



ITU Policy and Economic Colloquium for the Americas IPEC-22 Regional Economic Dialogue (RED)

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Carmen works at the ITU Telecommunication Development Bureau (BDT) as Senior Officer in the Regulatory and Market Environment Division (RME). She works on regulatory, economic and financial issues of telecommunication/ICT including cost and tariff. She previously worked for the Financing Strategies Unit, at the BDT, and was responsible for the programme on Tariff regulation. She has worked on several ITU publications, technical papers and discussions at national, regional and international levels in areas, such as telecommunication/ICT policy and regulatory issues, cost and tariff modelling in the ICT sector, market analysis and significant market power (SMP), broadband infrastructure development and sharing, international Internet connectivity (IIC), International Mobile Roaming. She has organized global and regional fora for telecommunication/ICT policy-makers, regulators, academia, private sector, regional and international associations, consumer associations.

Carmen is the ITU focal point for the ITU-D Study Group 1 Question 4/1 on Economic policies and methods of determining the costs of services related to national telecommunication/ICT networks. She is also in charge of the *ITU Tariff Policies Survey and database* at the [ITU ICT-Eye platform](#). This database is intended to track and show trends in the application of national tariff policies and regulations worldwide. Carmen holds a Master's Degree in International Management and Economics from the University of Lausanne, Switzerland and postgraduate studies in Economics and Business Administration from the San Carlos University, Guatemala.