Federation of St. Kitts & Nevis
National Telecommunications Regulatory Commission

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MEMORANDUM

To: ITU GRS-24

From: Ervin Williams, Director, NTRC, St.Kitts

Date: 18ᵗʰ April, 2024

Subject: **ITU GSR-24 Best Practice Guidelines**

Theme: Charting the course of transformative technologies for positive impact:

Question 1.

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

The response

As a citizen of a Small Island Developing State, the impact from changes across any sector is most often immediate and long-lasting. Such impacts are sometimes irreversible. This deep and meaningful impact is most often brought about because in small island nations there is always competing elements for the limited resources; be it skill set, financing, political will, donations, grants and community support for local initiatives. It is not any different within the ICT/telecommunications sector. Embracing and adopting transformative technologies requires several pre-requisites and leadership foresight. It is not enough to champion technological change without first having an understanding and an awareness of the type of impact such changes would have on the greater society. That in and of itself presents the first major challenge.

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A country readiness assessment, driven by sound data must be at the front of any well-intended technological transformation. On the hand however, the need to be more responsive to the developmental goals and aspirations of society, presents a vast opportunity to introduce life-changing and game-changing technologies into society in small island nations.

Capacity development and full stakeholder participation is an obstacle that must be climbed. Gaps in health care, agriculture production supply chain, immigration management and e-government services present opportunities for technological transformation. Willingness to adopt changes and the resources to implement such changes coupled with the need for fit-for-purpose legislation can also be challenging if mismanaged.

Question 2

What are the key regulatory measures and guiding principle to follow to foster positive and inclusive impact?

The response

Regulatory Measures/Guiding Principles

a.   Spectrum availability and allocation as an enabler;

b.   Regulatory sandbox policies so as to lower barriers for emerging technology inclusion;

c.   Protection of Data safeguards;

d.   Quality of Service and Quality of Experience minimum standards;

e.   Promote universal service and universal access as an enabler to reduce the digital divide;

f.   Promote regional cooperation to create harmonization and economies of scale. Better leverage for participation and to mitigate when challenged;

g.   Encourage digital inclusion in different sectors;

h.   Collect and analyse sector data to drive policy implementation and to avoid duplication of process and abuse of scarce resources, and

i.   Establish standards and milestones as trackers.

Question 3

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

The response

1.   Tax and import duty holidays for importation of devices and for service providers in country;

2.   Fair and balance policies to achieve common good;

3.   Avenues for complaints and the right to be heard;

4.   System and processes to resolve complaints and for dialogue;

5.   A system of penalties and deterrence;

6.   Encourage continued stakeholder engagement;

7.   Remove barriers—unnecessary policies—unnecessary regulations and rules;

8.   Introduce evidence-based policies, rules and regulations to drive the sector;

9.   Incentivise through sandboxing.

The information provided above are not exhaustive but reflects the Commission's contribution to the subject matter at this moment.

I hope the details above are of utility to you.