellness Profiles. See <https://www.itu.int/en/ITU-D/Cybersecurity/Pages/Country_Profiles.aspx>. [↑](#footnote-ref-2)
3. Child Online Protection Guidelines at <http://www.itu.int/en/cop/Pages/default.aspx>. [↑](#footnote-ref-3)
4. Global Cybersecurity Indes Conceptual Framework. See <https://www.itu.int/en/ITU.D/Cybersecurity/Documents/GCI_Conceptual_Framework.pdf>. [↑](#footnote-ref-4)