

<p style="text-align: center;">Tunisia Contribution to GSR-2025 Best Practice Guidelines on</p> <p style="text-align: center;">"What does it take for regulators to become digital ecosystem builders?"</p>

Transforming the Tunisian ICT regulator into a digital ecosystem builder requires embracing innovation, enhancing regulatory capacity, and fostering collaboration with stakeholders. By adopting these strategies, regulators can create a supportive environment for digital growth while ensuring that digital inclusion and social objectives are met. Tunisia has already initiated a national digital transformation strategy, which includes digitizing public services and fostering the digital economy. This aligns with the goal of creating a digital ecosystem. As well as for the implementation of E-Houwiya which demonstrates efforts to leverage technology for secure and efficient public services.

Implementing these strategies will require continuous assessment and adaptation to address emerging challenges and opportunities in the digital landscape. And to transform the Tunisian ICT regulator into a digital ecosystem builder, several key strategies can be employed:

1- Fostering Innovation in Regulatory Approaches Innovation-Driven Culture

Encourage Experimentation: Regulators should promote a culture that allows for experimentation and learning from failures. This involves setting up innovation labs or regulatory sandboxes where new technologies can be tested without excessive regulatory barriers.

Collaborative Engagement: Foster partnerships with startups, academia, and industry leaders to bring in diverse perspectives and ideas that can inform regulatory decisions.

Flexibility and Adaptability: Regulators need to be agile in responding to technological advancements. This means having frameworks that are flexible enough to accommodate new technologies and business models.

Digital Literacy: Ensure that regulators have a deep understanding of digital technologies and their applications in the ICT sector.

Data-Driven Decision-Making: Encourage the use of data analytics to inform regulatory decisions, making them more evidence-based.

Creative Problem-Solving: Regulators need to adopt mindsets that are open to innovative solutions and willing to challenge traditional approaches.

2- Adapting and Enhancing Regulatory Capacity

Evolving Regulatory Mandates:

Inclusive Frameworks: Develop regulatory frameworks that balance innovation with digital inclusion. This involves ensuring that regulations are inclusive and accessible to all segments of society.

Broader Social and Economic Goals: Align regulatory decisions with broader social and economic objectives, such as economic growth and social equity.

Capacity Building: Invest in training and capacity-building programs for regulators to enhance their ability to understand and manage digital technologies.

Decentralized Decision-Making: Implement decentralized decision-making processes that allow for more rapid responses to emerging issues and technologies.

Public Engagement: Foster public engagement and feedback mechanisms to ensure that regulatory responses are responsive to societal needs and concerns.

3- Harnessing Transformative Technologies for Regulatory Excellence

The strategic leveraging of transformative technologies such as Artificial Intelligence (AI), Big Data, Internet of Things (IoT), and Blockchain is fundamental for the Tunisian ICT regulator to achieve regulatory excellence.

Regulators can embed advanced digital tools into their core operational frameworks to achieve a higher degree of efficiency and precision. By doing so, they can move beyond reactive measures to a more proactive and predictive regulatory posture.

Artificial Intelligence (AI) for Predictive Insights: Tunisia's commitment to AI is evident in its national AI strategy, set for launch in 2025, which aims to integrate AI into critical sectors like health, education, environment, and transport, simultaneously promoting digitalization and open data usage.

In fact, Artificial intelligence use in the field of the regulation of telecommunications services can be approached as follows:

- Experiment with artificial intelligence and machine learning models applied to telecom networks.
- Understand the uses of AI in an intelligent, proactive, and ethical regulatory approach.
- Initiate a transition to predictive tools to anticipate network malfunctions

Big Data Analytics for Informed Policy Formulation: Leveraging big data analytics provides profound insights into market dynamics, consumer behavior, and infrastructure performance. This data-driven approach allows for the formulation of policies that are not only evidence-based but also highly responsive to the evolving digital landscape.

Internet of Things (IoT) for Real-Time Oversight: IoT offers real-time data streams from connected devices, enabling regulators to monitor infrastructure health and service delivery with granular precision. This capability allows for proactive intervention in case of issues, such as cybersecurity threats or network performance degradation.

Blockchain for Enhanced Trust and Accountability: The application of Blockchain technology significantly enhances transparency and accountability, fostering trust among all stakeholders. For example, Tunisia's fully functional digital procurement system, which publicly posts bids and procurement procedures online, already exemplifies how digital solutions can enhance transparency.

Strengthening Transparency, Stakeholder Engagement, and Public Trust: Beyond internal efficiencies, technology plays a pivotal role in fostering a more open and trustworthy regulatory environment. Digital platforms and tools can bridge the gap between regulators and the public, ensuring that regulatory processes are understood, accessible, and responsive.

4- Cross-Border Cooperation for Building National, Regional, and Global Digital Ecosystems

Cross-border cooperation is not merely an option but a necessity for ICT regulator to effectively build national, regional, and global digital ecosystems. This collaboration fosters harmonized regulatory approaches, facilitates knowledge exchange, and strengthens capacity-building, positioning Tunisia as a key player in the international digital economy.

- Harmonizing Regulatory Approaches and Knowledge Exchange helps reduce regulatory fragmentation and promotes seamless digital services across borders.
- Regional and International Partnerships are instrumental in aligning Tunisia's national digital strategy with international standards for data protection and innovation.
- Participation in Global Forums: Tunisia's high ranking in African ICT development by the ITU and its leadership in e-government within North Africa underscore its potential to contribute significantly to global digital dialogues.
- Investing in Regulatory Expertise is crucial for enhancing the capabilities of regulators in managing new digital technologies.
- Addressing Cybersecurity and Data Privacy: Tunisia has demonstrated its commitment to improving its local data protection law by signing the Council of Europe's Convention 108 for the Protection of Individuals regarding Automatic Processing of Personal Data, with a new organic law on data protection currently being drafted. This proactive approach reinforces trust and security within the digital ecosystem.