Our Reference:	04.30.001
Tel:	+357 22693000
Fax:	+357 22693070
Email Address:	info@ee.cy

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Dr. Cosmas Luckyson Zavazava
Director
Telecommunication Development Bureau (BDT)
International Telecommunication Union

Dear Dr. Zavazava,

In response to the ITU's call for contributions to the GSR-25 Best Practice Guidelines on the theme "What does it take for regulators to become digital ecosystem builders?", the Office of the Commissioner for Electronic Communications and Postal Regulation (OCECPR) of Cyprus is pleased to present this submission.

Yours sincerely,

Petros Galides
Deputy Commissioner of Communications

Subject: Consultation for the Global Symposium for Regulators (GSR-25) Best Practice Guidelines on "What does it take for regulators to become digital ecosystem builders?"

Drawing on our Strategic Plan 2024–2026, and recent institutional advances, we outline how we are evolving from a traditional regulator into a predictive, anticipating, proactive, data-driven, evidence-based actor in the digital ecosystem.

Fostering Innovation in Regulatory Approaches

Regulatory innovation begins with embedding a culture of data-informed agility. OCECPR has developed **Μῆτις (Mitis)**, a market observatory tool that monitors and analyses structured responses from providers through regulatory questionnaires. While not fully automated, Μῆτις enables the extraction of market trends, supports policy evaluation, and enhances regulatory decision-making.

To reinforce this approach, we are investing in **institutional skill-building** around digital analytics, policy experimentation, and transparent stakeholder engagement. These efforts support a **culture that is adaptable and agile**, and simultaneously values **continuous learning, innovation and responsiveness** to emerging technologies, business models and broader developments.

Adapting Regulatory Capacity and Institutional Design

To balance innovation with digital inclusion, we are reshaping regulatory processes and tools.

We have developed a new, upgraded geospatial intelligence system, **ATLAS**, that consolidates fixed and mobile broadband and postal service coverage across Cyprus. It satisfies the EU's Gigabit Infrastructure Act requirements, providing infrastructure visibility that supports connectivity expansion, public funding, and transparency. In addition to informing the public and promoting awareness of coverage gaps, ATLAS serves as a collaborative planning tool for operators, enabling shared project development and infrastructure coordination that can reduce costs and improve deployment efficiency.

Our new **Numbering and Licensing Tool - Ἶρις (Iris)** now facilitates the allocation of numbering resources and provides a digital entry point for prospective ECS operators. These functionalities enhance transparency, streamline compliance, and foster market entry.

Our strategy also emphasizes **policy interoperability and regulatory foresight**, ensuring that governance frameworks adapt to digital convergence and are aligned with broader economic, environmental, and social policy goals.

Leveraging Transformative Technologies

In support of providing a transformative learning experience, the Office has also recently launched the **ICT Academy of Cyprus** (https://ictacademy.cy), aimed at strengthening digital skills and institutional capacity. This initiative serves as a key pillar in our commitment to regional capacity-building, offering targeted training, certifications, and knowledge-sharing activities.

Additionally, the creation of a **Learning Management System (LMS)** for the ICT Academy is a strategic step to enhance digital education in Cyprus and the wider region. It will offer modern, accessible and interactive learning experiences, strengthening digital skills across society.

Central to our transformation is the development of a unified **Big Data Platform**. This initiative integrates core digital systems, including **Mitis**, **Iris**, **ATLAS** and the **LMS**, into a single intelligent architecture. The platform consolidates data from a wide range of sources, including provider submissions, public datasets, network performance monitoring, and crowdsourced data from mobile applications and end-user feedback tools. These diverse data streams enable a comprehensive and multi-layered understanding of infrastructure deployment, service quality, and digital inclusion gaps.

The Big Data Platform will enable real-time dashboards, predictive modelling (as a form of sandboxing for upcoming regulatory changes), and AI-assisted supervision. It is designed to deliver high-quality, actionable insights for risk detection, regulatory compliance, and market planning. Furthermore, parts of the Big Data Platform and intelligence will be made available to academia and the general public to perform analytics and create added-value services, and to enhance the transparency of information regarding the work carried out by the office. This initiative represents a strategic leap toward anticipatory, data-driven regulation with direct impact on consumer protection, market fairness, and national policy alignment.

Advancing Regional and Global Collaboration

We view **cross-border** (regional and global) **and cross-sector** collaboration with industry partners as fundamental to effective regulation. Active participation in ITU forums, EU digital initiatives and regional partnerships and Bodies such as BEREC & EMERG, provides access to shared learning and harmonized practices. These efforts support our alignment with international standards while reinforcing our local regulatory adaptability.

The Office supports knowledge exchange, capacity-building and interoperability through its digital mapping and monitoring tools, contributing to a more connected and resilient regional digital ecosystem.

Conclusion

To become digital ecosystem builders, regulators must go beyond traditional mandates. Regulators stand to benefit from updating and broadening their mandates and competences to enhance their role, mentality and knowledge in this ever-evolving ecosystem. In our case, mandates such as cybersecurity and AI have provided a broader perspective of our role and facilitated our transformation as a digital ecosystem builder. This concept is supported by integrating advanced tools, adopting new mindsets, and remaining open to cross-sector and international collaboration. Through strategic planning, digital integration and institutional innovation, OCECPR is building a regulatory framework that is smart, inclusive and future-ready.