Evolving Regulatory Capacity: Georgia's Experience in Balancing Innovation, Inclusion, and Public Policy

Submitted by the Communications Commission of Georgia (ComCom)

GSR-25 Consultation Theme: Evolving Regulatory Capacity

As an active participant of the ITU enabled platforms and contributor to the GSR best practice guidelines, ComCom champions collaborative approaches to strengthening regulatory capacity and digital resilience. Georgia's ambition to become a regional digital hub—bridging Europe and Asia—is anchored in regulatory innovation, infrastructure connectivity, and cross-border alignment.

Recent institutional and regulatory achievements include:

- Completion of Georgia's first full-scale Telecom Market Study using EU-consistent SMP methodology and LRIC+ cost models, identifying structural market challenges and enabling targeted regulatory responses.
- Implementation of the Price Benchmarking and Affordability Study using European Commission methodology to assess pricing dynamics and inform policy on digital affordability.
- Enhancement of the Sheamotsme.ge platform for transparent, real-time monitoring of internet quality and affordability, reinforcing evidence-based oversight.
- Execution of a second 5G spectrum auction, embedding rural rollout and MVNO access obligations to support inclusive connectivity.
- Modernization of infrastructure sharing regulations, designating ComCom as a platform integrator and dispute resolution authority in line with EU best practice.
- Progress in legal harmonization through the EU4Digital initiative, preparing Georgia for Roam Like at Home (RLAH) participation and wider EU regulatory alignment.

ComCom complements infrastructure and policy reforms with citizen-focused initiatives. The Digital Adoption Program, which is part of the Log-in Georgia Project, has been actively implemented by ComCom in the regions of Georgia since 2022. As of now, DAP has about 8,500 beneficiaries in digital literacy, safe use of internet and access to state electronic services.

ComCom actively contributes to international knowledge exchange by co-hosting workshops with the ITU, EMERG, and EaPeReg, and serving on the DRN Board. These partnerships enable harmonized regulation, foster cross-border collaboration, and position Georgia as a regional reference point for digital regulatory transformation.

Recommendations: Catalyzing Future-Ready Regulation through Innovation, Inclusion & Cooperation

- Embed Innovation & Inclusion in Regulatory Design
  - Promote forward-looking tools such as coverage targets, MVNO frameworks, and regional roaming alignment.
  - Link licensing and spectrum policies to national digital inclusion strategies.
- Institutionalize Data-Driven Oversight and Transparency
  - Maintain open benchmarking platforms like Sheamotsme.ge to track service quality and affordability.
  - Conduct periodic market assessments aligned with EU methodologies and international best practives supported by foresight and impact evaluation units.
- Enable Fair and Affordable Infrastructure Access
  - Apply cost-reflective wholesale access models and promote equitable infrastructure sharing to reduce barriers for new entrants.
- Deepen Regional and Cross-Sector Cooperation for Inclusive and Resilient Digital Ecosystems
  - Lead regulatory pilots and harmonization efforts through platforms like EaPeReg, EU4Digital, and DRN.
  - Share methodologies, strengthen peer learning, and contribute actively to the GSR Best Practice Guidelines.

Conclusion

Georgia's regulatory transformation reflects the importance of agile tools, institutional foresight, and inclusive public engagement. ComCom remains committed to global collaboration and the values of the GSR—supporting the development of best practices that foster trust, innovation, and equitable access for all and stands ready to further contribute through regional dialogues and multilateral cooperation.