

## CONTRIBUTION TO GSR-24: INNOVATIVE APPROACHES FOR POSITIVE IMPACTS FROM TRANSFORMATIVE TECHNOLOGIES

### 1 What are the **challenges and constraints** faced by policy-makers and regulators in embracing promising transformative technologies?

#### **Challenges and constraints:**

- lack of knowledge or understanding of emerging technologies, given the need for continuous efforts to monitor technologies and anticipate change;
- the need to adapt existing legislative and regulatory frameworks to a rapid pace of technological development;
- lack of support for technological change in public policy;
- challenges associated with the need to monitor/regulate new technologies;
- the imperative need to reduce the risk of cybercrime that naturally accompanies new technologies, particularly with artificial intelligence;
- challenges for the protection of personal data.

Policy-makers and regulators must accordingly adapt to technological developments by setting up frameworks that can accompany these developments.

#### **Opportunities:**

- creation of new economic sectors and jobs related to emerging technologies;
- improved efficiency of public services through automation and technological innovation;
- potential to solve social and environmental problems through technological innovation;
- enhanced global economic competitiveness;
- opportunities for operators to share the high cost of investment in infrastructure where duplication is a sub-optimal solution.

Technological development reduces the costs of certain infrastructures, which could also be an opportunity for the digital sector. Players could redirect their investments to these technologies.

### 2 What are the **key regulatory measures and guiding principles** to follow to foster positive and inclusive impact of transformative technologies?

Regulation must always follow guiding principles (such as transparency, non-discrimination, equal treatment, promotion of innovation) in seeking to strike the right balance and improve efficiency in regulated sectors.

Regulatory decisions should take into account, as far as possible, the interests of the players (private, public, consumers) with a strong emphasis on the public interest and the protection of the consumer, the weak link in the chain.

In this spirit, various regulatory measures that will have an inclusive impact can be taken. These will include:

- fostering equitable and non-discriminatory access to resources and infrastructures;
- promoting innovative technologies and supporting the most innovative startups by giving them access (sandbox, platforms) to certain critical resources (numbers, spectrum, USSD codes, etc.) to test their solutions;
- ensuring healthy competition among stakeholders;
- developing a flexible and agile regulatory framework that is adapted for technological developments, innovation and market realities;
- implementing a tax system that encourages investment and competitive prices;
- strengthening the protection of personal data and the privacy of users;
- promoting education and training to ensure digital inclusion of all citizens.

### 3 How to **drive positive behaviours of market players**? How to minimize risks while maximizing benefits?

**Regulatory framework:** A very clear regulatory framework will be needed that sets out the principle, the rules of the game and the sanctions provided for in the event of a violation. Sanctions must have a deterrent effect and be proportionate to the severity of the violation or breach.

**Involvement of stakeholders:** Stakeholders will need to be involved in government projects, through public consultations or other mechanisms, and be made accountable in situations where their involvement is necessary. Furthermore the regulator should provide an economic space conducive to the development of each category of players.

It is also important for regulators to collaborate on certain cross-cutting issues.

In addition, it is important to:

- foster collaboration among market players, civil society and regulators to anticipate risks;
- encourage research and development for responsible and sustainable technologies;
- establish monitoring and supervision mechanisms to prevent abuses and adverse consequences of emerging technologies.

The public authorities must therefore be transparent in the decision-making process and explain their rationale, and a path for legal recourse should be provided in the competent national jurisdiction.

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