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>> MODERATOR: Good afternoon, Excellencies, distinguished heads of regulators, ladies and gentlemen, a warm welcome to this High-Level Event and regulators Roundtable. My name is Sophie Maddens, I'm your Moderator for this discussion. We're under the era of rapid change under future ready regulation, transformative technologies enabling Sustainable Development. To officially open our session it is my distinct honour to welcome the Secretary-General of the ITU, Ms. Doreen Bogdan-Martin for her opening remarks. Madam Secretary-General, you have the floor.

>> DOREEN BOGDAN-MARTIN: Thank you, Sophie. Good afternoon, colleagues and friends. I think the fact that this is standing room only is probably a good sign. It is a sign that getting regulatory frameworks right is never more important than today. We're getting this together just before the GSR and having this Roundtable as we look to the WSIS+20 process and look to our artificial intelligence for good Summit that will convene Thursday a dialogue around how should we govern artificial intelligence.

So ladies and gentlemen, as we look back on two decades of digital progress, I mentioned yesterday at the opening, when the WSIS took place in 2005, we had about a billion people that were connected. We thought that was pretty okay. We set some targets. Here we are today with over five billion connected, but at the same time we still

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have a big digital gap. So we need to look at how Regulators, we often call our Regulators our lighthouse as they help to shine the path. We have to look at how our Regulators can help us to ensure that we shape a digital future that leaves no one behind. Back in 2003, at the first phase of the WSIS, the WSIS vision called for a people-centred, inclusive development oriented Information Society, one that was grounded in an enabling framework. The enabling framework was embodied in the Action Line that resulted, which was Action Line -- anybody want to guess? Is it on the slide? C6. That was C6, ladies and gentlemen. Is as we look to you Regulators, you are the stewards of that process. It is two decades since the Tunis phase, as I mentioned, we have the four additional billion people that have come online. We still have that divide that remains and millions and millions more that are cutoff because their connection might be too slow, because their service is not affordable or because the device is not affordable. At the same time, as we see here in Palexpo this week, we're living in an incredible technological moment with things like mega-constellations all around us, Generative AI, lots of talk here this week on quantum technologies as well. The technologies are reshaping our economies and also reshaping our societies, sometimes faster than we can actually comprehend, let alone regulate and govern.

Innovation has no pause button. With every wave of new technology, I think the pressure for regulatory response increases. Expectations are high and the stakes could not be higher.

The collective task is to ensure that the powerful tools serve all of humanity. That demands a new regulatory paradigm. One that is proactive, one that is collaborative. One that is also laser focused on steering innovation towards sustainable, equitable, and inclusive outcomes that benefit everyone.

It involves tackling complex challenges to develop innovative financing models that can close the last mile connectivity gap.

It also involves tackling regulatory structures that can be often complex, so digital infrastructure remains resilient. Especially during crises. It also involves trying to find the right balance between fostering innovation and also tackling the risks. At the same time, as I said, while leaving no one behind.

These challenges are too big and too complex for any single Regulator or any single nation to resolve on its own. That's why gathering like this one and the Global symposium for Regulators will celebrate the 25th anniversary in Riyadh in a couple of weeks, that is why the gatherings are important to find consensus and collaborate and cooperate exchange, Best Practices to advance a digital future that benefits all.

It is through adaptable consensus driven frameworks that are created by regulators, also for Regulators and I'm confident that your collective expertise is going to help contribute to an even more future-ready digital ecosystem. One that enables artificial intelligence and actually every technology to fulfill its promise for people and for planet.

With that, ladies and gentlemen, look forward to an engaging conversation. I hand the floor back to you, Sophie. Thank you.

>> MODERATOR: Thank you very much, Madam Secretary-General for your inspiring words. Now I would like to give the floor to the Chair of this session and Director of ITU telecommunication Development Bureau. Dr. Cosmas Zavazava, the floor is yours.

>> COSMAS ZAVAZAVA: Thank you, Sophie. Secretary-General, thank you for your great remarks. I don't have to sweat any more. You have set the stage. Thank you very much.

I think this Roundtable is coming at the right time. We are just preparing ourselves to go to Riyadh so that I want to thank the Kingdom of Saudi Arabia for hosting us at the next Global symposium for regulators. It will be an event with a difference.

I hope that you are well prepared. I want to thank you all for the remarkable number of contributions, for the next Best Practices guidelines. We received 45 thus far. It is still open for your contributions, feel free to contribute. What I want to say, the Secretary-General has spoken about innovation. Innovation is critical. It drives what we do in many areas. You may recall the WTDC 22 in Kigali, we were mandated to look at five key topics, one of them had to do with the meaningful connectivity. But that cannot happen if the environment is not enabled from a perspective of policy, legal, and regulatory frameworks.

So we have to focus and make sure we pave the way and create a fertile ground for the Private Sector and industry to invest and bridge the first topic, which is digital divide in terms of infrastructure. We want them to invest.

And the third one is driving economies for socioeconomic development. Many countries are struggling to catch up with the target of 2030 to achieve the 17 Sustainable Development Goals, but we believe at the centre of it all, the most important and enabled catalyst is the digital. We are working very hard to make sure that we do that.

Partnerships and results mobilization are key to finance the projects that we have. We must implement viable projects to impact Peoples of the world.

Finally, Cybersecurity is very important. Now, we alone can do it, but we can't do it alone. We need other Sectors. That is why we have G5 as our focus to make sure that we wake up across the Sectors. We can't work in a straight line. We need to embrace other Sectors. The financial circuit, the agricultural Sector, power companies, et cetera. We need to engage and make sure we are successful.

This year, the theme we will look at with regards to the guidelines you have already contributed to says what does it take for Regulators to become digital ecosystem builders?

That is important. You are at the centre of action and the action that we want to make a difference in people's lives.

So we have to go beyond the bites, and beyond the models and beyond the algorithms.

Let's talk about the impact that we can make through technology.

Artificial intelligence is good. Internet of Things, excellent. Big data, fantastic. But that does not bring food to the table. How do we apply these technologies? And do we know legal frameworks and regulatory frameworks lag behind technological evolution, but we must play catch up. It is important for us even in the sphere of regulation to be innovating continuously. So we can adapt to the change.

This afternoon, it is my pleasure that we are here together and we are able to exchange the views, when the time comes, I'm only going to ask questions for discussion. Not one by one. A series of them. And feel free to raise your hand and indicate your interest to make an intervention.

Thank you for taking the time to be here with us. Over to you Sophie.

>> MODERATOR: Thank you very much Dr. Cosmas Zavazava. Before we go to the moderation by Dr. Cosmas Zavazava, my colleague Ahmed and I will give a very brief presentation of the history of the GSR Best Practices Guidelines and obviously of our consultation this year.

So our objective is share the strategic insights and explore the regulatory frameworks. The insights what we get from you today will inform the consultation for the upcoming Best Practices Guidelines.

For the past 25 years, GSR has been the preeminent Global Platform for Regulators and indeed the regulatory community, as Cosmas Zavazava mentioned, the Private Sector, Academia, the regulatory community. The journey has mirrored the evolution of our Sector.

Let's go through some of the phases. The Foundations were the early 2000s, where it was really about building the market. When GSR was first convened, it was about establishing the independent Regulators, about introducing competition, but ensuring universal service to basic services.

Managing key resources like spectrum. Those first Best Practices created that blueprint for liberalization. Fast forward to the mid 2000s. There it was about the broadband era and the regulatory conversation shifted to deploying next generation networks and the topics were attacking the complexities of migration and establishing the crucial principles of open access and developing innovative strategies like infrastructure sharing to accelerate broadband rollout. Fast forward to the mid-2010s.

There are GSR guidelines adapted once again to a world driven by Cloud computing, mobile apps, OTTs. It seems like yesterday but this is mid-2010s. The power to reform other sectors came to our attention.

What came to our attention was the concept of collaborative cross-sectoral regulation and cross-sectoral collaboration.

We looked at an interconnected and holistic digital ecosystem.

Now we're talking advanced regulatory frontiers. Again, looking at new financing models to close the connectivity gaps because we

are still about closing the gaps. Building frameworks for resilience and also ensuring digital transformation. And ensuring that digital transformation is sustainable.

Also charting the course for regulating transformative technologies like AI and balancing innovation with ethical Governance. Our collective power of collaboration, what we have done is we have created the Best Practices Guidelines by regulators, for regulators, with the input from the regulatory community. Inclusive by consensus and grounded in real world experience and designed as a practical blueprint and legacy to build it up. Ahmed, over to you.

>> AHMED: Thank you, Sophie, good afternoon. Pleasure to be here with you today. As Sophie mentioned we're going it for the new chapter of the digital ecosystem. The role of Regulator to shift more focusing on the digital ecosystem. Emerging technologies, redraw the boundaries for markets, Sectors, societies, and Regulators are being called to do more than regulate, to building to integrating innovation in the main function, in the institutional development for regulatory frameworks. For this year, GSR2025, we selected this theme for the practice guidelines, what does it take for Regulators to become digital ecosystem builders? How do we support the transition from Regulator from rules to principles, from oversight to reactive, the managing the Sector to cultivating an ecosystem and also to be cross-sectorial development of regulations and engagement with different stakeholders.

For this consultation, we have four pillars, fostering innovation and the balance between the risk and opportunity of innovative development, innovative framework.

Adopting and enhancing the regulatory capacity and how the Regulator can adopt mandates and enhance their skills, would this change their roles?

How to use the emerging transformative technologies, AI and big data and Cloud computing and regulatory excellence.

And finally, the international and Regional cooperation and how to get value to harmonize between the National, Regional, Global digital Agenda.

For pillar 1, for innovation, we focused on the cultivating innovation, how to get inside the regulatory body and how to move the innovation to be culture, not just a project. For the capacity and the changing the role, we look for how to regulatory mandate development, getting more new skills, new tools for the change.

For rec tech or emerging technology role in development of regulatory excellence, how the Regulator can use the new technology especially AI to achieve more transparent, more public trust in their development of the regulatory framework.

Finally for the collaboration, how to promote knowledge and change and building collective capacities and how to get value of the international platform at GSR and DRN, the digital regulation network to utilize and enhance this kind of cooperation.

So the Roadmap for this development of the consultation of this year that is currently we kindly receive 48 contributions from

regulatory and industry and various stakeholders.

We plan to have the first draft of this Best Practices Guidelines within two weeks and definitely this session will enrich this draft and we look for also to have you all in Riyadh in the coming GSR in first September to adopt and approve the 2025GSR Best Practices Guidelines.

Thank you, and back to you, Sophie.

>> MODERATOR: Thank you. It is my honour to hand the floor back to the BDT Director that will be moderating this interactive session. The floor is yours.

>> COSMAS ZAVAZAVA: Thank you very much Sophie. I think from the beginning, let me thank the Kingdom of Saudi Arabia with whom we launch the Digital Regulators Network, DRN for short when we held the meeting for Regulators in Egypt. It is kicking. All of the Regulators are working tirelessly to make sure we remain aligned in keeping with the trends as technology continues to evolve.

I have three questions that I hope you can capture. Feel free to pick from the menu which one you want to address.

The first question focuses on enabling innovation and mitigating risks and addresses the question... how can regulatory frameworks be designed to foster innovation and investment in emerging technologies while proactively addressing ethical considerations, security risks, data Governance challenges, and ensuring these technologies contribute to achieving Sustainable Development Goals?

The second question addresses the critical theme of cross-sectoral collaboration and harmonization. I will paraphrase the question. Given the cross-cutting nature of transformative technologies, what collaborative mechanisms and harmonization approaches are needed between ICT Regulators and Authorities in other Sectors and across international borders to create coherent and enabling regulatory environment.

And finally, the third question relates to building capacity and future proofing regulation. The question is, what new capacities, skills and foresight tools do Regulators need to effectively oversee rapidly evolving technologies such as technologies like quantum computing and Internet of Things and how can they be more agile, adaptive, and future proof. Let me hear from you, it is open. Who wants to have the first bite? By the way we have 48 inputs to the regulatory practice contributions.

So we thank you again. Don't be shy.

>> Thank you, the Chairperson in South Africa. I think on the first question, the SFC Regulators, do you have a political support? When you talk of enabling innovation, it talks to how you constitute it first. Now, need to acknowledge the past of working in silos, now, the challenge that we are seeing as Regulators is in some jurisdictions, we still have Regulators that are working outside telecoms, broadcasts, or even poster.

To enable innovation is going to require, I think, as a collective to bring those Regulators into this discussion.

Because to a larger extent we are talking to ourselves. But those we need to come in with mitigations are not in our room. We have a mandate to make sure when you look at data Governance challenges. Within our Member States. That are not part of us as Regulators.

The good thing you have attempted to do which is working now, which is initiating the framework, that we brought in other sister Regulators because we identify the fact that we are talking cross-sectional and cross-functional areas of business.

When it comes to issues of online, monitoring, we have institution in our country, the domain authority. The information regulators. If you look at the three I mentioned.

Everyone has its own mandate to do certain things. Recognizing the Regulators to achieve the SDG goals, the question we need to ask ourself is when you talk ethics, if I'm a telecoms broadcast poster Regulator, the issue of ethics, the competence sit somewhere else. I think for me the contribution would be, I think at the next phase, let's work towards bringing all other Regulators into that. That would be my contribution to question 1. Thanks.

>> COSMAS ZAVAZAVA: Thank you, South Africa. I want to commend you. It was in 2023, you brought in Regulators from other Sectors. I think it was Zimbabwe that brought the Central Bank, the reserve bank. And the U.S. brought Disney entertainment. So it is very important. I see a number of hands. I will go this way.

First then I will move around. Thank you. Malaysia, please.

>> MALAYSIA: Thank you. I would like to pick up on what the colleague from South Africa mentioned, but collaborative and collaborative initiatives across -- cutting across various regulatory Sectors. What we have learned from the digital infrastructure plan is to get the buy-in at the very outset. This was actually done through a series of labs involving people that are not familiar with the telecoms industry. And sharing the concerns and challenges that we are facing and just building normal infrastructure across the country.

So the idea itself was conceptualized and developed through multistakeholder and cross-sectoral labs that not only ensure all views are properly collected and gives a sense of ownership. That is important.

Understanding and having a common True North by all of those involved.

Generally, you know, in terms of the success that is exemplified we have the WSIS Prizes in 2023. And this year we have NADI that helps us think about a more sustainable model for digital and adoption in the future.

I think we are also seeing trends emerging where we need to be involved in other Sectors in order to sort of offload and feed further developmental initiatives. For example, we are working very closely with the Ministry of Health through the annual Malaysia health trends which was recently initiated in 2024.

What we hope to do in this collaboration is to integrate next generation health technologies with telecommunications to transform

Malaysia's healthcare landscape. This is really important because Malaysia is aspiring to be health tourism destination. We have to think about what the telecom industry and our licensees and so on, so forth, also application providers will be contributing in this new Sector. Also because of the medical drone delivery, through a few of our centres.

I think recognizing this is really important. I just want to talk -- this is shortly about harmonizing and harmonization. And we have seen the success in Thailand in the centre that won a WSIS award yesterday.

We have created a National scam response centre. We are seeing as much as we try to manage in our own geographical boundaries, there is an increase in requiring that sort of concerted effort, as well as harmonization in terms of actions, including preventive actions.

And that can be taken in combating what is digitally enabled crimes, which transcends all bodies of course.

Also on a different note, we are also looking at fostering greater, Regional, Global digital cooperation. We have entered into a partnership with GSME. We hope to organize the digital nation Summit on 23 September 2025 and M360 Asia. So do come to Malaysia in September, and I think that is all for now. Thank you very much for the time. Yeah.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you very much. Many of the Regulators that are here present are looking forward to coming to Malaysia.

I see a number of requests for the floor. I have France, I have Samoa, I have Uganda, and I have Brazil and Senegal. Then I have Nigeria, United Arab Emirates, and Greece, anyone else? Yes? Bahrain, Colombia. Madagascar. Saudi Arabia. We will give you the last. Ha-ha. Let's go around, Zimbabwe. And Portugal. Yes? To Kyiv and Mongolia. For now, I will rest at Mongolia. France, please.

>> FRANCE: Thank you for the extremely ambitious question. And this very stimulating ... way to encourage innovation by dealing with the different challenges as innovators. And the first thing that worked in France is to find a stable and predictable framework. When you have a predictable framework, you encourage innovation and mitigate the risk. I like the thought of mitigating risk. One of the challenges is to define a predictable regulation in the digital sector.

The second thing is in the field of telecom we have created open markets in competition. And we need to do the same in digital competitive markets allow for competition and innovation. And when there is monopolies, it hampers innovation.

That is what the EU tries to achieve in trying to open the markets and limit the gatekeepers. These might be two ideas to guidelines on which we can work for regulation. And then there are two maybe complementary access points to envision.

One is to regulate and encourage regulation. We need to innovate to be adaptive. And this technology, it brings us to different types of regulations of what we have previously, that were very strict

frameworks, decision frameworks, more dynamic, flexible systems, think of regulatory sandboxes, things we have implemented for the implementation of the digital acts like the regulation through data. The fact of collecting data. And redistributing it to all of the stakeholders so everyone can understand the impact on the digital and each one can act in consequence without the Regulator themselves. Really giving to the actors the power back on the figures of the impact so that you can really take things in control.

These are interesting.

Taken into account the complexity of the digital and number of topics the actors in itself in the innovation that we are historically Regulators with the infrastructure. It is not just infrastructure, it is sovereignty issue, the data privacy questions linked to the Governance of artificial intelligence, all of this is going beyond the scope of regulation, competition issues, all of this within the need to learn to work together at National and international level.

So I'm going to stop here. I think that these are pathways on which we can start working for the future. Thank you very much.

>> COSMAS LUCKYSON ZAVAZAVA: I would like to invite Uganda.

>> UGANDA: Thank you, Mr. Chairman, colleagues. The question the way they're put it is difficult to have a definite answer. There are some observations and some take on some of the issues.

Mr. Chairman, Regulators today find themselves in the middle of conflicting interests among the three major players in this space.

The consumers, we call consumers. Some are very powerful call this Group voters.

Then there is Government. Then the telephone operators, the licensed operators. The consumers, they tell it like it is. Telco services is a good, a necessary now. They want prices to go as low as they can whilst the Government or the other side is looking at this in the most hopeful Sector where they can extract as much revenue as they can. Operators want to innovate because competition is robust. So I think we need to change the outlook, the way we look at our work now to be facilitators.

And taking on another responsibility of advocacy. On behalf of the consumers and even on the behalf of the licensed operators to advocate for them. On behalf of Government Mr. Chairman, you will see when AI came in most jurisdictions, AI came with fear. A lot of fear. Regulators had to go on the frontline of advocating for AI, now Governments are changing in how they look at AI.

They think they can use AI to partake certain particular functions of Government. So the point I want to make sure, a Regulator caught in the web of the middle of competing interests, we need to take on another role of being facilitators or being enablers or taking on the role of advocating for the three competing interests in the space. Thank you.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you very much, Uganda. I think you summarized it very well. Competing interests. There are three pillars. You are in a tight corner.

Thank you very much. I think the theme of the guidelines is quite

up in that regard. That you are supposed to be actors of the ecosystem builder and you have to be listening to all sides and play the role of the referring but being sensitive to the needs and priorities of each of the constituents that you serve.

Thank you very much. I would like to invite Samoa.

>> SAMOA: Thank you, Mr. Chairman, it is a pleasure to be here. I would like to speak about number 2, cross-sectoral collaboration and harmonization.

As you are very aware, Chair, you were instrumental in reforming telecommunication in Samoa.

In 2006, we launch or establish the Office of The Regulator. At that time, it was just for telecommunication. Now, the Government looked at other areas for especially energy. Because as we all know, without electricity, nothing can work. No telecommunication can work in any of the areas, broadcasting, and because we are prone to disasters, this is the reason why the act is now part of the Regulators' responsibility.

And Regulator is empowered to improve power purchase agreements. It is the same as broadcasting and postal. So they are all now under the Regulator because of the fact that during disasters, all these are affected.

And there's now a focus of looking at satellite emerging technologies to ensure that we are covered, whatever happens, moving forward. Thank you, Mr. Chair.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you. Thank you very much. I would like to move to this side. To Brazil.

>> BRAZIL: Mr. Director, distinguished regulators, thank you much. I would like to share on this topic of Brazil's experience. Regulatory frameworks should make space for innovation without ignoring safe ways for social impact.

One useful tool is the regulatory sandbox, a controlled environment where new technology can be tested before full scale implementation.

This allows Regulators to understand potential risk and benefits without blocking innovation.

In Brazil, Anna tele, the Brazil telecommunication agents, we have three sandbox projects, one is direct to the device satellite technology allowing mobile phones to connect directly with satellites.

This has major potential to expand mobile services in remote areas.

Where traditional cell towers not available. It directly helps communities that are often excluded of the digital access. This kind of innovation supports several Sustainable Development Goals, such as reducing poverty, goal 1.

Improving health, goal 3. Expand education, goal 4. Encourage sustainable growth, goal 8 and promote equality goal 10. Moreover those take regulation more seriously. They become more aware of their responsibilities and this leads to the better compliance and safer more responsible innovation.

In fast changing Sector like ICT, this mindset, in my point of view is essential.

In short, good regulation must be flexible enough to encourage innovation but strong enough to protect people and promote the common good. Thank you.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you very much, Brazil. It is a balancing act. And where is the balance? That is what we want to continue to hear. I want to invite Senegal.

>> SENEGAL: Thank you, Director. I want to answer the first question. I will focus on how we can reconcile innovation and other topics. Let me remind something that has been commented on by your great expert. It is the country that would protect and legislate against its youth. This is very true, especially in Africa, we have majority of young people. In Senegal, for instance, 50% of the population is below -- and 75% is under 35 years of age. We know the technologies entail innovation everywhere in the world, technologies are moving forward much faster than regulations.

The success of States hinges on the regulations to be put in place by States, must be fit for purpose. Some the meantime must be an enabling environment for innovation.

We need safety for the networks and for the Governance. This is very important. That is why we consider and think that the best option to promote innovation in framework of technological and scientific project means we need to bring trust to the population and therefore we need to give more power to Regulators in digital industries.

In this way, they will make all the decisions to manage and frame the context. They will also adjust all the decisions that are made as soon as conditions will change. If management of the process is regulated but not able to modify, it will never follow the evolutions.

Today satellites provide a lot of opportunities, the opportunities that are vulnerable interims of sovereignty and security, but we really need agile framework. We need to be able to work on the specifications of operators and not be too tight. In Senegal, we decided to choose three key pillars. The first one is the reintroduction of permanent situation with all of the economic stakeholders. Through public consultations for instance.

This promotes a sound comprehension of technological situations and also to have proactive levers.

The second pillar is based on the assessment in practice. Regulatory flexibility facilitates the quick integration of innovation while preserving standards focusing on data confidentiality.

The third pillar is the simplification of processes for the authorization. This democratizes, access to market and fosters innovation and innovative solutions. This looks at the challenges raised by the convergence of all of the Sectors and the I.T. challenges into development.

We will focus on agility in practice and consultation. This doesn't weaken controls. It helps modernize, smartly, legal safety

while catalyzing responsible innovation. It also builds an ethical system that is competitive and aligned with the SDGs.

Mr. Chair, dear Regulators, this is my contribution.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you very much Director General. We appreciate your contribution. We have an intervention online, if I can invite Costa Rica.

>> COSMAS LUCKYSON ZAVAZAVA: Maybe they have a technical challenge. I will advise. United Arab Emirates.

>> UNITED ARAB EMIRATES: Thank you, Chairman. I will tackle the second question. The UAE is in the philosophy of the unified strategic alignment from the highest level of Government. We believe that cannot be in silos.

It is first top-down strategic alignment. Our mandate is explicitly and highly aligned with overreaching National strategies, such as the UAE 2031 strategy and the centennial.

With the Sectors. From education and health to the economy. With our digital initiative, the blockchain, and it is supported shared National responsibility.

This ensures our act is key and we act as a key enabler for the entire nation's Agenda.

Second, whole of Government platforms since 2017, the UAE has held annual Government meetings. This is the largest Governmental gathering in the country, bringing together Federal and local entities to collectively address National challenges.

In its first year alone, it introduced over-120 initiatives across 30 different Sectors. It these meetings breakdown Ministerial barriers and foster a team-based approach.

Reinforcing the principle that our future prosperity is a shared responsibility.

Third, and final, dedicated harmonization Committee. To translate high-level strategy into harmonized execution, we establish the annual Government leader Committee.

This body includes members from local Government entities and key Federal bodies. Its specific aim is to derive Digital Transformation on a National scale in harmonized and collaborative manner, ensuring that differences in different Sectors are complementary and not contradictory. Through this Convention of shared National vision, all of Government collective platforms, collaborative platforms and dedicated Committees, we ensure that the deployment of transformative technology is a unified National effort, creating a truly coherent and enabling environment for Sustainable Development.

Thank you, Chair.

>> COSMAS LUCKYSON ZAVAZAVA: I thank Excellency for sharing. Next I invite the Kingdom of Saudi Arabia.

>> SAUDI ARABIA: Thank you, colleagues, Excellency, it is an honour to be among you discussing the important topics. Collaboration humanization is the most popular topic. I will not stray away from the herd. I want to share with you the evolution of our experience. We have created the National regulatory authority a few years back.

The purpose at the time of establishment was to make sure the physical regulation and digital regulations are very much harmonized. How can we harmonize the regulation that was right hailing of taxi service. Or streaming with traditional media.

As the Committee kept on meeting and going through issues, it was then very clear to us that whatever comes out of the Committee has to be reassuring. So establishing trust was very important to us. So how can we reassure businesses or hospitals or what have you to adopt Cloud for example.

Do we have the right Cybersecurity regulation. Do we have the right data regulation and data privacy regulation? Establishing trust for businesses to kind of evolve was very important to us.

I think over the last two meetings, the question was very different. The set of challenges were very different. So with AI, for example, deepfake becomes an issue. Ethics of AI becomes an issue. Biases, et cetera.

It is more and more clearer to us the Sectoral Regulators, the healthcare Regulators have to play a bigger part in regulating the AI than the ICT Regulator. Same for media and others. So what started as a collaborative process in Saudi over the years has now evolved into a must-have as we think about our next generation agile type of regulation.

Last but not least, the colleagues will kill me if I don't emphasize GSR in Riyadh later this summer. I would be honoured to host you all on August 31 and look forward to welcoming you there. Thank you very much, Mr. Chairman.

>> COSMAS LUCKYSON ZAVAZAVA: We want to urge the colleagues of the Governor not to kill the Governor.

Thank you. I want to go to this side, Colombia and Bahrain.

>> COLOMBIA: Thank you, Chair. It is an honour to be here. I will switch to Spanish. What I wanted to share with you is the approach of my country Colombia regarding innovation and harmonization. For the past three years, the National Regulator adopter has adopted the regulatory sandbox as a tool to get closer to industry and be very attentive to industry innovation processes and accompany them in a safe way. And then to promote and cooperate with the necessary changes that are needed in the Sector.

Regulation is often seen as static, as a barrier, a hurdle towards innovation. It is our duty, the duty of all of us to change that vision, regulation can be flexible and can be adaptive. And in order to do that, we consider it starts from the inside of the Regulator. In the case of the Regulator in my country, we already changed our organisational structure a few years back and we had a unit of perspective and data analysis unit that help us understand how these technologies and changes in the preference of the users and business models and how they're using new benchmarking practices and how we're analyzing what our colleague Regulators in other parts of the world are approaching the same issues, understanding other country's experiences was useful for us. And to understand other people's experiences, not just cut and paste, rather adapt to your

country's needs and hence having the country's perspective which is necessary in order to be able to accompany the businesses and of course protect in competition and obviously users.

So let's continue exploring tools like the sandbox or texts which is important in Colombia. We have a new legislation that invites regulatory bodies of all Sectors to adopt the tools, only the financial Sector have taken up the new schemes.

We want to improve the regulatory policies, which is to really know the environment. And knowing the environment is a pillar for our regulatory activity, we analyze data with this class, with industry, with businesses on a permanent basis and also having the regulatory impact analysis. And sometimes these tools are seen as very fixed and not manageable.

When we have the ex-postanalysis and we understand what functioned, what didn't, what has to be erased, we have an ongoing regulatory simplification scheme in which every actor and stakeholder can be an active part of this expert we're entering into what the framework needs.

When we talk about the technologies, artificial intelligence, we know that this touches on all Sectors of the economy. We have worked with other entities in the Government, it is not easy to have them sit at the same time and have them agree on the priorities. All of them have different priorities. This is a huge challenge we have.

We always try to establish this to be part of this international Forum like here today. It is extremely important so the different Governments and entities understand the importance of cooperation and harmonization in order to achieve the benefits our citizens need.

To conclude let me touch upon our legal framework. As Regulators we have functions for the whole world, for the traditional telecommunications. We don't have any new power for the digital agent ecosystems. And like is the case in other Regions in the world, and this is very limiting for our regulatory action. We have tried to discuss this with the Congress in our republic. But it is not easy. It is not easy. Not many people understand. I do not want to say that we need to regulate all of the other stakeholders, all of the other actors, but maybe the possibility to have the ability to get full information from the new actors is something good to understand the hurdles, that we have up to today.

This is the most important aspects of the context today. Thank you.

>> COSMAS LUCKYSON ZAVAZAVA: Muchas gracias. Bahrain Minister, please.

>> BAHRAIN: Thank you, Cosmas and everybody. This is to learn and to understand it in the context in which people are doing it to enable you to continuously evolve your regulation. Last year in Uganda at GSR we were told the rate of change over the next 10 years will be significantly faster than it has the last 100 years. We look at the industry that has been year 100 years and longer if we look at ITU spectrum what did yesterday may not be relevant to tomorrow.

We have had sandboxes for a while. One of the fundamental

findings is not what we should approve and what we should check, but the fact we didn't understand what people wanted to innovate in and shouldn't be the gatekeeper to decide whether the innovation should or shouldn't go into the sandbox.

For us, it is enabling the organization to understand the change is coming, means what we should allow people to do is experiment, test, and do and then find out how things worked because the market works best. It showed us regulation is there in the fundamental level.

When people introduce technology they want to show regulation. They wonder why the current regulation is not suitable. Which was said about ethics and data protection and other things.

What we should do is have the fundamentals to build and framework to enable people to test, trial, and do it. Else my worry is, as it said on one of the slides here, mitigating risks, as Regulators we feel that new technologies or new things bring risks that we need to mitigate. Maybe we don't need to mitigate, maybe we need to enable them to do it and make sure we mitigate the fundamentals of what we are protecting.

What was said by Colombia is something we should think about and do and maybe in the GSR in the future we can do it. Which is actually genuinely learn most of the things we do we have Roundtables and go around with interventions and we'll say a number of interesting things ... sometimes.

And then what we will do is we'll go back home and do the same things again and maybe have picked up some idea. Maybe one of the things we can think about is actually understanding from a selection of different Regulators, how they changed, why they changed, what it meant for us to build the body of knowledge across Regulators. The challenges we face are likely to be similar and different because we're in different regimes and different areas and understand how to address them.

I fear the Best Practices that we introduce tomorrow will be the Best Practices for yesterday and not the Best Practices for the future. Thank you.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you very much for the interesting remarks. I wanted to turn to Nigeria then Greece.

>> NIGERIA: Thank you, Director. I will go back to today's popular question, number two. Often when we talk about collaboration, the reality is we only realize that we need to collaborate. I know a couple of Regulators around the table and we shared stories how we butted heads with some of our Regulators in other Sectors.

Now, I think fundamentally we need to go back to how some of us came into existence. For a lot of us our mandate was given to us through an act of Parliament. Typically, this is a long, slow, drawn out process. And even to get our mandates updated is a similar long drawn out process. And by then you have one or two people look at what is he trying to do. Which then often a longer process. There is I question of the process of the mandate, to enshrine collaboration. Even if we don't know what is ahead of us, can the mandates and laws that bring us into existence have a cornerstone

as to how we operate.

In Nigeria today, we're in a situation, I was looking up on the Internet how many Regulators have come into existence in the past decade.

We had just about 10, just under 10. A lot of them came into the digital space.

My act came into existence about 20 odd years ago. It was forward looking and enabled me to operate in the space up until now some of the new regulatory agencies that have come into existence like the data protection Agency, the consumer protection Agency.

We have had to find ways to work with them. Some of them, these misunderstandings have led to escalations all the way to the top out of that, last year we had a Regulators Forum created. It is in existence to help mediate some of the areas where regulatory uncertainty and overlap can lead to a misunderstanding amongst other Sectors.

But in addition we're also trying to institute regime of regulatory impact assessments, whereby any one of us, regardless of Sector that is introducing a new regulation would go through this RI process to make sure that in trying to push our own mandates forward, we're not actually causing negative consequences in other areas.

So I think I would go back to what I said. For those of us who have to go through this long process of coming into existence through an act of Parliament or getting our mandates updated through an act of Parliament, perhaps we need to develop a best practice of how to create these regulatory agencies in the first place.

And for cases where we have to live with it, there are tools and platforms to promote the necessary collaboration required to succeed. Thank you.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you, DG. We do appreciate your comments. And just to remind you that this discussion builds into the GSR25 practice guidelines. So your insights are very important.

I would like to invite Greece.

>> GREECE: Thank you, Mr. Chair. I would like to address the first topic, enabling mitigation and mitigating risks. The role of Regulators, in my opinion, is to promote with every means the innovation process with emerging technologies that are the driving force in bringing the digital development. However, we still need to address two important questions. One is how to prepare for the coming changes, and minimize the technologies and in my opinion, the answer is my staying open and willing to learn by constantly rethinking regulatory processes by constructively interacting with ICT industry making sure we don't overregulate. But regulate enough so SMEs and other markets are given a fair chance to succeed.

The second important question is what regulatory policies and ethical frameworks should we establish and who is the best place to develop the frameworks. If building a framework happens from ethical to policy to regulatory, the answer to this question can get quite

philosophical as to who is best placed to do it. I think the collaborative regulation, with the cross-Sectoral work in general holds the answer.

Technology communication, it has converged in the last decade to a level that is possibly impossible to consider either one separately. These two horizontally interfere with so many Sectors, it is unrealistic to think that there is a choice in opting for an innovational model rather than working together collaboratively. Collaborative regulation is about staying open to stimulus that will come from any stakeholder no matter how distanced the Regulator in the ICT is staying. The stakeholder has a valid point in action being taken in the ICT regulatory domain, that through the chaotic system affects his or her work. Collaborative innovation supports investment, socioeconomic growth and development in a different way for each one and to a different extent. If we envision smart societies and work toward making that a reality, we need to make sure we ingrate to the societies.

Regulators should prevent the risks, reduce the negative impacts of emerging technologies ensuring a sufficient level of protection for users and businesses without constraining innovation and identify the benefits. The Regulators have to strike the right balance between facilitating innovation with digital technologies and deal effectively with the potential disruptive changes which might result as an example in the area of competition and private areas.

>> COSMAS LUCKYSON ZAVAZAVA: Let me move to Moldova and Turkiye.

>> MOLDOVA: Thank you, Chairman. We are young as we come together. And we made progress last year with support of the ITU. I emphasize the need for collaboration. If we take a quarter of century ago, what was written in the books was still valid after graduation. Now it is not the case. Usually we study history. That is why the collaboration and the sharing of experience is extremely important.

For instance, I give the example of Georgia today that we're sharing the great project about broadband development in the country. It was very useful for us to learn about governance, financing and other aspects. Subsequently from my point of view, we have a lot of good examples here like from Saudi Arabia, from South Africa about the collaboration between Sectors. And this can become a Foundation for the future Regulators and I think ITU plays a great role for compiling the Best Practices for other Regulators.

Otherwise we cannot compete and keep the pace of the new challenges that all of us are facing. We actually already on the mood of explorative state. All of us, as Regulators. And only the collaboration between us can improve in find a quick solution. Quick good solutions for these challenges.

Another objective about innovation that we discussed. And how to improve this. It is not an easy question, actually. Models should be developed and also to be gathered from those that already succeeded in these topics and definitely political will should be present as

well. We know all the politicians do not develop models. It is very important that we will develop these models and we'll propose them to the politicians to show what kind of results can be obtained through the models.

Again, here, I think the guidelines and models that can be presented by international institutions is a good argument for the politicians to adopt this kind of new models.

I encourage maybe to have some Working Groups inside ITU to collaborate together and to compile and have a more agile method of work to find the solution as fast as possible for the new challenges that will grow faster and faster ahead of us.

So I think ITU can become a kind of lighthouse as it was mentioned today for the Regulators here in this room. Thank you very much.

>> COSMAS LUCKYSON ZAVAZAVA: Maybe we can test drive our Study Groups and go with that. Turkiye.

>> TURKIYE: Thank you, Chair. I will answer question 1. In today's world, emerging technologies like artificial intelligence, big data and Internet of Things are transforming our societies at an unprecedented pace. This creates immense opportunities for economic growth and social progress, it raises serious questions about ethics, security, and how we govern data responsibly.

As the information and communication technology authority of the Republic of Turkiye we believe that regulatory frameworks must be designed to strike a careful balance.

We must foster innovation and investment in the technologies but also proactively address the risks they pose.

One concrete example of how we approach this balance is the BTDA Academy. Our free, comprehensive digital skills platform with more than 2.5 million users, BTDA Academy equips our citizens especially youth with the skills they need for the jobs of the future.

Our training spans technical areas like Cybersecurity and AI and also critical topics like digital ethics, data privacy, and countering disinformation. By doing so we aim to build a society that is digitally skill and resilient and aware of the risks that come with new technologies.

But we know that education alone is not enough. As Regulators, we must create an enabling environment that allows innovation to flourish safely.

In Turkiye we embrace technology and support sandboxes and pilot Programmes.

These tools let innovatives test cutting-edge solutions in real world conditions while ensuring consumer protection and data security are never compromised. Another key element is collaboration. No single institution can manage these complex challenges alone.

That is why we work closely with Universities, public institutions, the Private Sector and international organisations to ensure our frameworks are inclusive and in line with Global Best Practices.

Through this multistakeholder dialogue, we can help pace with

rapid technological change and adjust our policies when needed. Finally it is essential that our regulatory efforts contribute directly to the Sustainable Development Goals.

Emerging technologies must be harnessed to close the Digital Divide, promote meaningful connectivity and ensure no one is left behind.

This means we must pay special attention to issues such as digital literacy, accessibility, and fair competition. In conclusion, fostering innovation while addressing risks is not a contradiction. It is the essence of responsible Digital Transformation.

By combining flexible forward looking regulation with strong human capital development and international cooperation, we can ensure that emerging technologies truly serve humanity and advance Sustainable Development for all. Thank you.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you very much for the insights. I would like to call upon Portugal and Zimbabwe.

>> PORTUGAL: Thanks a lot. It is a great honour to be here. I will be tackling question number 3. I want to say in the context of the rapid complexity of the markets, regulation plays a central role in the guarantor of inclusion, innovation and public trust. We face new challenges.

Ideally, Regulators shall evolve at the speed of regulatory change. All of us know that is very difficult. First Regulators need to grasp the logic behind core models and quantum computing principles, which doesn't mean you need to be tech professionals but we need to grasp the core principles which may involve hiring new specialists, training staff and creating disciplinary teams.

In a digital context, it is also essential that Regulators understand and respond to the ways in which behavioral bias are exploited online. Also Regulators need to use tools from behavioral economics, ethics and gender studies to anticipate unintended societal consequences and protect users, especially vulnerable ones.

Some this regard, we need to empower citizens to better understand implications of digital services in their lives and exercise their rights in an informed manner. Therefore, it is essential to invest in digital educational Programmes that teach users to recognize algorithmic bias and information bubbles to behave ethically and responsibly online. To understand how the data is monetized, use privacy tools effectively and think critically.

Regulation needs to build capacity and new tools but at its core needs more agility.

A forward looking regulatory approach must combat ethical principles into the design of technology and protect fundamental rights. Instead of overly protective policies, Regulators should develop principles based frameworks grounded in values like fairness, accountability and inclusion, which endure even as tools involved.

We need to shift from reactive to proactive anticipation and

use foresight tools, some were mentioned today with good examples such as regulatory sandbox to test technology in a controlled environment and technology impact assessment.

No single body can regulate AI or quantum alone. The harmonization and private-public dialogue is critical.

We assume a compromise to establish a network of cooperation amongst relevant entities.

I can share with you it is not easy to keep up with the dialogue and an open dialogue and collaboration. It is a big challenge, but I think it is the future. At the same time ensure cohesion, rather than exacerbate the Digital Divide.

The rapid development of emerging technologies requires a forward looking approach to the resilience of critical infrastructure such as submarine cables.

In this respect, I'm proud to co-Chair the international Advisory Group from submarine cable resilience which provides a good example of the unique Global Platform of cooperation. So important and so needed.

So I invite you all to attend the high-level dialogue, strengthening the resilience of telecommunication submarine cable, hosted by Portugal and Nigeria and ITU, which takes place tomorrow 4:45 in the room L. And this is a very good example of a multistakeholder collaboration. Thanks a lot.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you, Professor. I would like to move to Zimbabwe. And from Zimbabwe, we will go to Madagascar.

>> ZIMBABWE: Thank you very much, Chair. And indeed, good afternoon, Your Excellencies and dear colleagues. I would want to add my voice to the first question. I would want to put that question into the Zimbabwe perspective. Meaning what we have tried to do is as Zimbabwe. First of all the Regulator in Zimbabwe is like a three-tier Regulator. We regulate Cybersecurity and data protection. We're the data protection authority.

We're the access facilitator. Which means the universal service fund actually falls under the Regulator. Then of course, we have the regulatory mandate.

So it is all in one. Now, what that has managed to do for us is put us in a position where we are really the ecosystem builder.

Where we are the ones that have to bring everyone else on board in terms of technology. Of course the other Sector Regulators are involved in technology, technology is moving. And they're doing as much as they can but we are the overall ICT Regulator.

We have taken that position to try to bring together everybody else because obviously we understand the way technology is moving better than the other sectoral Regulators.

So how have we done that? We begin by looking at the enabling environment. And when we look at the enabling environment we're looking at political, the economic, social, or cultural. Where are the bottlenecks?

For example, your text regime, is it such that it enables innovation? Which then means that we have to bring in the text

Regulator to the table.

The financial is the policies, mandatory policies such that they encourage innovation and assist in the adoption of the technology. Hence we bring them in. Procurement itself, how are you procuring? Is your procurement system or policies such that they enable innovation?

So we bring them in. Even competition. Your competition policies. So what we have now done is we brought all of these together, started having MOUs with them whilst we are considering to reform a more binding, regulatory Fora. This has been the first stage to try and bring them, you know, together.

As we act as the ecosystem, you know, builder, and as we go, you know, forward.

We have also looked at the operators themselves. We have not left them behind. For example, we noticed that the operators mostly concentrate in, you know, lucrative areas like the towns and so forth.

So we have put in place a policy whereby we are relocating towers from where they're co-located, taking them to, you know, under safety areas. In most cases our operators put three or so towers at one place. Each operator with his own tower. Now we said no, we can't have that. We need to share infrastructure. So now we delink the other two leave, one ask them to share.

It is now the responsibility of the Regulator to then fund that relocation of towers to go to the other areas. Therefore, facilitating access as the Regulator. That's why I said, ours is actually three-tier. Because of that, we have seen it working very well. We have managed it. And now being able to then control the other, you know, Regulators and bringing them together. And we think that that in itself can actually assist in ensuring that it is a sustainable innovation and development. I thank you, Mr. Chairman.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you very much. Interesting perspectives.

I would like to invite Madagascar followed by Dominican Republic and then Georgia.

>> MADAGASCAR: Thank you, Chair. We would like to answer the first question, but based on the discussions of early on, there are many interventions that are basically in line with ours, so that I might be repeating ourselves.

I am going to ask my question differently and intervene maybe nay different way.

Listening to all the different interventions that came before me, and in the end we're kind of saying we all have the same vision, we all have the same solutions, but the biggest challenge is the implementation of the solutions. So for us, Regulators, even though we have a clear mandate from the Government to regulate the Sector of telecom, in the praxis, it is not easy to act freely and more independently as insofar that there is a priority of the central state.

So what we would like to have and what seems to us as a solution is to rely on meetings like the ones we're holding now in order to

support mutually in the innovation in order to accompany innovation. We know that innovation our country can grow, can develop. And I think a number of participants here have this same idea. But this is really a GSR support and the support of the ITU that we need to have in order to support the advocacy with the initiatives with the central state.

Madagascar, at the moment has made digital initiatives its priority, and everything being at the level of development focused on human rights, particularly.

We have now the opportunity to really develop the voice of the telecommunication Sector at the central level as we say, you are never profiting in your own country. So we need the support of GSR and ITU to help us in this. And I also would like to say -- I don't know, it is in other countries, but the other recommendation of the WHO is far of recommended that the ITU recommendation. So we need to -- we have to discuss together on the way we could discuss with the central state. Thank you very much.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you very much. I would like to move on to Portugal and Georgia.

>> DOMINICAN REPUBLIC: I prefer to speak in my original language. It is part of the protocol of my country.

More than ever in the framework of the emerging technologies, it is more and more key to have digital interconnectivity, I would like to talk from my own perspective, because of the legal framework in my country. I am the President of the regulatory body in my country. I would share with you my own experience and maybe this would help to write a book.

Unfortunately the Nobel Prize is no longer amongst us, but in countries like ours, the Regulator sometimes finds himself in a difficult legal framework. The legal framework was passed in 1998, the bill that I have to apply. And the new aspects like artificial intelligence, Cybersecurity, blockchain, does not, the new situations are not giving me any problem for acting as a Regulator. But because of the regulatory framework that we have, every time a decision by the regulatory body is imposed on the telecommunication Sector, for instance, they launch a whole process against the decision of the regulatory body and finally the decision can never be implemented.

Every time I try to impose a particular regulation to the telecommunication companies, they go to the constitutional court. And if I win they go to the high court of the country.

So we have a legal conflict that is permanent in my country. And that is actually stopping me from, attending as a regulatory body.

We heard a very interesting participation in both positive and negative way as a regulatory -- need for a regulatory body.

We have the National roaming as a legal obligation in my country.

We decided to stop the monopoly of three companies, so when a client was not linked in that country, if the customer was not interconnected, the customer could no longer use his or her communication devices.

We managed to have this National roaming in place. They went to the constitutional court. We won. And they went to the high court and we won. And the whole process lasted two and a half years.

Every time the regulatory body had taken a decision that could not be implemented for two and a half years because of the legal road that the whole thing went through. The Dominican Republic is an island shared with our neighbours, Haiti.

We have 95% coverage in our territory, and there is a small part of the territory that we can only connect through satellite connection.

We did it. And I come from a Catholic tradition. And I hope that these companies will not go again to the constitutional court and to the high court.

I am here at this meeting. I keep on calling my National office and see whether they -- these companies are going again against me. I pray God for that not to happen.

I was asking my colleague from Colombia approximate their body and my body. In my country, my regulatory body is directly linked to the Government. And the legislation is obsolete. We have an agreement for a legislative change next month of August. So that with the new legislation, the regulatory body will have more powers, not to limit anybody, but to give them more freedom to act.

I go back to my country, crouching my fingers. I hope the next time we have a Roundtable of Regulators we can bring here new legislation so I can act with more freedom. Thank you for the participation and opportunity and pray whoever you believe in so next year we meet next year and have a new bill in the Dominican Republic. Thank you very much.

>> COSMAS LUCKYSON ZAVAZAVA: (Off mic)

>> We can't hear you.

>> COSMAS LUCKYSON ZAVAZAVA: Sorry, we are running out of time. So that's impressive.

(Chuckling)

All right. We have a number of countries or Regulators that just raised their nameplates. I will try to accommodate, but only if you manage to shorten your interventions. We have Georgia. We have Lithuania, we have Argentina, we have Costa Rick, because they didn't take their opportunity. We have Uruguay and Gabon. So help me so that we can have them all. We have a limited time.

I would like to call upon Georgia, please.

>> GEORGIA: Thank you, Mr. Chairman. I will try my best to be quick and efficient. Just in the beginning, to start with words of gratitude, it is I think it is a unique privilege to hear from around the world from the firsthand Regulators which are the success stories, what are the challenges and what are the practices. And maybe practices are where we are different sometimes.

And also mention that to be a proud contributor to Best Practices Guidelines.

I would like to tackle the question number 3. I think that Best

Practices Guidelines are exactly about the building the future proof regulatory model.

So if we speak about what needs for the Regulator in our understanding being future proof, it is not -- definitely not about predicting or guessing what will be the next technology which is already here.

We see first building the regulatory culture, so the people environment which is with a mindset are ready to change. First it is building the mindset internally. Another important pillar for us is equipping ourselves with mechanisms. This is legislative mechanisms, but also technical skills. And those are the second directions for us. And the third and very important one as well is the building proper partnerships, strong partnership, I would say.

And if we go to the practical implementation, how we do this, first is that in every regulatory decision, we try to be very inclusive. Inclusive means that open our doors for all the participants and stakeholders through this process that might be affected.

It is of course the Sector, but also the public institutions and the representatives of the citizens. The NGOs, et cetera. Also, are another one is data-driven decisions. We live in the era of data. Data is everywhere. But having strong analytical platforms, we believe this is another strong point for us. We have a special analytical portal and we give to the Sectors and participants.

For the partnerships, again, we try to be proactive and initiate partnerships with sights. It requires from us a lot of patience. It requires provide willing resources for the partnerships. This is the rule of life to build the partnership you definitely need to contribute to it.

As of balance, it was mentioned yeah, it is some kind of model for Regulators keeping the right balance. We see it as one famous scientist said once, to keep balance, you need to move on. And move on. Thank you.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you. The remaining speakers don't keep moving on and moving on. Because we are really time. I would like to invite Lithuania, followed by Argentina.

>> LITHUANIA: Thank you, Chair and all of the speakers. Previous speakers, it was interesting to hear your views and practices. From Lithuania's perspective, we see that building future ready regulation requires focusing not only on new technologies but also on foundational pillars that enable them to succeed in practice. And probably three key priorities I would like to emphasize first, expand digital technology. And emerging technologies will drive progress if everyone is connected. Strong, secure and inclusive digital infrastructure is not just a technical requirement, it is a core regulatory responsibility.

For example, in Lithuania, 5G licenses were issued with the strong coverage obligations to ensure no part of the country is left behind.

Another example is our collaborative approach to fighting

<https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/495>

scams. That brings together us as the Regulator, telecom operators and other institutions to protect users and build trust in digital services.

In some cases, a Regulator's role in enabling innovation starts with creating the right conditions for digital infrastructure development.

For example, advocating for fewer administrator barriers to make it easier to coordinate with landowners and speed up network rollout in rural areas.

A second pillar which is extremely important is digital skills for everyone. That digital skills are critical and especially advanced tools like AI can widen gaps unless societies are ready to use them. That is why we have launched the digital literacy Programme, no one is left behind, and target especially senior citizens.

It is important the Foundation of the Programme is cross-Sectoral collaboration and strong volunteering. The last thing to mention is that we must strengthen our role in the institutions and let go what no longer adds value. As Regulators, we need to digitalize our internal processes, rely more on data and evidence and continuously assess the impact of our own work.

In Lithuania, we're systematically eliminating the procedures and focusing our efforts where they create the most public value. At the same time, we are investing in building up our staff capabilities in advanced digital technology and AI. These are the three main things which I wanted to mention, the resilience infrastructure, empowering people and of course capable institution. Thank you very much.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you very much, Lithuania. Argentina.

>> ARGENTINA: Thanks, Chairman. I will try to be quick and concise. Concepts for our organisations, mainly driven by Digital Transformation, the application of data, analytics AI. And sustainable models for ICT inclusion applying those for universal access funds project, in particular we have been failing repeatedly in the past with this type of projects, without measuring the real impact of those. Critical infrastructure, cooperating with other Sectors, critical Sectors like energy and others. Basically creating Committees.

Find synergies between network rollouts and community development on top of the rollouts let's say. Each community has its only potential. And we see it in those countries represented and within our countries.

We understand the impact and how to leverage the rollouts. Market openness and competition. We understand that the market is the best tool to drive impact in our communities.

Of course, modernize regulation. We have been struggling also with 1990s regulation. We're working on that modernization and simplification process. Know that some specific regulation at least in my country that I speak for, has been designed and implemented to protect particular private company interests.

To close, regulate the fundamentals, not the specifics. If not, you will not be future-proof.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you. Thank you very much for being brief. I would like to invite Costa Rica if they're still online.

>> COSTA RICA: Thank you, Chair. Can you hear me.

>> COSMAS LUCKYSON ZAVAZAVA: Yes, go ahead.

>> COSTA RICA: Thank you. Best regards from Costa Rick Rica. With your permission, I will speak in Spanish on question 2.

There is not just one Sector, there is a cross-cutting impact in health, finance and other aspects of life. This is why telecommunication Regulators cannot continue working in an isolated way. We need to enhance collaborative regulations, in the way the world needs. It is basic to set up formal institutional coordination, like permanent working takes in which institutions can share technical information, analyze study cases and made able to harmonizes public policies, we can make decisions in a holistic way. It is important using framework among Sectors. Often, its entity has their own registration. They don't communicate among themselves, there could be gaps that has a negative impact. The approach creates an environment that is safer and better for investigation. We want to improve cooperation amongst countries. Technologies are moving faster forward. Many of the challenges faced in Cybersecurity and Toyota protection cannot be solved from one jurisdiction. This is why we must participate in digital and Global regulatory networks, to promote standards in Sustainable Development.

Our institution, we have realized that when we are working in coordination with other Sectors, the results are much better. Technology can be a great tool in order to achieve Sustainable Development Goals. If we work together in order to build coherent, transparent and centred legal framework, it will work for centres and people. Thank you very much

>> COSMAS LUCKYSON ZAVAZAVA: Thank you, Costa Rica. I would give the final remarks to Uruguay, followed by Gabon.

>> URUGUAY: I will leave Shakespeare's language and take up Cervantes language. Uruguay is a very tiny country. I don't think I have the strength for many things. I will focus my intervention in two words. International borders.

The second question the Digital Transformation, the digital technology does not include in its dictionary the concept of digital border.

If all the countries in the globe would regulate in a fast, efficient, and harmonize way, each of us in the fast, efficient, and harmonized. We would regulate the telecommunication problems. Maybe we would still be behind the problem. Because digital technology does not know the word border. Part of the issue is our countries are not very fast or efficient. This means often, that we are competing with companies or competing for companies that set up a data centre someone. And the operations are run in into country. They bring to us proposals and the countries

compete for tax exemptions, exempts from the regulation and they do what they want to do. At the end of the day, is the two following things. First of all, the profits from technology are not spread amongst the people. All of the regulatory effort is weakened because of the regulatory exceptions that we implemented to attract the companies.

We need to move a step forward. We need to generate a new freedom model. It does not depend on border National processes. Multilateralism and the work in these instances, entities like here today is vital for small countries. Uruguay has a system, and we will support it, we will do the best we can in the other two, foster an initiative that starts thinking of not having international borders. Thank you very much.

>> COSMAS LUCKYSON ZAVAZAVA: Thank you very much. The last word, Gabon.

>> GABON: (No English translation) question everybody is faced with, with collaboration with respective States. All the regulatory text in order to adapt it to new technologies, the second axis is to moderate seminars, training semesters -- seminars, and too often, we don't understand what regulation is about or what telecommunication is about. And we believe the third axis is to create monitoring Committee and ethical Committee and strategic Committee. It is one single Committee playing all of the roles, gathering all stakeholders in the digital environment. And the Regulator in the middle with the telecommunication operators, Internet providers, general departments of the different ministries in charge of the technology. We have three ministries in Gabon for digital technologies. So that is now in Gabon, we intend to solve that issue of monitoring regarding the new model of regulation that we need.

I think we have experienced a number of things already. We all have a regulatory framework that we need to adapt progressively with the emergence of technology. We are always lagging behind.

We were talking about the playground, the sand playground, you know? And we are testing a technology, but a new emerging technology is coming in. We had regulation with data. We're going to be agile, but we're always behind.

I believe today we need to change our mindset. How can we ingrate telecommunication regulations in the very process of technological development.

It might be a little bit eutopic, but that is how we are at the same level. We will keep up with technology development.

So we will not modify our regulatory frameworks.

So when the technology is on the market, it will be compliant with our ethics and with what we want it to be.

I think that ITU played a role and it should be piloted by international Committee.

I think ITU could drive this project. And at the end of the day, we might end up with something that would be more up-to-date with the technology. Thank you very much.

>> COSMAS LUCKYSON ZAVAZAVA: (Off mic)

(Applause)

So will I try to summarize quickly. It appears to me the Regulator of today must have mother's patience and mother's love. But also be a caring disciplinarian so that the Sector operates. But having said that, I think to summarize in a nutshell for this dynamic and forward looking discussion to happen, it needed you to openly express yourself. I'm grateful that all of you asked for the floor. You got it. I'm sorry for those who spoke last because we were after you just asking you to summarize. We have heard powerful perspectives on the need of agile regulation. We have to be light on our feet. The importance of cross-sectoral collaboration, the multidisciplinary approach and the urgency of building new capacities to oversee our complex and digital world.

Your insights directly reinforce our Mission to shape regulatory environment that enables sustainable digital development for all.

This dialogue is not just a conversation. It is a critical step in building the GSR25 Best Practices Guidelines. I strongly encourage you all to continue this engagement by submitting your formal contributions. Your contributions and the insights from our discussion today will be a vital contribution to the WSIS+20 Review process and it will directly inform the development of the upcoming GSR25 final Best Practices Guidelines.

Thank you, once again, and I want to thank our Secretary-General who also spoke and most importantly to all of you for your commitment and I look forward to continuing this vital work with you in Riyadh in GSR25.

Please do come. We look forward to engaging with you the day before GSR, we are going to have a special occasion by the Private Sector industry in Academia. We want you to tap into their brains and intellectual power. And they will also send their outcome statement to the Regulators for your consideration. Once again, I would like to thank you for taking the time and for sitting through the meeting. It has been quite a long meeting. I do appreciate your valuable contributions. Thank you very much.

(Concluded)

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