

UKE Contribution to GSR-25 consultation process and Best Practice Guidelines on “What does it take for regulators to become digital ecosystem builders?”

Today's world generates challenges that we did not know just a few years ago and perhaps could not even fully predict. The rapid development of artificial intelligence and digital technologies, which are now present in every area of consumer life and business activity, means that regulators must evolve from the role of ‘guardians’ to ‘builders’ of the digital ecosystem.

How can this be achieved? Today, market regulators must first and foremost initiate a comprehensive, broad dialogue between all market participants on the subject of regulation, and above all on areas where it is or is not necessary. Dialogue allows for mutual understanding of needs, leads to the triggering of processes, and becomes a driving force for actions aimed at achieving a common goal.

Regulatory authorities should facilitate the secure exchange of data between different entities, which is the foundation of digital ecosystems. Instead of creating rigid regulations focused on solving temporary challenges, regulators should focus on playing a proactive role aimed at supporting innovation in the telecommunications market. At the same time, they must ensure that the consumer is always at the centre of their attention, with their needs, rights and opportunities to benefit as fully as possible from technological progress.

A few weeks ago, we organised an online conference on the implementation of private 5G networks. We believe in the digitisation of local governments and that this will improve the quality of life of local communities and every citizen. We invited representatives from all sectors to discuss private networks: local governments, service integrators, and technology solution providers. This dialogue format proved to be a success, and we are already planning further meetings of this kind.

However, a digital ecosystem must not only be accessible, but also secure and trustworthy. This is a pre-condition for its development. Therefore, building it should go hand in hand with educating and supporting those who may feel excluded from its benefits. That is why I also see the role of the regulator as supporting initiatives aimed at educating – especially the youngest users and seniors – about AI and the opportunities and threats associated with it. Today, it is extremely important that digital services are not only widely available and of the highest possible quality, but also secure. This requires, for example, education on how to recognise content that has been manipulated in order to influence consumer decisions in a way that is harmful to them.

The regulator should therefore act as an institution supervising the proper functioning of the market, but at the same time listening to the voices of all its participants and seeking the best solutions that are beneficial to all participants in the digital ecosystem.

- **Holding a dialogue with market participants** – regulators should initiate a broad dialogue between all market players to figure out where regulation is needed and where it's not. This kind of cooperation helps to better understand the needs of all parties, which drives actions towards common goals.
- **Focus on the consumer** – regulators must always place the consumer, their needs and rights at the centre of their activities. It is important to ensure that digital services are not only widely available and of high quality, but also secure.

- **Supporting data exchange** – regulators should facilitate the secure exchange of data between different entities, which is the basis for digital ecosystems.
- **Promoting innovation** – instead of creating rigid regulations that solve short-term problems, regulators should take a proactive role in supporting innovation in the telecommunications market. This allows for development and adaptation to the rapidly changing technological landscape, including artificial intelligence and digital technologies.
- **Education and digital inclusion** – building a digital ecosystem should go hand in hand with educating and supporting people who may feel excluded from the benefits of technology. Regulators should support educational initiatives on the opportunities and risks associated with AI, particularly those aimed at children and seniors.