

CRC's Convergent Sandbox — Colombia Authorises Its First AI-in-Telecoms Experiment

AI in the Public Sector · Good practice · Colombia

Quality score: 80/100

Evidence strength: Descriptive / self-reported

Summary

Colombia's telecom regulator CRC ran a full regulatory-sandbox funnel — 8 proposals from 6 companies, 5 rejected, 2 advanced — and authorised Tigo's conversational-AI customer-service pilot for a 12-month real-world experiment starting June 2026.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	3/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	3/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-20

[Comisión de Regulación de Comunicaciones \(CRC\)](#) — accessed 2026-08-20

[CRC press release — authorisation](#) — accessed 2026-08-20

[Mobile Time Latinoamérica coverage](#) — accessed 2026-08-20

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