



## Consultation for the GSR-24 Best Practice Guidelines and call for participation of young innovators on Artificial Intelligence and Robotics in action – Global Symposium for Regulators (GSR-24)

### 1. What are the **challenges and opportunities** faced by policy makers and regulators in embracing transformative technologies for greater impact?

At the regulatory level, there are significant opportunities to foster sustainable digital transformation through targeted regulatory incentives. These incentives should aim to enhance competition in broadband markets by encouraging the entry of more and better ISPs and carrier services. Additionally, they should promote investment in modern technologies and the modernization of both fixed and mobile networks. Efforts should also be made to facilitate the deployment and sharing of infrastructure, with transparent and fair rules for network access and interconnection. Expanding service coverage and offerings is crucial to bridging the digital divide in rural and remote areas, thus enabling inclusive access to digital technologies. Moreover, there is a need to improve service quality to support the effective use and adoption of digital services and technologies by citizens, industry, and entrepreneurs. This involves promoting innovation and digitizing services and processes through emerging technologies such as machine learning, artificial intelligence, blockchain, and big data. Furthermore, strategies for open data should be developed to enhance its use by sector stakeholders and users in decision-making processes.

In terms of challenges, regulators must accelerate the adaptation of the regulatory framework to keep pace with technological evolution, which includes its simplification and modernization. They also need to address new regulatory challenges that arise from digital transformation, such as having the authority and competencies to regulate digital markets and services and ensuring that their benefits are distributed across the entire population. Additionally, regulators face the challenge of contributing to a mindset shift among citizens, academia, entrepreneurs, and the government to promote the adoption of new technologies and create measures and conditions that foster innovation in networks and services provision. This innovation is essential for transitioning to Industry 4.0. Finally, regulators must also navigate the digital transformation of their own processes and human resources, focusing on digital talents and skills and a deep understanding of the digital ecosystem.

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

The Communications Regulation Commission (CRC) has defined five pillars that form foundation of its mission: Welfare and Rights of Users and Audiences, Markets and Competition, Innovation and Better Regulatory Policy, Stakeholder Engagement and Value Management, and Institutional Strengthening.

At the CRC, we have implemented various strategies that enable us to design smart regulation which facilitates and leverages connectivity and digital development across the country. Our goal is to

Consultation GSR-24	Cód. Proyecto: 0000-0-00		<b>Página 1 de 2</b>
Equipo participación internacional	Actualizado: 15/04/2024	Revisado por: Relacionamiento con Agentes	Fecha revisión: 15/04/2024 Revisión No. 1
Formato aprobado por: Coord. Relacionamiento con Agentes: Fecha de vigencia: 08/08/2022			

promote digital inclusion and reduce disparities. We foster collaboration among stakeholders to invest in infrastructure, ensuring the deployment of networks benefits all economic sectors and society. The CRC promotes: i) accreditation of municipalities as barrier-free zones for the deployment of telecommunications infrastructure, and ii) the definition of the conditions for sharing infrastructure owned by other sectors that can be utilized by a telecommunications sector agents for the installation and expansion of networks.

Additionally, we have focused on regulating markets by regions, which includes i) updating the Access, Use, and Interconnection Regime to modernize the country's telecommunications networks and setting regulatory conditions to facilitate the interconnection of calls over 4G or VoLTE networks, ii) conducting a competition analysis of the carrier wholesale market associated with fixed Internet retail markets to focus efforts and adopt specific regulatory measures to mitigate identified competition issues; and iii) enhancing the regulation of service quality to expand service coverage and improve the quality of telecommunications services.

Finally, we are enhancing Internet connectivity in rural and remote areas in Colombia by flexing some regulatory obligations related to customer service, compensation, performance, measurement, and reporting. We have also set differential pricing for the remuneration of infrastructure sharing with discounts in prioritized areas.

3. How **to drive positive behaviours of market players**? How to minimize risks while maximizing benefits?
  - Adopt policies and processes for regulatory improvement to enhance the quality of measures. This includes employing innovative regulatory approaches such as regulatory sandboxes and collaborative regulation, as well as intelligent regulation that leverages ecosystem knowledge and evidence-based decision-making. Include both ex-ante and ex-post evaluations in this framework.
  - Additionally, enhance transparency and encourage participation in regulatory projects and decision-making processes. Strengthen communication and educational efforts to benefit digital users, thereby serving as a catalyst for equitable conditions and social welfare.