



TRC Contribution to Consultation on GSR24 Best Practice Guidelines
“Charting the Course of Transformative Technologies for Positive Impact”

TRC (Jordan) Contribution to Consultation on GSR-25 Best Practice Guidelines

In today's global landscape, the Information and Communication Technology (ICT) sector stands as a cornerstone and a base for other sectors and services. Its significance lies in its integral role in the economic and social development of nations, irrespective of their developmental stage. Modern technology has facilitated seamless electronic communication across time and distance, heralding a new era of connectivity. Recent technological innovations, spurred by the digitization trend, have been instrumental in propelling the ICT market forward. This innovation has driven down tariffs, expanded network capacities, and diversified subscriber services, revolutionizing communication dynamics. The convergence of IP-based communication networks with the Internet has birthed novel applications and services, such as over-the-top (OTT) applications, reshaping traditional business models in telecommunications and information technology. However, this technological advancement presents policymakers with unprecedented policy and legislative challenges, necessitating advanced and wise regulations to ensure service quality, availability, fair competition, and technological advancement within the ICT market.

Theme: **“What does it take for regulators to become digital ecosystem builders?”**

Submitted by the Telecommunications Regulatory Commission (TRC) of Jordan

1. Fostering Innovation in Regulatory Approaches

To effectively become digital ecosystem builders, regulators must cultivate an internal culture that embraces experimentation, agility, and forward-thinking. This starts with rethinking traditional regulatory processes to accommodate a dynamic and innovation-driven environment. At TRC Jordan, we are actively promoting a regulatory sandbox model, enabling innovators to test emerging technologies in a controlled setting with minimal regulatory burden. This fosters a collaborative environment between regulators and market actors, encouraging innovation and mutual learning. Moreover, shifting from a traditional enforcement role to that of a facilitator of innovation requires new skillsets, particularly in data analytics, behavioral economics, foresight, and technology literacy, which we are embedding into continuous training programs for our staff.

2. Adapting and Enhancing Regulatory Capacity

Regulatory frameworks must evolve alongside technological change and national development goals. TRC recognizes the need to align regulatory mandates with broader objectives related to digital inclusion, economic empowerment, and social impact. To support this, we advocate for the creation of inter-agency coordination mechanisms that bring together ICT regulators and other key government bodies (such as economy, education, and innovation). Internally, we are building cross-



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functional teams focused on emerging areas such as cybersecurity, AI ethics, and digital financial services, adopting a multidisciplinary approach to strengthen agility and relevance. These changes ensure we remain adaptive and responsive to fast-evolving digital markets.

3. Harnessing Transformative Technologies for Regulatory Excellence

Technologies such as Artificial Intelligence, big data, Internet of Things (IoT), and blockchain offer transformative potential for regulatory excellence. TRC is actively exploring the use of AI-driven tools for automated market analysis, predictive compliance monitoring, and the early detection of consumer complaint trends. Furthermore, we are prioritizing the development of open data platforms and interactive dashboards to promote transparency and informed decision-making. Regulators should embrace digital participation tools such as virtual hearings, crowdsourcing platforms, and real-time consultation portals to strengthen stakeholder engagement and public trust.

Also to enhance regulatory excellence and transparency, National Regulatory Authorities (NRAs) should:

- Publish relevant datasets on centralized platforms, ensuring accessibility and fostering public trust.
- Utilize online consultation tools to actively involve citizens and organizations in the decision-making process.
- Regularly update and maintain data portals to reflect current projects, market trends, and challenges, ensuring informed public participation.

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

To enhance the adoption of harmonized regulatory approaches within the global digital ecosystem, TRC emphasizes the effectiveness of

- Multinational Forums and Initiatives which facilitate the alignment of policies and standards, enabling regulators to share local practices and participate in joint initiatives that address common challenges.
- Support ITU work in this regard: The International Telecommunication Union (ITU) has made significant work in this area through for example (GSR), ITU academy and ICT regulatory tracker



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Locally TRC adopts a proactive and structured approach to international cooperation, aligned with the SDGs and global digital inclusion efforts. In 2024, TRC participated in 46 international events with 60 delegates — a 44% increase over 2023 — reflecting our growing regional and global engagement.

In partnership with ITU and UN-ESCWA, TRC hosted major regional events including the Arab Regional Development Forum, the Regional Preparatory Meeting for WTDC, and Study Group 3 sessions. TRC also promoted South-South and triangular cooperation through workshops with Singapore, collaborations with Egypt and Iraq, and joint activities with Palestine and the UAE.

As part of its international strategy, TRC actively signs bilateral and multilateral Memoranda of Understanding (MoUs) with countries and international organizations to institutionalize cooperation, promote joint initiatives, and facilitate the exchange of regulatory expertise and technical knowledge.

We continue to play a leading role in Arab regional platforms and Euro-Mediterranean Regulators Group (EMERG) and have recently secured vice-chair and chair positions for regional coordination bodies. These efforts underscore our commitment to harmonized regulation, digital capacity building, and global policy exchange.