

Co-operation is the name of the game. High levels of infrastructure investment require collaboration between the public and private sector, while new business models are needed to support service innovation in the age of open networks. Managing the sheer pace of change is vital: ensuring all end users benefit from new technologies is no small task, while a more interconnected society requires new levels of security and service guarantees. At the same time, the concept of the regulatory burden is shifting: pro-competition policy cannot come at the expense of incentivizing investment.

