

Session Outcome Document

Interactive Session: Action Line C6 – Enabling Environment: Digital Ecosystem Builders in Action: Redefining the Role of ICT Regulators

International Telecommunication Union (ITU)

Tuesday, 8 July 2025 | 14:00–14:45 (UTC+02:00)

<https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/316>

Key Issues discussed: Looking Beyond 2025

- ICT regulators are evolving from traditional enforcers to ecosystem builders, promoting innovation, collaboration, and trust in the digital age. Regulators should become enablers, to be able to adapt to digital landscape.
- The consultation for GSR-25 focuses on the institutional evolution of regulators—including their mindsets, mandates, and capacities—as central to shaping inclusive and agile digital ecosystems.
- Speakers emphasized the importance of cross-sectoral collaboration (national and international), including combined portfolios (e.g., telecom, cybersecurity, data protection) to address complex digital challenges.
- Emerging technologies such as AI, big data, blockchain, and cloud computing were identified as both regulatory tools and objects of regulation, requiring proactive experimentation and adaptation by regulators.
- Several regulators, including from Cyprus, France, and Saudi Arabia, highlighted successful examples of sandbox models, regulatory observatories, and RegTech platforms to support data-driven decision making and foresight governance.
- The need for digital sustainability was emphasized, with Saudi Arabia sharing a toolkit co-developed with the Digital Cooperation Organization to support green digital transformation.
- Barriers to cooperation such as institutional silos, lack of trust, limited resources, and legal constraints were discussed, along with strategies to overcome them. It is important to build on shared principles, address common challenges collaboratively, and exchange diverse solutions—recognizing that not all stakeholders are at the same level of maturity.
- Regional Regulatory Associations (e.g., EMERG, AREGNET, TRAVA, EaPeReg) were showcased as effective platforms for knowledge exchange, regional alignment, and asserting digital sovereignty.

Tangible Outcomes of the session

- **Announcement:** The upcoming **Global Symposium for Regulators (GSR-25)** will be hosted by **Saudi Arabia, from 31 August to 3 September 2025.**
- Commitment from Regional Regulatory Associations representatives and its members to continue contributing to the GSR-25 consultation on best practices guidelines.

- Reinforced understanding of the new regulatory paradigm, with regulators positioned as co-creators of resilient, inclusive, and forward-looking digital ecosystems.
- Highlighted regional initiatives and collaboration mechanisms (e.g.: regulatory sandboxes in Saudi Arabia, TRAVA's thematic working groups in Europe, and EMERG's cross-Mediterranean dialogue).
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- Recognition that international forums like ITU are essential platforms for sharing policy and regulatory innovation and aligning global digital goals.

Key Recommendations and Forward-Looking Action Plan for the WSIS+20 Review and Beyond

- **Promote institutional innovation** by equipping ICT regulators with new skills, anticipatory mindsets, and adaptive tools (e.g.: sandboxes, RegTech solutions) to keep pace with digital transformation.
- **Foster cross-sectoral cooperation** at the national level through integrated mandates and joint regulatory frameworks that reflect the converged nature of digital issues.
- **Continue leveraging regional and global collaboration**, through regional regulatory associations and platforms like the ITU Digital Regulation Network Initiative, to co-create and share innovative approaches and amplify regional voices.
- **Embed sustainability and ethics** into digital regulation, ensuring technology is governed in a way that supports inclusion, trust, environmental responsibility, and long-term resilience.

Quotes

“Transformative technologies enable Regulators to be even more proactive and evidence based. The impact of regulatory measures can be tested in safe environments before implementation and can be continuously monitored and optimised in near real time. Cross sectoral and global collaboration is the answer to most effectively address the increasingly complex challenges of the digital age like digital security and ensuring the use of AI for good, with collaborative platforms like EMERG and the ITU proving invaluable.”

Mr Petros Galides, Deputy Commissioner, Cyprus Regulatory Authority for Electronic Communications and Postal Services and the Digital Security Authority, 2024 European Mediterranean Regulators Group (EMERG) Chair and 2025 Chair of Body of European Regulators for Postal Services (ERGP)

“Within networks of regulators, like Fratel, exchange of views and of best practices are very useful ; they provide food for thought for future regulatory policy and innovative regulatory tools designed to face the issues regulators are all confronted with.”

Mr Xavier Merlin, Board Member ARCEP France and representative of FRATEL

“Innovation doesn’t happen in isolation. Through EaPeReg, and our active role in the Digital Regulation Network, we are building a new culture of regulation — one that is collaborative, agile, and inclusive by design. By combining cross-border collaboration, regulatory sandboxes, and EU-aligned flexibility, we are transforming our regulatory approached from the rule enforcers into true digital ecosystem architects. Our message is clear: even smaller nations, when united in purpose and innovation, can shape a resilient and future-ready digital world.”

Ms Ekaterine Imedadze, Commissioner, Georgina National Communications Commission and Outgoing Chairperson, Eastern Partnership Electronic Communications Regulators Network (EaPeReg)

Eng. Omar Alrejraje highlighted that RegTech is no longer just a regulatory tool—it’s a strategic enabler of trust, speed, and innovative oversight. Our commitment today is clear: to make regulation as agile as innovation itself