



Digital Regulation for Sustainable Development

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Harnessing Technology and Cross-Border Cooperation to Build Sustainable Digital Ecosystems: The Perspective of the Palestinian Telecommunications Regulatory Authority (TRA)

The Palestinian Telecommunications Regulatory Authority (TRA-Palestine) leads vital initiatives to develop digital communications infrastructure and strengthen the regulatory framework in Palestine. Since the adoption of the new Telecommunications Law at the end of 2021 and the establishment of the Authority under that law, TRA-Palestine has pursued a comprehensive approach that includes the implementation of strategic projects to modernize infrastructure despite highly complex political and technical circumstances. Through this contribution, the Authority seeks to present the main digital projects and infrastructure it is steering, along with the regulatory efforts that support digital transformation and inclusion.

1. Harnessing Artificial Intelligence for Regulatory Excellence

The TRA is launching pilot programs to leverage AI-powered analytics in spectrum management and service quality monitoring. These tools provide real-time insights into network performance and user experience, enabling the regulator to respond swiftly and effectively. The Authority is also exploring the use of de-identified big data to analyze digital access patterns in underserved communities and to inform inclusive policy design.

2. Major Digital Infrastructure Projects in Palestine

The Authority accords high priority to developing telecommunications infrastructure as the cornerstone of digital transformation. Key ongoing initiatives include:

- a) **National Fiber-Optic Network:** The Palestinian government, in cooperation with the telecommunications sector, has developed a comprehensive plan to roll out a modern fiber-optic network linking different areas and providing high-speed internet services. Despite the challenges, this investment is regarded as



essential for bridging the digital divide and enabling advanced services in Palestine.

- b) **Enhancing Coverage in Rural and Marginalized Areas:** TRA-Palestine is working to improve access to digital services for all population centers, including villages and remote areas that have suffered from weak coverage. These efforts reflect the Authority's commitment to narrowing the internal digital gap and ensuring equitable, inclusive access in the digital transformation process.
- c) **Emergency Response Centre (911):** In cooperation with relevant bodies, the Authority has initiated the establishment of a unified national emergency and communications center (911) to handle emergency, security and health calls quickly and efficiently across the West Bank.
- d) **Developing Regional Infrastructure and Data Exchange:** The Authority supports regional initiatives that enhance international data transmission and interconnection among operators and countries, ensuring stable and equitable access to global internet services for Palestinian users.

3. Regulatory Efforts Supporting Digital Transformation and Inclusion

Alongside infrastructure projects, the Palestinian regulator leads a series of regulatory actions and national strategies to enable digital transformation, chiefly by activating the sector's institutional and legal framework under Decree-Law No. 37 of 2021.

4. Unique Challenges in Palestine

- Restrictions on autonomous access to radio spectrum and modern technologies.
- Prior permit requirements for infrastructure expansion.
- Dependence on regional connectivity routes is not under national control.

Conclusion

By embracing digital technologies and strengthening regional partnerships, TRA-Palestine aims to evolve from a traditional regulator into an effective enabler of the digital ecosystem, ensuring that no community is left behind.