

OSIPTEL'S CONTRIBUTION TO THE GLOBAL SYMPOSIUM FOR REGULATORS (GSR-26)

Regulatory Governance Essentials for Dynamic Digital Markets: OSIPTEL's experience and approach

Question 1: What is the baseline toolkit for digital governance

OSIPTEL believes that the essential toolkit for digital governance should include the following elements:

- a) **Regulatory optimization:** OSIPTEL has implemented an ex-post regulatory assessment approach that has reduced the regulatory backlog by 49% between 2021 and 2024. This involves focusing obligations on the real needs of the market, eliminating unnecessary burdens on the industry and promoting predictability.
- b) **Evidence-based regulatory planning:** OSIPTEL publishes its Regulatory Agenda annually as a strategic planning tool that identifies regulatory priorities based on regulatory impact assessment, ex-ante and ex-post evaluation, public consultation and risk management. This approach is complemented by early consultation mechanisms that allows collection of preliminary input from sector stakeholders before the drafting of regulatory proposals. Together, these practices facilitate anticipating interventions, strengthening the predictability of the regulatory framework, and ensuring that obligations are proportionate to the problems identified, thus consolidating evidence-based digital governance.
- c) **Regulatory Sandboxes:** This year, the framework that will allow the development of sandboxes promoted by OSIPTEL will be approved, fostering innovation in a controlled environment
- d) **Preventive enforcement:** Since 2021, OSIPTEL included preventive enforcement as a collaborative tool. Their share has grown from 8.5% to 33.1% of all audits (2022-2025). 67% of completed preventive oversights resulted in preventative alerts, allowing companies to correct weaknesses before they become non-compliance.
- e) **Prioritizing responsive enforcement over punitive enforcement:** Corrective measures increased from representing 9.9% in 2021 to 52.1% of all administrative procedures initiated in 2025. This mechanism prioritizes behavioral change over sanctions.
- f) **Empowering user by providing comparative information as an incentive:** OSIPTEL has implemented various transparency tools that encourage competition. These include the District Mobile Quality Ranking, comparative reports on sanctions and performance, and applications such as Check Your Mobile Internet, Check Your Signal, Check Your Case, Check Your Lines, PUNKU, and SIRT. These platforms provide information on quality, coverage, complaints, ownership, and security.
- g) **Risk-based supervision:** OSIPTEL is currently developing a pilot risk-based audit for mobile line contracting process, with a multi-departmental team that develops the methodology and conducts tests with operators.

Question 2: Metrics and evidence standards

To make governance essentials measurable, OSIPTEL has developed the following metrics and observability mechanisms:

a) Some indexes and objectives established by OSIPTEL:

- ✓ Competitive intensity index for each market
- ✓ Public telecommunications service quality index
- ✓ Percentage of users satisfied with service quality
- ✓ OSIPTEL reputation index
- ✓ Scope and scale of service quality oversight index
- ✓ Customer service quality provided by telecommunications companies index

b) **Results portals:** OSIPTEL monitors and publishes metrics on internet quality, coverage, connectivity, infrastructure, and rates through dashboards and applications such as "Check Your Mobile Internet," "Check Your Signal," PUNKU, and others, promoting transparency, user empowerment, and incentives for continuous service improvement.

c) **Network Monitoring Center:** OSIPTEL monitors more than 30,000 base stations nationwide, with remote connection to the operators' alarm management systems for the prompt restoration of services.

d) **Dashboard for Enforcement, Sanctioning and Legal Defense:** Comprehensive system that monitors audits, final fines and legal proceedings.

e) **Metrics for quality of customer service and satisfaction:** Semi-annual publication of the Customer Service Quality Ranking, which evaluates the performance of operators through six dimensions: accessibility, digitization, responsiveness, empathy, effectiveness and timeliness, and truthfulness.

Question 3: graduated supervisory and enforcement pathway

OSIPTEL has designed a phased regulatory intervention plan:

- a) **Level 1 - Guidance and prevention:** Preventive inspections and early warnings that allow voluntary correction without punitive consequences.
- b) **Level 2 - Corrective measures:** Non-punitive administrative processes that require concrete remediation actions without imposing fines.
- c) **Level 3 - Administrative Sanctions:** This level corresponds to sanctioning procedures applied in cases of serious or repeated non-compliance, with proportionate fines. This level is linked to the public Regulatory Agenda, which allows for anticipated interventions and provides predictability for stakeholders to adjust their compliance strategies.

Cross-cutting approach: international cooperation

OSIPTEL considers international cooperation essential to reducing regulatory fragmentation in cross-border digital ecosystems. Our experience indicates that the most effective mechanisms include:

- a) **Shared metrics:** Harmonization of service quality indicators and meaningful connectivity for regional comparability..
- b) **Mutual recognition:** Agreements that facilitate cross-border compliance with regulatory obligations.
- c) **Multi-sector cooperation:** Coordination with other sector regulators (consumer protection, competition, privacy) to address converging challenges in a coherent manner.