Subsecretariat for Telecommunications   Government of Chile

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                  Global Symposium for Regulators (GSR-20)

With respect to the consultation document received from the Telecommunication Development Bureau (BDT) on 12 June 2020, please find below our replies to those questions that fall within the purview of the Subsecretariat for Telecommunications.

Demonstrating regulatory thought leadership for digital transformation

What is the best policy approach in enabling and repairing the digital economy to grow sustainably and meet social goals?

Digital transformation of the State. Under an Act promulgated in November 2019, a time-frame of five years has been set for all State administrative procedures to be made digital. This is contributing to a paradigm shift in how the State administration functions, through innovation and the use of emerging technologies, and is having a demonstrable effect beyond the State itself. One example is the "Zero Paper" initiative for official communications between State agencies: by using a digital platform, savings of around USD 500 000 can be made every year. A Digital State Transformation Strategy has been developed (2018-2022; available at https://digital.gob.cl/doc/estrategia_de_transformacion_digital_2019_.pdf).

Digital transformation of SMEs (pymesenlinea.cl)

Corfo (a government agency for business promotion) is launching the "Pymes en Línea" ("SMEs Online") platform, which aims to train 100 000 SMEs (free of charge) in online sales and electronic business in 2020. The "**Programme to Support Enterprise Generation in IoT, Smart City and Smart Industry**" is also being launched.

Ideathon to mark International Girls in ICT Day

Supporting the participation of women and girls in the ICT sector, in line with the United Nations Sustainable Development Goals (gender equality). With support and guidance from ICT experts, the girls will have to come up with an innovative proposal for solving a problem in their communities using ICTs.

What have we learned from the COVID-19 crisis?

–   Connectivity has been vital in lockdown

–   Most non-manufacturing jobs (administration, business, management, etc.) that have traditionally been done in person can be done remotely

–   In lockdown, connectivity is key to keeping entertainment, trade, education and society as a whole going.

What should we focus on in terms of regulation to prepare for the next 20 years?

We would do well to consider a universal connectivity service so that every one in the country has access to basic connectivity, giving access to education, communication and various other fields; the service provided by operators could be linked to access to more services.

What are the key ingredients for effective, future-proof policy leadership?

Early adoption of technological changes

Launch of 5G competition (see below)

Public-private partnerships focused on productivity and added value

Through collaborative work with mobile operators, equipment providers and universities, prototypes have been developed for 5G technologies to be applied to production and service aspects of mining, mobility and health.

Stability of development models

Continuing the development model based on private investment with public leverage provide guarantees and stability for investment in telecommunications.

What leadership skills are required for ICT regulators and policy-makers?

Capacity for dialogue with stakeholders (operators/industry, technology providers, civil society).

Facilitating role. Identifying complementarities between stakeholders and connecting with other entities that could make a contribution.

Vectors of regulatory action: Inclusiveness, agility, and resilience

What transformative regulatory approaches are at hand to enhance the inclusiveness, agility and resilience of digital networks, traditional and digital players' business models and access to digital services?

In terms of network resilience, the concept of "critical infrastructure" has been introduced at all stages of telecommunication service provision to ensure operational continuity of digital networks. As well as physical elements, information systems, including programs and the data they contain, are also included. In addition, we hope to introduce regulations on cybersecurity requirements for telecommunication networks in 2020.

The next 5G competition will cover "industrial complexes", which will be priority coverage zones for intensive 5G use in production sectors so that we can make progress towards a digital economy.

How to boost the readiness of the digital sector to face unexpected events and emergencies and deliver up to the expectations despite the odds?

The keys to this are network resilience, bridging the digital divide, and infrastructure-sharing models.

Bridging the digital divide

A key public policy in this area is providing incentives for the deployment of fibre-optic links reaching every district in the country. Deployment is based on the principles of open access,

affordability regardless of distance, protocols for emergency situations, cohabitation with existing networks, technology cost and network neutrality.

Development of infrastructure-sharing models

In 2010, the concept of "infrastructure operator" was introduced. Given the demanding requirements for the deployment of high-speed networks (4G, 5G and optical fibre) and consequent challenges in closing the digital divide, it is now considered a priority for developing the sector. In addition, a draft law on automatic national roaming and providing facilities for MVNOs has recently been published.

Passive infrastructure made available by the State

The State must facilitate the construction of digital networks, both wired and wireless, and make assets available to allow for the efficient use and timely deployment of these networks, by means of public-private partnerships.

What are the short, medium and long-term strategies for economic recovery and sustainable social development?

Forthcoming 5G licensing: the launch in the near future of 5G technology, viewed worldwide as a driver of the digital transformation, is expected to have a positive effect on productivity in industries where it is implemented, improve access to education and health, and bring technological solutions so that we can tackle environmental problems, among others.

Deploying optical fibre links and freeing up data transport links, where the price factor does not allow for proper competition over the last mile, are strategies that will encourage new competitors, both medium-sized and small, in the medium term.

Development models: bridging the digital divide is a task that has taken developed countries a number of years and a great deal of investment, so Chile needs to devise a long-term strategy for this purpose.

Collaboration across sectors, cooperation across borders, and engagement across the boards

What are the channels and models of collaboration that can deliver positive market and consumer outcomes – broad and constant collaboration, structured and unstructured, across sectors and national borders? Is there a seat for everyone at the consultation table and who's in the driving seat? How do we ensure productivity and efficiency in the application of rules and regulations?

Unfortunately we are unable to answer these questions as they fall outside the purview of our Subsecretariat.