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JUNE 17, 2026
14:00 P.M. GMT

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>> EMCEE: Good afternoon. We're restart for the afternoon. We're here again. We have reached one of the most expected moments of the Forum. The Regulatory Experimentation Pilot Project. Designing Regulatory Experimentation: A Practical Guide for the Public Sector, this is regulatory efforts of the Americas and the Sandbox. This is with the European Union, strengthens the regulatory framework, the institution frameworks for data transformation and the Regional integration of ICTs in Central American countries, Belize, Colombia, Costa Rica, El Salvador, Guatemala, Honduras, Panama. Today is the launch of the 11 organizations that represent the seven countries and will present the proposals for the experimentation of the pilot July 26-27. The BDT ITU will support the countries in the implementation of the initiatives with a focus on results that are tangible and real impact. We have the honour of starting the session with the opening remarks of the Director of the BDT of the ITU. The Director, Dr. Cosmas Zavazava.

(Applause)

>> COSMAS LUCKYSON ZAVAZAVA: Good afternoon, ladies and gentlemen. I see the room is still full. It is just two days, but I think we're making good progress. I thank you for your participation and your invaluable contributions.

Distinguished colleagues, ladies and gentlemen, our Host Country, it is a pleasure to join you for this special session on the key pilot project within the Regulatory Experimentation Pilot Project which was launched in Paraguay. This demonstrates it is not all about talking. But we translate speech into action or impact.

As you remember, this important project, which we are grateful, I think the Representative of the European Union are here. It was co-financed with the European Union, we launched it to strengthen

regulatory and institutional frameworks for Digital Transformation and Regional and Regional integration of ICTs in Central America. Many are looking at the success story of this project. So that they can replicate and also advance in this regard. The project was designed as a Regional cooperation initiative to strengthen institutional capacities, to foster innovation friendly, regulatory approaches and to support evidence-based decision-making in an increasingly dynamic digital environment. In just one year, the project has already generated concrete momentum across the Region.

In its first phase, the Telecommunication Development Bureau supported 10 Workshops and also achieved the training of over 400 professionals across seven beneficiary countries, namely Belize, Costa Rica, Dominican Republic, El Salvador, Guatemala Honduras and Panama. This is not the end of the story. This is the first phase.

These efforts have helped build a strong Regional Foundation for understanding and applying regulatory experimentation mechanisms including Sandbox approaches, and other innovation-oriented tools.

As I will say later on in my speech, you can consider this to be one tool in your regulatory toolbox. We hope that you achieve impact, that we all desire. The strategic importance of this project lies in that regulatory innovation should not be understood only in terms of technology.

It is also about institutions, capabilities, and the confidence to test new approaches responsibly.

Our next step is the launching of Regional call for proposals to identify practical initiatives to allow us to move from concept to implementation. And in this regard, we have received 11 pilot project proposals that reflect a strong response from institutions across beneficiary countries for a structured experimentation. I'm pleased to note that the region is ready to move beyond discussing innovation and to translate it into practical regulatory action.

Today, we are officially launching a portfolio pilot initiative that will be implemented over the coming year as part of a broader effort to modernize regulatory practice and to strengthen Public Sector innovation in the Americas. And that is why I said, the list of countries that I stated are not the end of the story. It is the beginning of the story.

These pilot project are related to quality of service, connectivity in rural and underserved areas, emerging network models and digital innovation and Governance approaches for the AI and artificial intelligence.

They show regulatory innovation can respond to real institution will priorities while contributing to broader Regional learning. Our aim is to establish learning organisations so we can adapt to change.

They create a space for regulators and public institutions to learn by doing. To engage with the stakeholders and generate practical evidence that can inform future policy and regulatory decisions.

In this sense, this pilot are an investment in institutional

learning, Regional cooperation and more adaptive and forward-looking Governance as technology gallops, regulation tends to follow.

And sometimes it is overrun by industry. And when regulators try to play catch up, industry says you are trying to stifle innovation.

But we have to maintain a balance so we must regulate with a human face.

Ladies and gentlemen, we have the opportunity to hear directly from the Representatives of the participating institutions, the human faces behind the pilot projects. The interventions will show how each pilot responds to a challenge, and contribute to a shared Regional Agenda on regulatory innovation.

I encourage all participants that provide from this exchange that provides Regional assets that we can all learn.

I'm pleased to launch today a practical guide for the Public Sector on a designing, regulatory experimentation.

And I think today, as we put our heads together, we're going to lay a good Foundation, where we don't need a GPS to know where we want to go. This dialogue provides with a conceptual design and select and guide different types of experimentation spaces in the Public Sector. Rather than promoting a single model, it proposes a decision oriented approach that helps identify the most appropriate instruments to be used, the level of risk involved and assessment of available institutional capacities. Through this guide, we reaffirm our commitment to supporting Member States in strengthening their institutional capacities and in building Digital Governance that foster innovation, protect users, and contribute to sustainable Digital Transformation. The development.

We are committed to support willing regulators and Governments in this work as they build for sustainable and inclusive Digital Transformation. Once again, today's launch is the beginning of a new phase.

One of implementation, learning, and cooperation at scale.

So we should put our heads together, not our hands, but our heads together in order for us to be able to work in a collaborative way. As you know, ITU is promoting G5 regulation, which is collaborative regulation.

As wise man said you alone can do it, but you can't do it alone.

Last, today, I believe was a great day as I will launch a practical guide for the Public Sector on designing regulatory experimentation. This guidance provides policymakers and regulatory Authorities with a conceptual operational framework to design, select, and guide the different types of experimentation spaces in the Public Sector, as I already said.

Ladies and gentlemen, through this guide, we reaffirm our commitment to supporting Member States. So that we can move forward in Digital Transformation and also in digital development. Under the BDT for impact. And we believe in continuous innovation. And it is my hope that the work that we're presenting to you brings new tools in your regulatory toolbox. Thank you very much for your attention

and this opportunity.

(Applause)

>> EMCEE: We would like to have a picture with Mr. Matteo Banti while he's joining us here. And as follows, coming up next European Union Chief, in the meantime, we would like a picture here with Dr. Cosmas Zavazava.

This is the time of almost closing this second day, and with this picture, we give the floor to Mr. Matteo Banti, European Union, Chair is going to give us remarks, closing words in this special section.

>> MATTEO BANTI: Once again, good afternoon, everybody. Special greetings to Dr. Cosmas Zavazava, BDT Director ITU. And the Americas Director, and those preparatory here, thank you very much for organizing this special Summit in beautiful Cartagena. For the European Union, it is an honour to join this Summit as a Representative with this project it reflects the cooperation between the European Union and Latin America and the moment where Digital Transformation impacts our economies, daily lives. This initiative shows that innovation has true sense, when it is a disservice of people. The institution will strengthening and a more inclusive and safer development. The pilot projects are diverse and share a common vision. Which is the same. To put technology at the general public service. And we have already spoken about this with Dr. Cosmas Zavazava. In Costa Rica, for example, we will be enhancing the regulatory Sandbox in the way to help prevent fraud and better prevention users. In Panama, the we will be measuring tools to measure motional Internet quality and based on role citizen experience. And in Dominican Republic INDOTEL will use the measure of data speed packages, converting user experience in the regulatory evidence to improve the current legal framework.

We will see projects that point out bridging the editorial gaps. For instance, in Guatemala the pilot project will take connect to rural areas, with high -- with satellite connection. It can be replicated in other areas of the region. In Belize, 5G will be evaluated and taking broadband to communities that are not taken care of today.

In Honduras, they're going to be testing a more transparent methodology of better public value to measure quality of mobile networks. Those are examples of how regulatory innovation can become more inclusive, better competition and more opportunities. And other pilot projects will appoint in improving in that sense, OMAE is going to create a procedure office developing a model to improve the network in El Salvador. Improving administrative cost and procedures all based in evidence. Also in El Salvador, SIGET is going to promote a platform for low-power devices. Institute processes by faster and more transparent procedures.

Artificial intelligence is also having a special point in this Summit in Panama. They're developing a pilot project to validate and design practical guidelines for supervision for artificial intelligence systems. In Dominican Republic, OGTCE, we will launch

an artificial intelligence platform to experiment in real cases a public institution and based on evidence, to build up legal framework. It is a very responsible and pragmatic way of implementing with innovation, learning before implementing and putting people in the centre.

These three pilot projects are leaving us valuable teachings, Digital Transformation requires funding by also smart rules, public capacities, and international cooperation. The EU believes in that approach. That is why we will lead these efforts, together with the we want a clear and inclusive centre of the people. We want a digitalization that bridges gaps, strengthens institutions and generates confidence.

Let me finish with a simple idea. When a rural community connects and can be better qualified, when a procedure is shorter, when AI is regulated with responsible evidence, Digital Transformation stops being a pledge and becomes a public welfare. This is pretty much the value of this alliance between the European Union and the International Telecommunications Union and all of you here. Thank you very much, we wish you all the best and success in all of your projects. Thank you very much.

(Applause)

>> EMCEE: Thank you, Mr. Matteo Banti. With this, we move to the panels presenting the pilot project session going to be structured into consecutive panels. The first one will be moderated by Mr. Carlos Lugo Silva who is invited to the stage. ITU achieve and with him Mr. Luis Scheker, not of Dominican Republic and Mr. President Leo Van Troi Mercedes, institution relationship OGTIC of Dominican Republic. And Mr. Alkin Saucedo, ASEP, Panama, and Juan José Pimiento, SENACYT Panama. And Mr. Carlos Victor Hugo Alvarado, SIT, Guatemala and Mr. Cesar Caceres, CONATEL. Honduras.

Start with the official picture of the panel, if you join me in the centre of the stage to have the first picture of the panel. Yes, please. Picture of the first panel. Remember there are two panels in a row. Picture and give the floor to Mr. Carlos Lugo Silva.

>> CARLOS LUGO SILVA: Good afternoon, it is a honour to moderate this panel. It is a panel that is dynamic and in the mantra of BDT, BDT for impact. We will talk about impact and how all the learning we have reached all over this last year. Thank the project from the BDT and the Regional office is been working building capacities to innovate in regulatory frameworks, to have agile regulations and use the technology in the process to implement regulatory Sandbox to create the prototypes, not only to innovating in regulations or make evidence in making regulatory decisions to have evidence implementing new technologies, like AI, big data and the technologies that are also known concepts like RegTech that today makes regulation more dynamic, easier and more secure to foster the development in different Sectors as it was presented by Mr. Cosmas Zavazava, our Director over the last year, we have been working, training.

We have been able to go to the seven countries working with several organisations, training regulatory professionals,

economists, lawyers, and then after having more than 400 professional trained, then as was mentioned by Mr. Cosmas Zavazava, learning by doing.

And today, we have brought the main characters to response questions. One, what is your project about, to what is the real impact you expect to reach in this project. These are two questions in one. You will have three, four minutes of time to providing a very concrete response. Next slide, please. I would like to start with INDOTEL, with the Director that has proposed the regulatory Sandbox to improve mobile Internet quality and to improve measurement of mobile. Let's hear him talk about the impacts he is expected to reach.

>> LUIS SCHEKER: Thank you, Carlos and ITU. As most regulators in the Dominican Republic, we pay close attention to the citizens. And regarding service quality and we have norms regarding quality service with typical standards. Dating from 2015. It has always been a very sour topic, this decision to have quality regulations.

And if they are being flexible, if they are too demanding.

What we are trying to do here is look into the norm, to identify innovative environment with Sandbox what would be the most appropriate indicator, leverage the new technologies, the new ways to carry out the measurements. And the way it is measured and it is used. What impact are we seeking. Okay, what we see, what is first different relationship, not so confrontational, between the regulatory designer regulation designer and the companies. What we're proposing is basically to leverage the use of technologies like crowdsourcing. And it is also empowering users, making part of the quality measurement. And with these new technologies, we'll have a wider coverage, more quality of samples, measures that are going to be ... because the company takes a measure. And team makes another. And the fighting over why the difference. No, we're going to decrease the confrontations, in building the regulations to have a more harmonic regulation building process and have the results and norms with the most effective cost because the load for the industry to carry out the measurements as stated in the 2015 norms. To have the measures and more transparency.

>> CARLOS LUGO SILVA: Thank you, if we have time we will come back to the topic. I don't think so. But next is sovereign AI, with the Government Agency of the OGTIC. Leo Van Troi Mercedes tell us about your project. It is the first sovereign AI in the Region.

>> LEO VAN TROI MERCEDES: Thank you very much, Carlos. And thank you ITU Mr. Zavazava who is here as a Representative. And the EU that is allowing us to participate in the Summit like this one from the technology Governmental office. We're sending a special greeting. Mr. Bautista, the Chief.

This space is important and this project is important. Because pretty much the trial based on what the norms are, the laws are. And how AI is going to operate in Dominican Republic. For that, we have designed a project of the AI Governmental platform we have called LATIA. As a project we are implementing this regulatory Sandbox with LATIA, we are creating this experimental exercise giving first of

all, given the structure about artificial intelligence and we are going to create an operational structure that will allow us to have the Dominican Republic and build a platform that will have interaction with the digital public infrastructure like a unique account. The citizens holders. Interoperations, and donations from the Government and Dominican Republic is giving a great use, to strengthen our regulatory framework. Which are the nortic, it refers to technology norms. The nortic, it is based on AI, the artificial intelligence.

So when we have all of this together in a year-long process, we have gathered all of this necessary evidence, and we'll create and make regulatory framework based on evidence after one year of operations, implementation, carrying out the adjustment and implementing with the tools and that has already been launched in other public institutions and our NCP service that is the modelling protocol server that will enable connection and connecting between the different institutions with information.

It will allow us to refine so that at the end of the year, we have everything structured. We will be able to propose the law and with that I will be the first artificial intelligence law under the Dominican state.

>> MODERATOR: What all of these have is to enable and carry out the regulatory framework and implement it to all and of the entities and agencies of the Dominican Republic state. Here's the Sandbox model of regulatory implemented with the competencies.

Going to the quality issue. We have a similar project here that will enable replication in the different projects. These projects, six for Regional integration and something that extended from the conception of the pilot project and based on the fact that experiences in the country can be shared, going back to the issue of quality I'm going to give the floor to Mr. Alkin Saucedo. National telecommunication Director of ASEP, regulator of telecommunication of the public services in Panama.

>> ALKIN SAUCEDO: Thank you very much, first of all. I thank ITU for giving us the opportunity to participate in this important project.

And the European Union, and our project is similar to the Dominican Republic project.

We want to create a technological based tool to measure the quality of the mobile Internet.

In Panama we have a measurement model based on field test or field tryouts. That model as my person mentioned issuing it can be a model that works, but it is a model that is being left in history, people want more, they want speed.

Regulators must make into the registration to respond people as soon as possible. Same social network. We need to evolve. And a tool, crowdsourcing, collecting what users data of interaction. That is important. And that will generate a real-time measurement and provide data. Data for the decision-making processes. And nowadays in topics, communication regulators are pretty much all the time

online either mobile and the technological difference in the axis between the two.

We think that the Sandbox will be implemented, if is going to help us raise awareness on how your Internet is working. That is the major impact we are going to get, it is to experience in a controlled environment experimentation that will allow us to get the experience to carry out the necessary adjustment before launching formally. Before lurching our regulation formally. But what is also important is the cooperation, we are going to have by the telecommunication operators is increasing with the transparency and the process and the transparency in the user, so it is going to be very interesting Sandbox. And really beneficial for the user that is going to have the benefit. At the end of the day, we want to have a document and a proposal that will allow us to embrace a new legal framework for the component for this area.

>> MODERATOR: Thank you very much. And this project has inspired a lot of changes and regulatory changes. One of the results and impacts is the low project of experimentation for artificial intelligence in Panama. First project and first of that guidelines and for a leader from SENACYT Panama.

>> SENACYT: Thank you for your support, given a context of how you were able to identify that this was the day, Panama same as in many other Regions of the world, we have been discussing if we regulate the artificial intelligence or not. If we copy the European Union model or not. And in that setting, some were presented, in the Assembly and some were restrictive, some were just copying the risk models, and there is differing factors. And in the middle, this discussion emerged in the Secretariat that I represent and we were able to organize the National AI strategy. We had talked with the different stakeholders, Civil Society. Waiting for the results of the strategy before filing a bill or law without knowing the consequences. Otherwise, it would be impacted in a negative Forum. In that sense, we have SENACYT and ITU, presented the National Assembly project for AI Governance. This is represented a chain of paradigm in Panama. We were not used to doing thing this way. We have bills and then they become a law and we see what happens. This is completely difference. This project was approved in the first debate, there are no sessions in the chamber right now. And there are ordinary sessions in July. But we trust that in first and second debate, will get an approval and the President will grant it as a law. The process has been really innovative for Panama for the Public Sector and the National chamber and talking about regulating with evidence and giving a legal form regulatory experimentation rooms or Sandboxes. In that sense, the law project States all the criteria for the impact. And it is the entity that coordinates and designs this regulatory Sandbox tools then what happens, we have to do something. If we are responsible for this, we decided we wanted to go ahead and submit this project along with the ITU to write or create the guidelines, it is the base of the AI Sandbox, and the country wants to implement in other exponents or areas, not only restricted to artificial

intelligence, but that it can be replicated for the critical and emerging technologies.

We know in the Region that we are embracing or adjusting Governance of AI. We're the first one, we are really provide of being pioneer in this topic.

>> MODERATOR: Thank you Sophia. The service quality and mobile applications, really good ranked by the users, that is what we want. The real perception or evidence for quality, artificial intelligence for the Public Sector artificial intelligence in transversal way. Through a law, state law, through something that continues to be very important. We have heard it all of the Forum, the development, the something important. And connectivity, not to leave anyone behind. A meaningful connectivity. Each in Guatemala, it is important and part of the Agenda of digital development and connectivity and definitely bridge the gap. So we go from this innovative topics to traditional topic. But that is also requiring innovation for when implementing it. We make it a project for the connectivity with the technology. So I give -- I give the floor to Mr. Carlos Victor Hugo Alvarado to share with us.

>> CARLOS VICTOR HUGO ALVARADO: Thank you, Carlos and ITU for making this possible. I also want to thank our Authorities for Guatemala and the Ministry and superintendent for the opening vision that they have on the topic of such an important project for our Region and our country. First, to comment in with Guatemala, we have many challenges related to the topology in our country. I don't know about other Regions, but coined with other topics like how the municipalities are set out and other factors related with investment. The part relating Houston the infrastructure has evolved but it has been slow. Operators for many reasons have not wanted to expand, as we expected, even in areas that may not be so secluded but continue to be rural. But were not attractive. For this reason the superintendents in dictating and granting permits from the spectrum, sees a necessity in how to work out a model on the looks. We have a superintendent. In the Sandbox, to be able to assess the profitability and the social impact that they have in the areas that we want to reach out in our rural communities, that is.

So we look at the technologies, as they were mentioned before, have a lower altitude satellite and to reach the places that traditional you know with models of physical guided means, it is very hard. Because of the variety of challenges that the geography presents. Through this, we can get to know how the Regions and systems are. What can we do, as superintendency to enable regulatory frameworks and new models to incentivize this. We have all of the willingness and desire to use this as our basis for legal reforms that have been widely discussed in this panel. And we sure believe that with the strength we have, we can have good basis to go to the corresponding entities and propose the reforms that we consider relevant for the telecommunication in the country. Of course, this entails that our populations or our communities in the rural areas have significant connectivity, which is what we want, even though

just enough to reach the place with the type of technology, but the quality and the significance is also important.

>> MODERATOR: Thank you, Carlos. And to close the first block of presentation, I wish to close with CONATEL Honduras, National Telecommunication Commission. Commissioner Cesar Caceres highlighting something important of the innovation. It is not necessarily like the mobile virtual operations or other aspects that have been proven to incentivize the competence, the competition, the affordability of the telecommunication services. And where other countries that have never experienced that, with CONATEL, in the following of the initiative that we have, there are various ideas to be developed. We're going to present or the Commissioner is going to superintend the regulatory Sandbox that we seek to find the communication through mobile virtual operations.

>> CESAR CACERES: Carlos thank you very much. I am joining my colleagues to thank the ITU for the activity and with the support of the EU to develop all of the Sandboxes.

We cannot ignore the fact that effectively since we recently arrived we have the expectation and use the mechanism to boost a series of Sandboxes. And when we started talking with you we had to address the issue and the Dominican Republic and Panama working on this topic. That is how our search went. The most important thing of the experiences is what can we learn from what countries in the Region are developing and to speed up the process, it is because we find ourselves in the crossroads of a new legal framework and new law for the Telecommunication Sector. And obviously numerous topics that have been postponed and that require immediate attention.

And the taboo that we find or we find and within the President of the country, we have two operators, the presence of a third operator. We had the experience in the topic of the spectrum of reserving and allocation or public tent processes of the spectrum, where we said, no, let's leave a block reserved for a new operator, a third operator. So we have been.

With this initiative, it was just approved for CONATEL a couple of weeks ago, we will launch a whole package of spectrum for 5G, 3500, and 1900 and so on.

And say let's step out of the National operator that is broke. We cannot continue to reserve the uses of the spectrum space. And in this context, and the dialogue that we had is how did we manage to analyze and bring back the reality because the Congress doesn't want the concession. Says do not offer public tender for the whole space, obviously the Sandbox allow us to sit down with the prayers, identify if there is an opportunity for a third operator or the figure of the virtual model operators to develop this idea and develop this Sandbox that allows to identify if this potential is there and eliminate and discard the idea of the politicians who make the decisions. In the end, but to focus on if this figure can actually give us an option and if not, if not, just a competition to establish the operator in many cases set themselves up on the platform that is already existing. That is why in the end, we define that among

many others, like our tourism Minister will explain later. We decided for this one, because effectively we wanted to move forward on the new legal framework that we're going to drive and the idea is that would not allow us to move forward on the rational use of the spectrum. So basically using this construction that we're developing with you to be able to incorporate and obviously it fits like a glove, the fact that all of the countries in the Region are moving forward on something that we intended to have and obviously everything they collect will be useful for us to enrich our laws. So obviously, this is an importance of this type of Regional efforts.

Okay. Well, thank you much.

>> MODERATOR: I want to leave through takeaways. First, as the Commissioner Cesar Caceres said, this is a Regional effort, sub-Regional effort, the Central America and Regional teachings will be shared. This is aligned with the protocol that Mr. Cosmas Zavazava said and the Secretary of Was presented yesterday, it is working in the good sharing of practices. And the second takeaway is the success of the projects will be measured in terms of the teachers and data that they will generate. This is the final -- this is the end game, the final game, the new view of doing regulation. And the third message is that unfortunately this is the end of the panel. But tomorrow, the regulatory innovation Workshop, we will continue to delve deeper in the knowledge and the teachings and learnings and the discussions, and the protagonists with the EU are displaying. Thank you very much, a big round of applause for them.

(Applause)

>> EMCEE: Thank you, Mr. Lugo for moderating. And now the second panel, Mr. Willy Carvajal, the Regional Office of the EU Delegation Costa Rica. I invite you to join us on the stage. Followed by the panel members. Mr. Abraham Teck, PUC Bulls. And Mr. Deryahn Munoz, from SUTEL and Mr. Alvaro Calderon, from SIGET El Salvador. And Mariana Gomez, from OMR, El Salvador and Andrés Ehrler, Minister of Tourism Honduras. And give a big round of applause, we are reaching the report of the President and the closing time please stay with us, I invite you to be at the centre of the stage for the picture, please. Thank you. We're going to take a picture of you now, please. Join us at the centre of the stage. The second panel will be led by Mr. Willy Carvajal, the Regional Officer European Union Delegation Costa Rica. I leave you with the specialists that are here today.

>> WILLY CARVAJAL: Good afternoon to all of you, and from us of the Delegation of European Union Costa Rica, thank you all for being here today. I have the honour to present Belize, Costa Rica, El Salvador and Honduras. They have a very interesting proposal. Topics of improving apps, institutional platforms for procedures and logistic aspects of the regulated population.

And an interesting proposal in the tourism Sector.

We have diverse topics. I won't share too much of the ideas, of the projects. And I finish with something in context of the European Union, and we manage the operations in the case of SIGET. I monitor this together.

I ask all one question, same format as before.

Can you tell us which context of how the project came up, the ones you are working on, what results you expect, that is very important. What do you think you are going to achieve through this exercise? Which step will you take after this finishes? Please go ahead.

>> I want to thank you all that made this possible. In the interest of time, the item that we wish to food bank is 5G deployment, which sounds a bit too technical. Because what we are after is well is connectivity. Connectivity under a challenging environment to be able to address underserved areas.

Other than the technical components of the Sandbox, we wish to be able to measure the end user experience or the consumer experience. Use the data to be able to see what impact it has on our spectrum allotments and actual assignments. In addition to identify what are going to be the implications.

Arising of this. Bottom line, how does it impact our present regulatory that we have and our legislation?

What we want to gain is basically evidence, to be able to come to an evidence-based decisions. There are a number of things that we can expect to gain, even though this is in the Telecommunication Sector. The knowledge we will gain here is not going to be telecom regulatory. It is going to be a regulatory experience, which first we can utilize within the Commission itself. Not just a regulator. We tend to expand this knowledge and share with all of the Minister and the Private Sector and gain momentum.

At the Regional level, I don't see or not of the opinion that we are looking for a model to be recreated. But what should be able to happen is that to get clear methodology that applies to a small state.

I have heard the term small state. That is not what we have in mind. We have a small state with hundreds of thousands. That is an experience to share how to be innovative without losing the sight of the regulation environment in which you work.

>> MODERATOR: Thank you, Mr. Abraham Teck. Something interesting, the connectivity proposal how can we use 5G to display that are scarcely populated. Something we all share, is the capital but what happens with the periphery. These will allow Belize to have a methodology that is clear to measure results and promote 5G in less favored areas.

Thank you, we go with Costa Rica, Ms. Deryahn Munoz.

>> DERYAHN MUNOZ: Thank you, on behalf of Costa Rica, and thank the organizer it has been a wonderful event and thank you to allowing all of us to step out of the comfort zone and things that we first want to tell about the SUTEL project, you can see on the screen, what we are doing. It is how people decide to start this. And us in Costa Rica, we wanted to do it a bit different.

We set out this question. If we're facing a regulatory innovation topic, we need to leave some space for the Sector to propose these initiatives. Why? Because as regulator, of course,

we had many things in mind. Some of them have been proposed by other countries and analyzed within the process. But we thought that it was an opportunity to give this possibly to the Sector to be propose and change the way we do things usually. The regulator proposes. In this state, we open a public consultation process that allows us to receive over 10 initiatives because some of them came after the due date and analyzed them. With the methodology for the analysis to choose, will have to comply with some standards, within the time frame that is appropriate. That is with under our legal competency.

On this structure we're able choose an initiative.

One of the most valuable things is precisely when we did this process in this way allowed us to get engagement with the rest of the Sector, they even though they did not present and direct proposals they were interested in the company in the process.

We have other agents that are involved. In the end, all of the mobile operators that are involved in the process. What do we want to do? Very concise. We have been hearing different Forums how the Telecommunication Sector has changed from being this big actor of the digital ecosystem to be removed and having issues with the income. This happens in the end. What they find as a very good example is when you get connected to a new app and say would you like me to authenticate with Google, yes, of course, I'm not going to invent anything, another password or anything.

The development of the APIs we tried to do a similar thing to allow the access to the network in a controlled way that the operators can develop initiatives on the common framework that is standard that would allow them later to use the mechanisms to step out of their traditional role as connectivity vendors and supply to the detail ecosystem all of the mechanisms that will allow them validation on other topics.

We'll see along the way the precise APIs that are required. But we already have some on the table right now. This in particular contributes to a reality that we have been addressing in different panels, which is a fraud issue. The telecommunication perhaps to assess and become mechanisms where we do financial transactions and in this, along these lines, we see a space where we can work with other actors and stakeholders outside of the Telecommunication Sector on the Financial Sector where we can achieve the enrollment between how to user our own mobile networks and use the skills to contribute in the benefit of users and consumers to be safer. Have safer processes that are related to cellular phone. I will stop here.

>> MODERATOR: Thank you very much. We will go to the Costa Rica in the methodology used. Calling from the Private Sector this implies that this large interest in the Public Sector to get involved. And I think Costa Rica has given a good example in the beginning of this methodology.

Now we continue with the case of El Salvador. Alvaro Calderon, please go ahead.

>> ALVARO CALDERON: Good afternoon, thank you very much on behalf of El Salvador for the opportunity. We are two institutions

from El Salvador that work together hand in hand. Is a very good opportunity to experiment on the regulation topic. Our specific case of the superintendency of telecommunication and electricity is to establish a procedure that is not established in the law for the experimentation.

Which is a low-power equipment certification programme.

And this we do because of the existing need of the all righting of technology, they require the document of the legal certainty to send the equipment, whether Bluetooth or other equipment. It is free use devices. We have extended these to analyze the devices that are mobile terminals. Mobile phones. This is the that we have in the experimentation. And to achieve the highest efficiency when digitizing this. We receive requests through email. It is sort of a short digitalization. We want to digitalize and automate the procedure for the advantage of the users and as well as the institutions to lower cost. And maybe the bottom line of this is to take this procedure that allows the flexibility of making more experiments, because we don't have -- we're not -- we don't have that many constraints, legal constraints to generate experience. Because we are in the face of the digitalization, not only here but the whole Government. I have that person that is actually in charge of this. And in the end, to make life easier for the citizen. And to have this background so we can see what did work there. And not specifically for this particular process but will be useful for other processes. Like my personal dream is to see frequency designation process to be digital. Not just because I will receive a document in particular, but because a platform that exists where I can manage and the user can have a better monitoring. And a certainty that it did not get lost or there was a problem with it. And we are on the way with the goal that we expect.

This is in general what we're doing.

>> MODERATOR: Thank you. We hope this dream comes true.

Ms. Mariana Gomez, OMR from El Salvador. Go ahead, please.

>> MARIANA GOMEZ: Hello? Thank you, good afternoon. Thank you, ITU, again, and the Delegation of the European Union, Dr. Cosmas Zavazava. Thank you very much. Greeting from El Salvador. And the project that comes hand in hand with those from SIGET. We set out basic goals. First, and mainly, for us it is primordial to offer a solution for a problem.

In fact, we note that regulatory improvement is exactly that, to offer rational and sufficient solutions with regard to regulations to resolve a certain problem of public policy that is occurring in the country.

Along these lines, we set out the generation of the confirmation of the holding in the regulatory improvement.

The first one in the Region, I think. That would be driving us with innovation mechanisms we have the Sandbox, the innovation hubs, et cetera on one hand. And on another hand, it is going to allow that this modality is fixed on the regulatory improvement is not going to require additional budget but will be located within the OMR. And

to bring to practice this innovation practice the centre of innovation in El Salvador, we're going to an experimentation, a regulatory Sandbox with a cost and analysis methodology. At El Salvador obsessed with the simplification of the procedure and the citizen and entrepreneur. So they can locate their business, keep their business. And of course get the profitability that they expect and that is needed. Considering taking from the reference their respect to the laws and legality.

So our regulatory Sandbox is going to be focused on the methodology and testing the methodology for procedure cost analysis that is written and it is already on paper and approved by the institution. But we have not tested it yet.

And to this, we're going to incorporate a technology. And this technology will be emerged in our platform of the integrated regulatory improvement platform that is a modular platform, we talk with this is a tool that allows the generation of procedure, flows with AI. So this platform, once it improves is going to have a new module that will do the analysis for the cost of the procedures.

So why at the beginning of my intervention I mentioned that we start on the goal of generating a response to a problem that we're living.

In El Salvador, traditionally, all procedures, but in all Latin America in general, the procedures can face the bottlenecks and delays and response and so on. For us, in the incentive for the regulatory improvement that has the Governance on different institution of the Public Administration, it is very important to acknowledge what is the cost of the procedures, but not in terms of tariff. Or fees.

But the cost of compliance with the procedure.

What is the cost of administrative burden for the user to present and certifications, feasibility study, affidavit, sworn statements that need to be signed by notary. What is the cost it produces to a user to present all of these docket of Documents. And on another hand, on the Public Administration side, what does that cost of the Public Administration to issue an authorize authorization or permit. How will we measure this? We will measure it through the diagram that allows us to see the process. But with time, how long does it take for the Officer for the procedure and from the movement of one desk to another. There is time assessment that is in place. This is in the platform. It will be constituted in our project. Of the cost analysis of the procedure from both perspectives. From the user's point of view and from the Government point of view.

The impact in terms of impact, we're going to be first pilot the regulatory Sandbox that we're going to do, we expect to do it with some procedures.

And then after that, we will expand, once we have this response that we hope it to be positive, we will expand this model of procedure cost analysis for the rest of the Public Administration.

So we will be impacting directly Public Administration but also indirectly the user and the citizen and the entrepreneur.

I will stop here.

>> MODERATOR: Thank you, that was excellent. Okay, Mr. Minister, thank you for joining us. And tell us, what are you starting to do on this project with tourism.

>> ANDRÉS EHRLER: Okay. Good afternoon. There is much that could be talked about later. But to address what we have here in front of us. It is so interesting. Let me make this short. It is so nice to see how the technology implementation in different countries.

You see it is generated based on things that before they were not problems, you saw people talking about it, different things. Used to be a problem. Now we are in things like cost, why we're not implementing it. That is the logical caps and caused the disruptions, it was leaving behind the tourism Sectors. The regulatory Workshop is to learn the frameworks, the corridors need to be connected. If not, it is stopping us from being implemented and see the capacity of people to communicate and implement in sales and purchase, processes, implementing all the financial exponents required. And at the end of the day, what we need to do is we can help these people manage data. And that is what we have come to. At the end of the day we have to work along with the regulator and understand we're in this industry, we're on the tails of operating, what you are doing, what are you manifesting saying here? And I want to say something here to Mr. Cosmas Zavazava, Bruno and all of the ITU team, telling you, whenever I have the chance to see you in Honduras, (?) a fisher in the Atlantic, where you see the most beautiful bay or the tour guide in the areas where we don't have connection, you see they are able to sell the tourism packages to the tourism. And you see there they have uploaded the portfolios on our site. And then we say we have been able to do it. Yes, Mr. Minister. As a conclusion, final remarks, said before, the different realities, the institutional platforms, et cetera. But the most important is the incorporating of the teamwork. Having public private will investment and making it successful and pretty sure the Delegation of the ITU will be reporting for the best result. That is the conclusion of the event. So thank you very much.

(Applause)

>> EMCEE: Thank you very much Moderator and also the panelists. So let's quickly carry out the presentations pending I invite all the speakers to join us on the stage after the closing remarks and the report that will be delivered to have a very nice big picture of everyone that has participated with the proposal. You can see the commitment with the regulatory building, enabling for Digital Transformation in Central America. As core part of the meeting of the ITU Region, a remote will be rendered in this 2026 Forum. Join us Mr. Director of the Forum.

>> FELIPE DÍAZ: Okay. Good afternoon everyone here, all the participants. I'm really proud of this interaction space for us in the ITU regulatory innovation is a priority.

We are sure that the capacity of learning and regulation should move the same speed of the markets and regulate. In that sense, all

of the participation, cooperation and this space is for talks are fundamental. I'm going to mention some conclusions, closing remarks. But not before thanking all of the valuable presentations.

Mr. Zavazava's words and I want to highlight that this Forum was not only a technical meeting, I consider it a Regional midpoint to transform digital priorities into a concrete action. We have a total of 122 in-person participants with 284 connected. 20 state members of the Americas. Six Regional agencies, 17 high-level Authorities. Regulators, chiefs, Ministers, Vice-Ministers. The Forum life 25 contributions, nine Group practices, 11 commitments, and five ongoing initiatives, the true value of the Forum is not only measured by the participants but the capacities that we have to turn the Regional cooperation into concrete results for the people.

The contributions will be received for the 25 contributions show that we have a ground basis of work, infrastructure, digital inclusion and regulation. The message right now is valuable. The Declarations and statements guide the information and it is our duty now to turn this agreement into concrete projects and effective cooperations. In the initial way to connect, it must help us connect National needs with allies, investors, international cooperators and technical capacities. Let's talk about the messages of the Roundtables. Of the first Roundtable, the main idea is that not only coverage was a success, but also talking about reliable and would be transverse to the development. For the trade, and productivity. And we are called that the next it is for the opportunities. The second Roundtable is pretty much as a result and it showed that the commitment must land on concrete policy actions in meaningful connectivity that contributes to strengthening of capacity building and human talent. And institutional reforms that shorten procedures and that enable potential development. Satellite technologies that complement traditional ones, the development of policies, regulations, and needs that are relevant to an industry of AI and Cybersecurity. The concrete message we have is to be able to match the public policy with the regulations to help both move forward with a concrete goal. The concrete goal and objective is to put people in the centre. The people are the ones that move us and that's what we have to go. And that's why concrete elements as mentioned in the opening is to see markets downstream. I don't understand the dynamics, that is key to the element of the Forum. Only value is acquired in the implementing the Baku Action Plan when National capacity building are turned into tangible benefit for the citizens of the Roundtable of the ITU table. These initiatives must turn into concrete cooperation action between a Regional agency, Private Sector, technical community and the Civil Society. Priorities of the Regional cooperation, they have the differing elements like digital inclusion, Cybersecurity, talent, funding, and innovation and regulatory framework. Enabling the regulatory frameworks. Regional cooperation must not be the diplomatic exercise. It must become a tool to bridge gaps and multiply capacity. In that line, the fourth Roundtable is telling us about the issue of Partner2Connect and has

been presented as a practical tool to connect with scalable projects. Since 2021, more than 1,000 commitments have been collected and more than \$80,000,000,000 have been invested with the hope of over the past \$100,000,000,000, all of the experiences show meaningful connectivity and means affordability, digital capacities and skills. Services that are useful. Cybersecurity and funding and shared funding. For example, Costa Rica, where 262 districts are prioritized. Six 80 educational centres, more than 800 families in extreme poverty, thus should be a motivation for us to achieve the objectives. Meaningful connectivity demands something that goes beyond the restructure, Partner2Connect should help us to go from access to regulation what requires capacities, relevant services and coordinated action among all the stakeholders. The five Roundtable 5, related to strengthening the development cannot be measured in terms of infrastructure. It can turn into education, employment, financial inclusion and every opportunity for the people. It also left clear that all the value chain, all ages of the ecosystem, Government, regulators operators, infrastructure, international agencies, the Academy, the platform, the Private Sector and Civil Society, that networks are just the beginning. The real development occurs when technology, when technology begins education, productivity, innovation and of course, welfare. The Roundtable is covering and enabling the regulatory frameworks. Highlights something that is according to the ITU indicators. Only a low percentage are leaders. And in an advanced category. On our agreement here, is to advance to enabling the regulatory frameworks. Flexible and balanced data based on evidence, innovation, and why not based on ways to have differential regulations.

The Sandbox are useful when they have clear objectives, define cycles and do not become a bureaucracy. We need an active experimentation. We need a break. And to get out of the approach we have. The Digital Governance must be multisectoral to Governments, engaging Governments and all of the agents participate in the ecosystem in a digital environment, capacity of regulation is measured. When it is an enabling of the development. Not because of the volume of interventions. Besides the Roundtable, the Forum left announcement and special sessions to show how the Regional conversation is now an implementation phase or stage, an alliance between Alteca was announced, in the Regional digital integration. Piloting project proposals were presented for Central America, Dominican Republic, as part of the Regional innovation projects. Supported by the EU. And the guide, practical guide for the Public Sector was launched. A practical tool. For the Government and regulators to choose the relevant tools to make risk assessment evaluations. And these announcements are really important. They connect the three areas of the Forum, Regional, cooperation, regulatory innovation and effective use of the users. This is an academic exercise and it should be a tool to test to get out of the approach to test risks and to deter innovation and effective response for the public.

This is showing the Region that we're not only talking about Digital Transformation, but we're building concrete tools to make it available for the people. And putting people in the centre of the problem.

My conclusion is that connectivity should be universal, meaningful and affordable. But above all, it should be centred in the needs, satisfying the needs of the people. We must be regulators that enable problem solving for the problem to make connectivity making an instrument for connectivity, it is not a goal, it is a condition that allows to develop and strengthening equality and human dignity. The call here, move from diagnostic to the implementation phase, from the commitment to projects to infrastructure, to use and from registrations to impact.

Finally from the CRC, we are really committed to continue working with the Member States with the Regional agencies, the Private Sector and the academy, the platform, the Civil Society, to together build a digital Regional Agenda with concrete results. I believe, and let it be made that we are the first CRC regulation Workshop which we will talk about regulatory harmonization and bridges and new borders of building of knowledge that will be an opportunity to improve in those technologies and Regional cooperation. The big task here and commitment for everyone is to turn Regional cooperation in digital welfare for everyone, for everybody in each territory and in each community of the Americas. Thank you very much.

>> EMCEE: Director, President of the Forum, thank you very much. In this moment of closure, I want to invite Mr. Zavazava to join us here, to have the honour of hearing the closing remarks. Director of BDT of the ITU. The Director will give his closing speech. Let's welcome him with a round of applause. Thank you very much.

>> COSMAS LUCKYSON ZAVAZAVA: I think we have to put our hands together again to recognize. I am going to start speaking like this. Because ... (chuckling) he is a great speaker. Inspiring.

I want to recognize of course, our Chair who was kind enough to facilitate discussions. And to provide such an in-depth summary of what happened. Here's probably an AI chip in his brain. Because he was very thorough. I'm very impressed. On behalf of ITU, we wanted to hand over this small token, which will serve as a momentum for a job well done. And thank you for hosting us, once again.

(Applause)

So I'm told it is my turn to speak. I need time to practice the gestures.

(Chuckling)

But it was very impressive. Okay. Excellencies, ladies and gentlemen, as we close the Regional Development Forum for the Americas, I want to begin by expressing my profound gratitude to the Government of Colombia, the Regulatory Commission and the people of Cartagena for their incredible hospitality and hosting us. This is a bridge between worlds has been the perfect backdrop for our shared ambition. Building an inclusive and sustainable digital future for all

I want to just reaffirm the human-centric approach that we take in digitalizing society. It is not just the technology, it is what the technology can do for people.

And that is what will make a difference. Technology is good, industry is doing great work, but it is a triple play. Technology, people the impact that technology makes on people, whether it is a disaster, whether there is a conflicting situation, whether there is drought, climate change impacts, natural disasters or much toward the development and social inclusion.

So we celebrate when the stakeholders come together. Under one roof to exchange views. Nobody is full of all the information so we borrow and learn from each other. This transfer of knowledge is what will help us succeed.

This Forum took place when we mark the ITU 161 years of existence. Yet our Mission feels more urgent than ever.

World leaders have reaffirmed that our common future lies in digital. And given the UN Secretary-General said most of the countries are almost all countries are lagging behind in meeting the 2030 Agenda. And what will only make a difference is digital. This will be at the centre of what we are trying to achieve together. The work here this week has been about translating that vision into concrete, impactful action, embodying our model for BDT for impact. We began this with a clear theme, Universal, Meaningful, and Affordable Connectivity for an Inclusive and Sustainable Digital Future. Our discussions have reaffirmed that digital technology is not an end in itself. It is a powerful delivery vehicle for essential services in health, education and finance and a vital tool in the fight against climate change. The digital economy does not wait. And neither can we. A key highlight of our time together here has been the power of partnerships. The Partner2Connect Digital Coalition continues to be a cornerstone of our strategy. We are proud that pledges for the Americas Region have grown. And the matchmaking Roundtables here in Cartagena have been instrumental in transforming financial commitments into tangible projects that will directly address National and Regional needs. It is for the glue that binds them all. We're happy to facilitate the partnerships and the pledges that come from our partners with their diversity in mind and to take into account the Regional priorities as translated into Regional initiatives as well as country specific priorities. We have seen fuelling the expansion, the digital education programmes and support for vulnerable communities. This pooling of resources, with the Regional and international organisations, the Private Sector and UN agencies is our strongest asset.

The discussions have also highlighted key priorities for the Region. Bridging the Digital Divide, while 87% of people in the Americas are online, we must focus on closing the gaps in access, skills and affordability, especially for women, youth, and Indigenous communities, people with disabilities, and small island developing States. Regulatory innovation, the modernization of frameworks is essential for foster investment and creating a dynamic

digital ecosystem where we are all winners, no losers. Cybersecurity and trust. We must continue to build a secure and resilient digital environment for all as we emphasized through our Regional initiatives. And child online protection remains our responsibility, all of us.

We cannot afford getting our children vulnerable so that the bad guys take advantage.

That is why when we do Cybersecurity we work with Interpol and law enforcement and work with AI on the Committee of the Rights of the Child to make sure that we protect the integrity of connectivity.

This Forum is more than just an exchange of ideas, it is a launch pad for action. The commitments made and the connections forged here must now be operationalized. Our colleagues in the Region will continue to serve as midwives to ensure that this projects are realized and deliver real impact for humanity.

I thank our emcee for a job well done. I also recognize our interpreters, without you it would be very hard for us to understand each other. Thank you.

My thanks go out to the Moderators, panelists, the interpreters, of course I mentioned Delegates for your invaluable contributions, and passion, without you there would be no Regional Development Forum. And thank you. Money does not grow on trees. We know you invested in buying your tickets and paying for your time here. And we are grateful and honoured by your presence here. ITU colleagues in the Region and those in Geneva, thank you for your tireless work. The wheels continue moving taking us to the future we want for our membership. Let's continue working together to ensure no one and no place is left behind. Please have safe travels as you go back home. Thank you very much.

(Applause)

>> EMCEE: Thank you very much Mr. Zavazava. Very kind of you. Of course, we get together with those thanks. Thanking CRC Colombia, the team that made this Forum possible.

Before closing, I have a surprise for you. So please, pay attention to the screen. This is the 2026 official video for the Americas.

(Video) (Music, no dialogue)

>> COSMAS LUCKYSON ZAVAZAVA: Connectivity is not just about a signal. It is about equality, it is about resilience, and it must be affordable. At the BDT, our vision remains BDT for impact. We have moved from dialogue to delivery.

(Music)

>> EMCEE: This is an applause for you. Of course, dear attendees, the Regional Development Forum of ITU is officially closed. And we expect you to join us in the Regional Workshop on regulatory innovation, starts at 9:00 a.m. in this very same room. If we have five minutes, panel members, and please join us here for a photograph. With the people that have are traveling okay. We won't be able to make it sorry about that. Thank you very much.

There is a lot of photography material you can have. We will pause the picture and to have beautiful memories.

Thanking you very much. 9:00 a.m. in this very same room. We will develop the Regional Workshop on regulatory innovation, 9:00 a.m. We will be here, starting this regulatory Workshop. So we expect you tomorrow. We also hope that the Regional initiatives, the regulatory innovation, and these point in the two days of Forum are totally lesson for you. And full of information with different technologies. We will see you tomorrow.

(Concluded)

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