



MIND THE DIGITAL GAP – REGULATORY INCENTIVES TO ACHIEVE DIGITAL OPPORTUNITIES

9-11 JUNE 2015, LIBREVILLE, GABON

GSR15

PROVISIONAL PROGRAMME

Organized by the International Telecommunication Union (ITU), in collaboration with the Gabonese Autorité de Régulation des Communications Electroniques et des Postes (ARCEP).

Under the Patronage of His Excellency, Mr Ali Bongo Ondimba, President of the Republic of Gabon.

The first two days of GSR, the GRID sessions (9-10 June 2015), are open to regulators, policy makers and ITU-D Sector members; the third day (11 June 2015) will remain exclusive for regulators and policy makers.

Under the central theme of “Mind the Digital Gap – Regulatory incentives to achieve digital opportunities”, participants will explore ways to ensure that all citizens can benefit from the social and economic opportunities brought by the digital economy.

But what kind of regulation is therefore needed to close the digital gap? What innovative tools can regulators use to address the funding gaps, support financial innovations, facilitate new business models and secure infrastructure investment? Some of the regulatory incentives include reviewing fiscal measures, fostering interoperability of online services and applications (such as mobile payment) and preparing for a world where humans and things are being increasingly connected.

Regulators, policy makers, industry leaders and other key ICT stakeholders will share their views and engage in interactive discussions to answer these pressing questions.

GSR will be preceded by a series of pre-events on 8 June 2015.

www.itu.int/gsr15



GSR JUNE 2014 —

WHAT IS GSR?

The Global Symposium for Regulators (GSR) brings together heads of national telecom/ICT regulatory authorities from around the world and has earned a reputation as the global annual venue for regulators to share their views and experiences on the most pressing regulatory issues they have identified.

GSR also fosters a dynamic Global Industry Regulators Dialogue (GRID), between regulators, policy makers, industry leaders and other key ICT stakeholders. GSR's Global Dialogue provides a neutral platform for ITU-D Sector Members to share their views on major issues facing the ICT sector.

GSR features a Leadership Debate and interactive panel discussions. GSR concludes with the adoption by regulators of a set of regulatory best practice guidelines. GSR offers unique networking opportunities in the lead up to and during the event through the online interactive networking platform to set up appointments using a tablet or a smartphone.

Tuesday 9

GLOBAL REGULATORS-INDUSTRY DIALOGUE (GRID) SESSIONS

09:00 – 10:00 **OPENING CEREMONY**

10:00 – 10:15 **COFFEE BREAK**

10:15 – 12:00 **LEADERSHIP DEBATE: MIND THE DIGITAL GAP – FUNDING AN INCLUSIVE DIGITAL SOCIETY – FROM INFRASTRUCTURE TO DATA**

This High Level Debate will examine the various investment opportunities and funding challenges in deploying ICT networks, providing access and supporting the development of new services and applications to bolster access to knowledge in the digital world and reduce the digital gap.

- How to address the investment gap and sustain the development of the knowledge society?
- Setting favorable conditions for investment in ICTs to flourish, whose responsibility is it? Who are the investors today?
- What are the new strategies for industry players?
- Market consolidation from infrastructure to content
- Financial inclusion: defining a gender inclusive approach to investment and funding in the digital world
- What are the policy and regulatory requirements to secure funding in all layers? What can regulators do?
- How can international cooperation facilitate investment and funding?

12:00 – 14:00 **LUNCH**

14:00 – 15:30 **SESSION 1: INNOVATIVE INVESTMENT STRATEGIES – WHAT'S NEW?**

This session will explore innovative investment strategies developed to support the deployment of broadband and access to the digital economy.

- How to attract investment in all layers, and in particular infrastructure?
- What are the financial innovations out there?
- Community projects for infrastructure, crowd sourcing for applications and services
- Learning from new strategies in PPPs and open access
- What incentives can regulators take to facilitate infrastructure funding?

15:30 – 15:45 **COFFEE BREAK**

15:45 – 17:00 **SESSION 2: MOBILE PAYMENT DEBATE – AN EMPOWERING TOOL**

This debate will see panelists share their views on mobile money and financial inclusion.

- How to reduce the costs of digital transactions and mobile payments?
- Why is mobile money important for consumers? Financial inclusion through mobile services
- Domestic and international payments, cooperation between telecom and banking regulators (central banks) and the need for international cooperation
- What standards are available to secure transactions?
- What is the role of consumers? Mobile payment, an empowering tool for women?

Wednesday 10

GRID SESSIONS

09:00 – 10:30 **SESSION 3: SPOTLIGHT ON NETWORK SHARING BUSINESS MODELS**

This session will examine network sharing models that have been developed among various utilities.

- What are the successful models out there? Sharing, co-ownership, infrastructure owners?
- Innovative business models for sustainable development: the case of smart cities
- Cooperation with other utility providers
- Fiscal incentives and other regulatory measures as a business game changer
- Managing risks: regulatory options

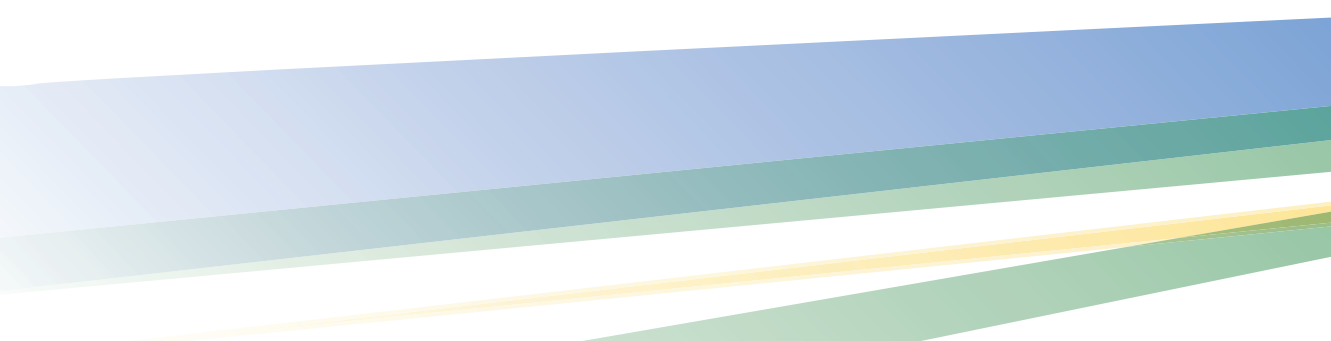
10:30 – 10:45 **COFFEE BREAK**

10:45 – 12:00 **SESSION 4: THE IMPACT OF TAXATION ON THE DIGITAL ECONOMY**

This session will examine how taxation affects the deployment and take-up of services in a digital environment.

- Understanding the impact of fiscal charges on competition and innovation in a digital economy
- Taxation: a tool for social development or a business inhibitor?
- How can taxes affect demand and broadband uptake?
- What fiscal regime applies to over the top services and applications?

12:00 – 14:00 **LUNCH**



14:00 – 15:30 **SESSION 5: INTERNET OF EVERYTHING – ARE WE READY?**

This session will examine how convergence, cloud services, sensors, big data and data analytics are leading the way to the Internet of Things (IoT), what does it mean for the future and how to prepare for it from a policy and regulatory standpoint.

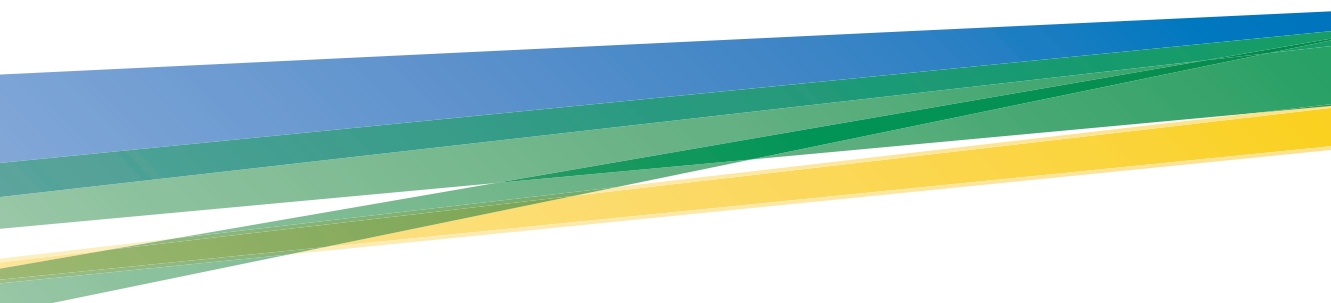
- What is it all about? From human-to-machine communications to machine-to-machine communications and everything-to-everything communications
- Are we there yet? Understanding the regulatory implications: data protection, privacy, lock-in, switching, interoperability, spectrum, etc.
- IoT, data analytics and smart cities
- What investment is needed to sustain IoT?

15:30 – 15:45 **COFFEE BREAK**

15:45 – 17:00 **SESSION 6: INTEROPERABILITY IN THE DIGITAL ECOSYSTEM – A LAYERED APPROACH**

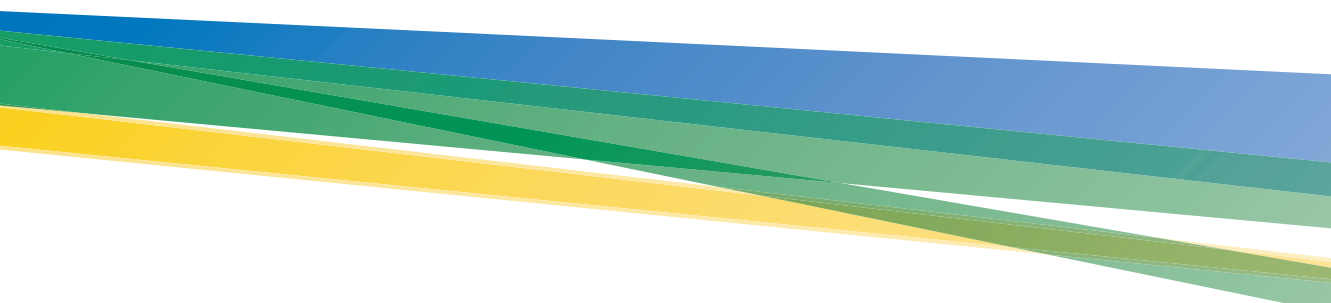
This session will discuss the importance of interoperability to prevent consumers from being locked-in when using apps and services and understand its effects on innovation and competition.

- Defining ICT interoperability in the market place, its impact on consumer choice, quality of service and the advent of IoT
- The need for interoperability of equipment, devices and operating systems as a market and legal prerequisite in a digital world
- Interoperability to avoid lock-in effects
- How can interoperability spur innovation and competition
- The drawbacks of interoperability: security, privacy, etc.



Thursday 11

REGULATORS' DAY

- 10:00 – 11:15** **SESSION 7: FOSTERING E-ACCESSIBILITY – THE REGULATOR AS AN ENABLER**
- This session will examine measures regulators can take to foster accessibility to ICT services for all to achieve digital inclusion.
- How to define accessible ICTs?
 - How to guarantee accessibility for all? Extending universal access policy beyond availability and affordability to include accessibility
 - What measures can the ICT regulator take?
 - Extending accessibility features to m-services and applications
 - Regulators' success stories and lessons learned
- 11:15 – 11:30** **COFFEE BREAK**
- 11:30 – 12:45** **SESSION 8: SMART REGULATION TO FACILITATE M-SERVICES AND APPLICATIONS FOR ALL**
- This session will examine the role of the regulator and the regulatory measures needed to facilitate the deployment and diffusion of m-services and applications to achieve social development goals.
- M-services: a tool to achieve social development in the digital society by promoting key services such as m-health, m-education, m-agriculture, m-payments, m-investment (m-donations, crowd funding, etc.), m-of-everything
 - Lifting barriers related to the costing of short codes, taxation, privacy, content regulation, standards, traffic management, etc.
 - M-applications and services: a tool to empower consumers and citizens
 - Regulation in a cross-sectoral environment: a balancing act
 - Regulators' experiences and success stories
- 12:45 – 14:15** **LUNCH**
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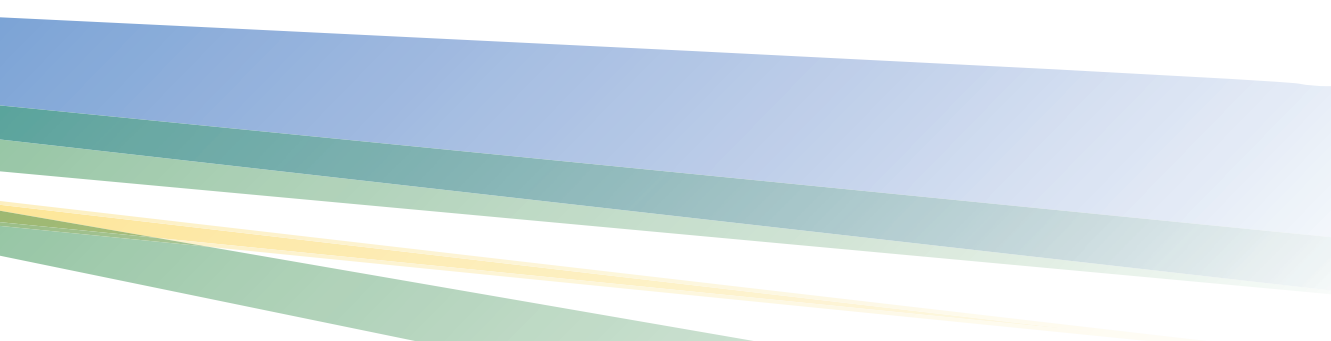
14:15 – 15:30 **CONCLUDING DISCUSSION: HOW DOES REGULATION IMPACT BROADBAND UPTAKE?**

The session will include a presentation of the ITU ICT Regulatory Tracker and the outcomes of the analysis on the impact of regulation on broadband uptake. It will further offer regulators the opportunity to share their experiences on regulatory measures taken to foster broadband access, ensure quality of service and stimulate broadband uptake.

- Overview of incentive regulations to achieve the triple A (Accessibility, availability and affordability)
- How QoS influences consumer satisfaction and the uptake of services? What measures should be taken to ensure QoS?
- A focus on the role of the regulator, its mandate, powers and regulatory tools
- What works? What doesn't work?
- Learning from regulators' experiences

15:30 – 15:45 **COFFEE BREAK**

15:45 – 17:00 **WAY FORWARD AND CLOSING**





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