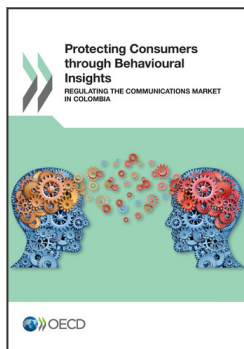


Acronyms and abbreviations

APIs	Application programme interfaces
CRC	Colombia’s Communications Regulation Commission (<i>Comisión de Regulación de Comunicaciones</i>)
EC	European Commission
EU	European Union
FCA	Financial Conduct Authority
KLUF	Konrad Lorenz University Foundation
MCA	Malta Communications Authority
OECD	Organisation for Economic Co-operation and Development
PISA	Programme for International Student Assessment
RCA	Requests, complaints and appeals
SIC	Superintendence of Industry and Commerce (<i>Superintendencia de Industria y Comercio</i>)
SMS	Short Message Service
TRAI	Telecom Regulatory Authority of India
UK BIT	United Kingdom Behavioural Insights Team



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