

Contribution of the Dominican Institute of Telecommunications (INDOTEL) to the GSR-25 consultation on "What does it take for regulators to become digital ecosystem builders?" Concretely, the GSR-25 consultation process extends an invitation to provide ideas, views and experiences on the following questions:

- Fostering innovation in regulatory approaches: How can regulators cultivate an innovation-driven culture in regulatory work and decision-making? What new skillsets and mindsets do they need today?

We have to distinguish between two important notions: innovation in regulation, and regulation for innovation. Fortunately, the two notions are often closely related. Regulation and innovation are at opposite poles, in terms of their DNA. One seeks control, prudence, caution, protection from excess. The other seeks change, is prepared for risks and wants transformation.

The simplest way to encourage innovation is to avoid over-regulation, which tends to occur with a regulator who is excessively focused on a situation with short-term impact. Both innovation in regulation and regulation for innovation benefit first and foremost from diversity.

Given the existence of digital ecosystems, it is not wise to focus on a single player when assessing and adopting regulations. It is very common for telecommunication service regulators, for example, to interact exclusively with authorized service providers and the technologies they have implemented, neglecting manufacturers, content providers, academia, new technologies and potential entrants, large users, small users, suppliers, even other agencies of the same State, as well as the regulatory policies of other States. The entire ecosystem affected by regulation must participate in the formulation of regulations, so that they have legitimacy even in the absence of full unanimity. Second, one should not be afraid to make mistakes. This is key in the culture of innovation, but in the world of public and social policies, where experimentation is always done in real time and in a production environment, under the scrutiny of society and the media, the tolerance for experiment failure is very low. The digital ecosystem must recognize that not every attempt at innovation will be a winner and play a constructive role in identifying new alternatives, correcting mistakes and staying involved in the process of regulatory reform for innovation.

- Cross-border cooperation for building national, regional and global digital ecosystems: How can regulators leverage regional and international cooperation to foster harmonized regulatory approaches, knowledge exchange and capacity-building?

Cross-border cooperation also helps in reducing gaps in the adoption of regulations and achieving the integration of digital ecosystems, which at the end of the day tend to converge into a globalized ecosystem.

But beyond cooperation and assistance in the introduction of advanced solutions for less developed countries, such as assistance in the implementation of early warning systems and cybersecurity, the best international cooperation for regulators to become builders of digital ecosystems is built on the exchange of ideas and knowledge.

Activities such as the **Project for Technical Assistance in Regulatory Innovation in Central America and the Dominican Republic**, led by ITU together with the European Union, in which authorities from various countries come together to build joint capacities, discuss common

problems and create solutions in a collaborative manner, are possibly the best tool for achieving harmonization in regulatory processes. This project includes training for the staff of different regulators on regulatory innovation techniques, as well as specific surveys tailored to the ecosystem of each country, involving the different actors and the development of work plans for the implementation of innovation projects.

This assistance allows us to recognize and identify the opportunities that can be achieved through innovation, identify means to implement them, learn from success stories and have a collaborative and shared attitude to address the new issues that will surely arise and, no doubt, hold some surprises in store.