World Telecommunication Development Conference 2025 (WTDC-25)
Baku, Republic of Azerbaijan, 17–28 November 2025

PLENARY MEETING

Document WTDC-25/13-E
12 November 2025
English only

Chair, ITU-D Study Group 1

ITU-D STUDY GROUP 1 ACTIVITIES

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WORLD TELECOMMUNICATION
DEVELOPMENT CONFERENCE

ITUWTDC
BAKU2025

17–28 November 2025
Baku, Azerbaijan

Study Group 1 (SG1) Activities Eighth study period 2022-2025

WTDC-25/11 WTDC-25/INF/13

Ms Regina Fleur Assoumou-Bessou, Chair, ITU-D Study Group 1, Côte D'Ivoire

ITUWTDC
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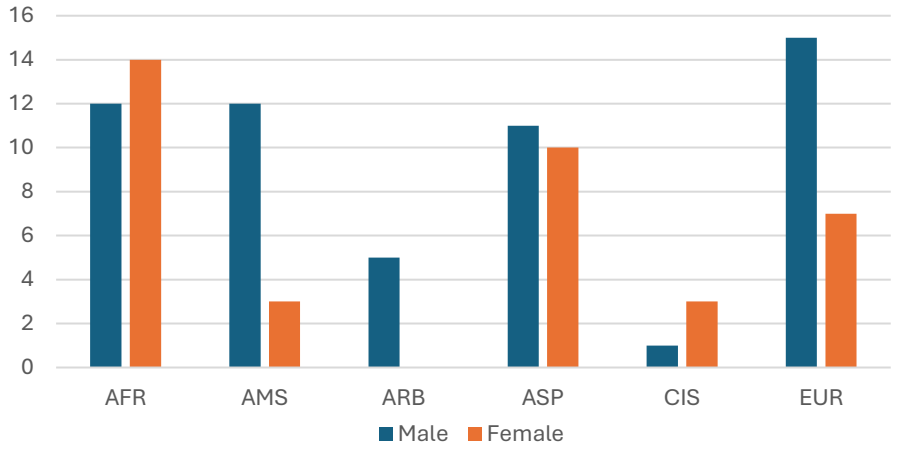
ITU-D SG1 – Enabling Environment for Meaningful Connectivity

Q1	**Deployment of broadband in developing countries**	Strategies and policies for the deployment of broadband in developing countries
Q2	**Migration & adoption of digital broadcasting**	Strategies, policies, regulations and methods of migration to and adoption of digital technologies for broadcasting, including to provide new services for various environments
Q3	**Emergency telecommunications**	The use of telecommunications/ICTs for disaster risk reduction and management
Q4	**Cost of services**	Economic aspects of national telecommunications/ICTs
Q5	**Rural & remote areas**	Telecommunications/ICTs for rural and remote areas
Q6	**Consumer protection**	Consumer information, protection and rights
Q7	**Access for persons with disabilities**	Telecommunication/ICT accessibility to enable inclusive communication, especially for persons with disabilities

Leadership

By region and gender



72 Vice Rapporteurs representing

26 Member states: Algeria, Bosnia & Herzegovina, Botswana, Burkina Faso, Cameroon, China, Costa Rica, Côte d'Ivoire, Egypt, Guinea, Haiti, India, Japan, Kenya, Mali, Malaysia, Mexico, Nigeria, Russian Federation, Senegal, Sri Lanka, Sudan, Togo, Türkiye, United States, Zimbabwe.

10 Sector Members: Access Partnership Ltd (UK), Amazon (USA), Axon Partners Group (Spain), Deloitte (France), Ericsson (Sweden), Intel (USA), Internet Society (UK), Orange (France), RIFEN (Reseau International Femmes Expertes du Numérique)(Côte d'Ivoire), Türk Telekom (Türkiye).

Chair Ms Regina Fleur Assoumou-Bessou, Côte D'Ivoire

12 Vice Chairs

- Ms Caecilia Nyamutswa (Zimbabwe)(AFR)
- Mr Amah Vinyo Capo (Togo)(AFR)
- Mr Roberto Mitsuake Hirayama (Brazil) (AMS)
- Ms Sameera Belal Momen Mohammad & Mr Ali Rasheed Hamad Al-Hamad (Kuwait)(ARB)
- Mr Sunil Singhal (India)(ASP)
- Ms Memiko Otsuki (Japan)(ASP)
- Mr Sangwon Ko (Republic of Korea)(ASP)
- Ms Khayala Pashazada (Azerbaijan)(CIS)
- Ms Umida Musaeva (Uzbekistan)(CIS)
- Mr George Anthony Giannoumis (Norway)(EUR)
- Mr Mehmet Alper Tekin (Türkiye)(EUR)

2 Rapporteurs & 10 co-Rapporteurs

Question 1: Mr Ahmed Gad (Egypt)
Question 2: Mr Roberto Hirayama (Brazil) & Mr Stanislas Kanvoli (Côte D'Ivoire)
Question 3: Ms Alison Balzer (United States) & Mr Serigne Sylla (Senegal)
Question 4: Mr Arseny Plossky (Russian Federation)
Question 5: Ms Caecilia Nyamutswa (Zimbabwe) & Mr Ja Heung Koo (Rep. of Korea)
Question 6: Ms Cristiana Camarate (Brazil) & Ms Wei Pei (CIC, People's Rep. of China)
Question 7: Ms Amela Odobašić (Bosnia & Herzegovina) & Ms Mina S. Jun (Rep. of Korea)

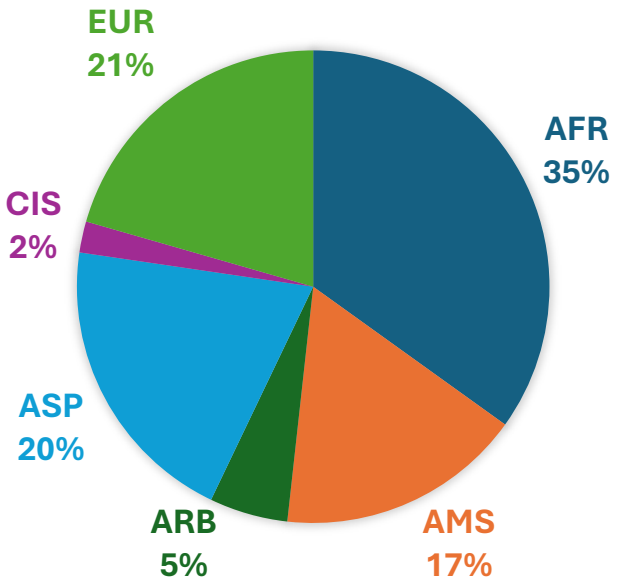
3 Academia members: Anglia Ruskin University (UK), Beijing University of Posts and Telecommunications (People's Rep. of China), China Institute of Communications (People's Rep. of China)

Participation in meetings

4 SG1 meetings & 2 Rapporteur Group meetings

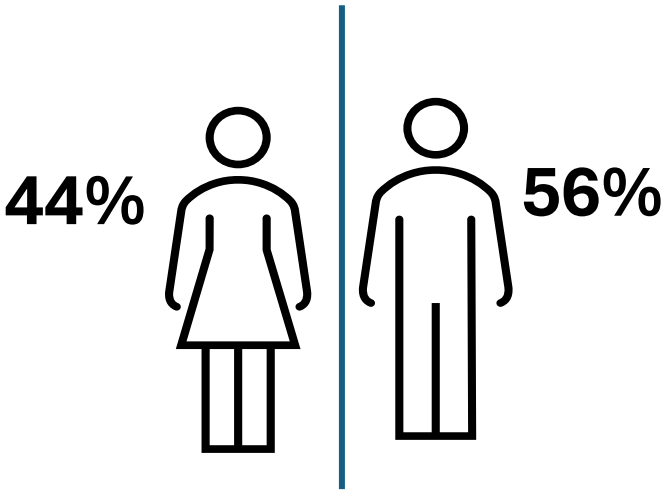
1454 cumulative participants

60 Member States represented per meeting (avg.)



Cumulative number of participants for 2022-2025 by region

55% online



Average Gender distribution for participants from 2022-2025

2022-2025 documents and contributions

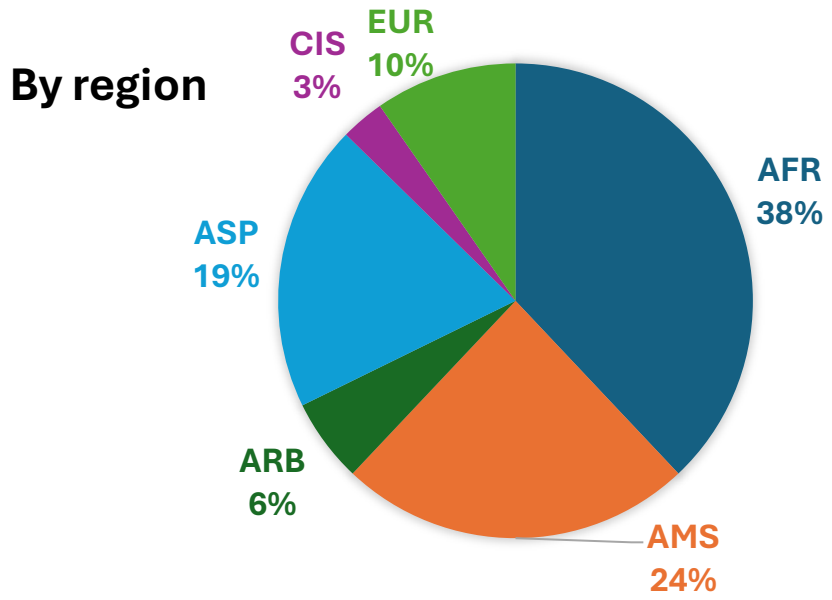
1132 documents considered in meetings

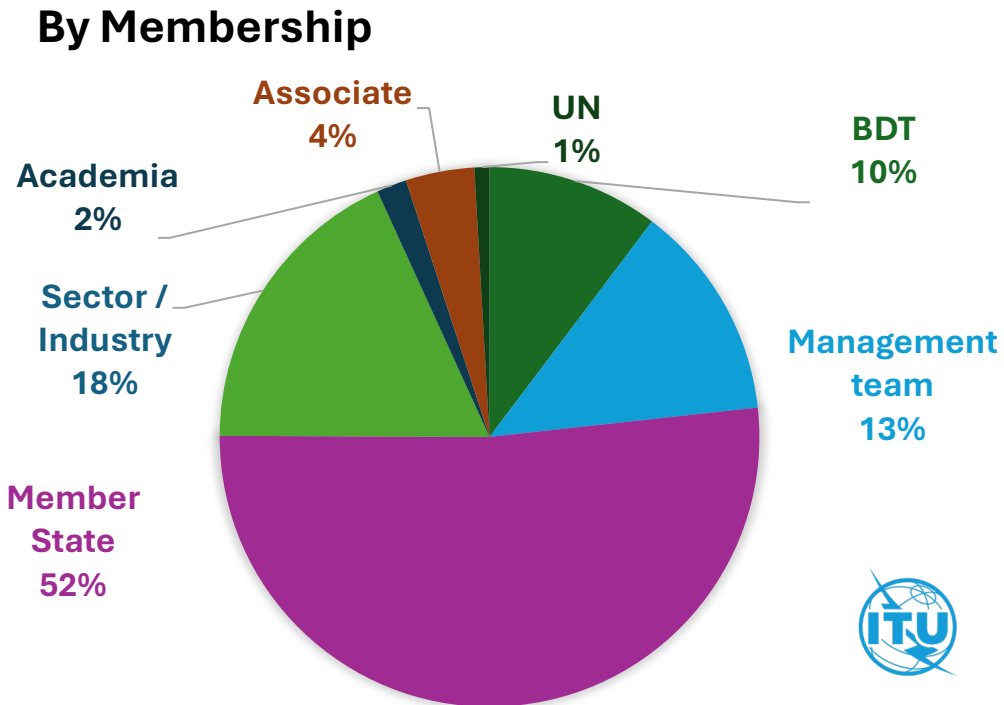
604 unique contributions from membership, SG1 mgt team and ITU

131 incoming liaison statements

55 outgoing liaison statements

38 temporary docs
1 information doc
38 reports
135 administrative docs
38 agenda docs



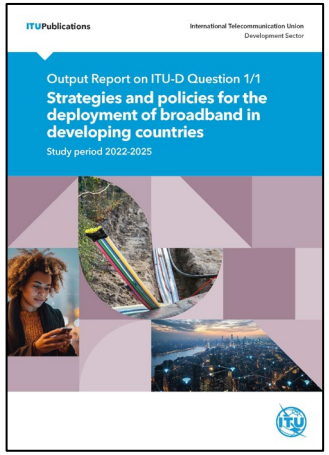


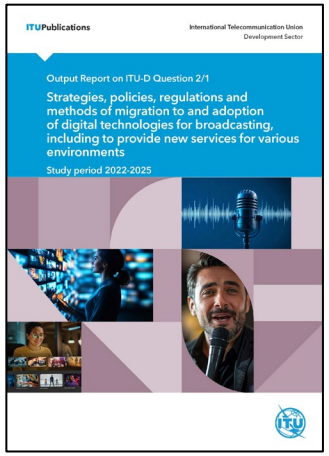
Key results (1/3)

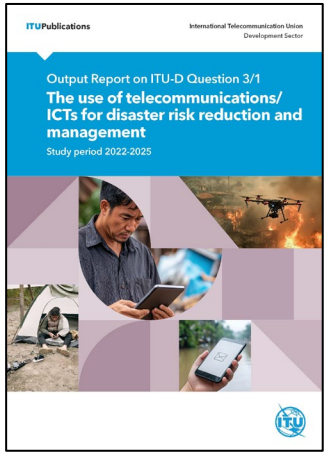
ITUPublications

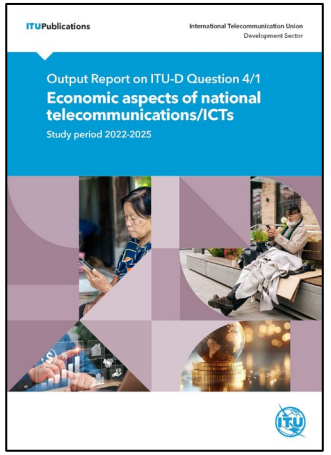
ITU-D Study Group 1
Final Reports 2022-2025

www.itu.int/itudsgpub2025

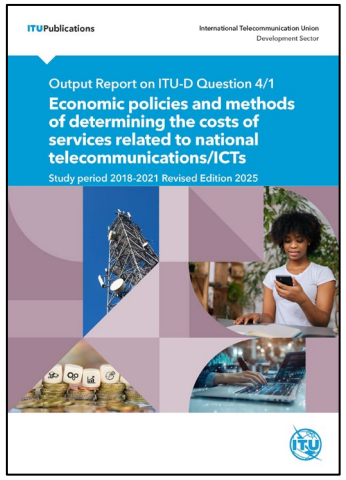


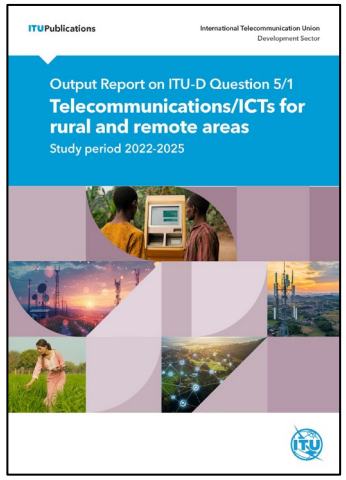






First time application of Resolution 1 provision





ITUWTDC BAKU2025

Key Results (2/3) - Study Group 1 Interim Deliverables


Study Group 1 International Telecommunication Union

Transformative Connectivity: Trends in satellite innovation

Study period 2022-2025

Question 1/1
Strategies and policies for the deployment of broadband in developing countries

Question 3/1
The use of telecommunications/ICTs for disaster risk reduction and management

Question 5/1
Telecommunications/ICTs for rural and remote areas

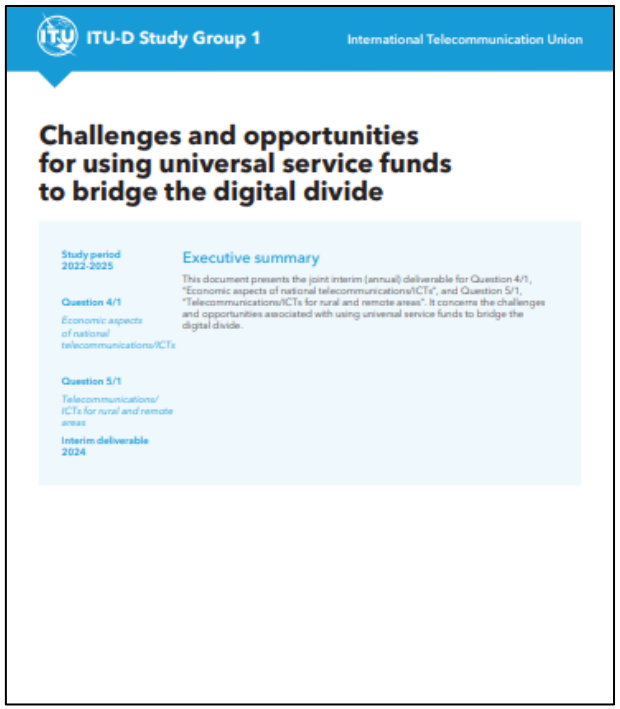
Interim deliverable 2024

Introduction: State of the industry

The satellite industry is going through a phase of unprecedented growth and innovation. It is expected to generate an estimated USD 250 billion in social and economic benefits across the world and the number of satellite broadband users is set to double to at least 500 million people by 2030.[1] Satellite technology is a powerful tool that contributes to the achievement of multiple Sustainable Development Goals (SDGs)[2] by expanding access to education, health, and financial inclusion, as well as helping address environmental challenges including climate change. Satellite services are an important tool to help bridge digital, education, health, social, gender and economic divides across diverse geographies, across mature and developing economies alike. Today, fast and direct-to-consumer satellite broadband is making a huge difference in some parts of the world as are business-to-business (B2B) solutions enabled by partnerships with mobile network operators (MNOs) and Internet service providers (ISPs) to enable, for example, cellular backhaul, community Wi-Fi solutions[3] or satellite direct-to-device services.

In a world characterized by increasing data, mobility, vulnerability to threats and inequality, the reach and resilience of satellite systems are essential in expanding connectivity in every part of the globe. As the world is becoming increasingly digital, it needs ever more performing, ubiquitous, reliable, resilient and inclusive connectivity.

The World Bank[4] and the Asian Development[5] Bank highlight the importance of satellites in addressing access gaps, especially in regions with dispersed populations and challenging terrain.[6] As this report will detail, the successful deployment of satellite services depends on an enabling policy and regulatory environment at the national, regional and global levels fostering growth, innovation and continuous investment from industry.


ITU-D Study Group 1 International Telecommunication Union

Challenges and opportunities for using universal service funds to bridge the digital divide

Study period 2022-2025

Question 4/1
Economic aspects of national telecommunications/ICTs

Question 5/1
Telecommunications/ICTs for rural and remote areas

Interim deliverable 2024

Executive summary

This document presents the joint interim (annual) deliverable for Question 4/1, "Economic aspects of national telecommunications/ICTs", and Question 5/1, "Telecommunications/ICTs for rural and remote areas". It concerns the challenges and opportunities associated with using universal service funds to bridge the digital divide.


ITU-D Study Group 1 International Telecommunication Union

Consumer awareness in the digital transformation age

Study period 2022-2025

Question 6/1
Consumer information, protection and rights

Interim deliverable 2024

Executive summary

This is the second interim (annual) deliverable for Question 6/1 of ITU-D Study Group 1 for the study period 2022-2025.

Advanced telecommunication/information and communication technology (ICT) products and services have increasingly permeated all aspects of our lives, including work, entertainment and learning. This has brought untold benefits and significantly improved consumers' lived experiences. In order to facilitate the continuous development of the digital economy and society, there is a need for robust mechanisms that support the development and deployment of underlying technologies. The Global Digital Regulatory Outlook 2023 reiterates the role of digital transformation as a means of facilitating universal access to new economic and social opportunities. As indicated in the ITU Facts and Figures 2023 report, there still exists a significant digital divide, with a third of the global population, or an estimated 2.6 billion people, being offline and, consequently, impeded from accessing these opportunities.

Therefore, it is crucial that consumers of telecommunication/ICT products and services, as one of the key actors in this ecosystem, participate effectively in the digital economy and society. In this regard, it is important that policy-makers develop and deploy appropriate digital transformation policies and strategies that empower and support consumers to exercise their rights and meet their needs. Rapidly evolving technologies are exacerbating existing information asymmetries in our digital worlds; hence, it is even more important to safeguard consumers and develop protection mechanisms that support consumers in making purchase-, subscription- and use-related decisions in the market and, in so doing, enable citizens and businesses to participate in, and fully harness the benefits of, the digital economy and society. It is thus inevitable that digital transformation requires a consumer-centric approach that enhances consumer trust and confidence.

As an initial step, it is important to raise awareness among consumers so that they have a better understanding of the terms and conditions that they are agreeing to and that they are well informed of their rights and responsibilities, as well as of their choices in terms of service options, available features and the benefits and opportunities that can be harnessed in the digital era.

The following paragraphs look at key considerations for policy-makers and the means through which consumers' level of awareness can be raised. This is carried out by firstly understanding the process through which consumers make decisions and the mechanisms to inform their decision-making process.


ITU-D Study Group 1 International Telecommunication Union

Best practices being adopted on fit-for-purpose digital regulation tools for consumer protection

Study period 2022-2025

Question 6/1
Consumer information, protection and rights

Interim deliverable 2023

Executive summary

This is the first interim (annual) deliverable for Question 6/1 of ITU-D Study Group 1 for the study period 2022-2025. It focuses on regulatory mechanisms for the digital ecosystem that are fit-for-purpose.

The digital ecosystem presents significant challenges for regulators and policy-makers. The short development cycles of new or disruptive technologies lead to opportunities but also require constant monitoring of the regulated market to enable prompt action.

Such action can arise from a regulatory perspective, whereby non-compliance with regulations is investigated and penalized, or from collaboration on effective actions and solutions with the regulated entities, to guide and induce the market to introduce effective solutions to consumers' problems.

It seems that there is still a growing demand from consumers not only for the guarantee of rights defined in national rules and regulations, but also for the satisfaction of expectations arising from a user experience perspective that is appropriate for their legitimate interests.

Regulators and policy-makers thus have to manage (i) increasingly agile and flexible regulatory instruments and implement diagnostic tools that allow them to gather data and evidence to assess consumer demands, (ii) the problems they face and (iii) the conduct of the market players involved in solving regulatory problems. This calls for an alignment between the regulatory tools managed by the regulator and public policy objectives.

The regulatory and policy tools should be designed and implemented in a way that contributes to the achievement of these objectives in specific contexts and to an improvement in services, the subsequent satisfaction of the consumer, and the sector's ongoing development.

Whether it is the increase of a specific and objectively monitored indicator or other public objective, the regulatory tool must be aligned with these objectives.

Issued in April 2025

Issued in April 2024

All are available here for **public access free of charge in all UN official languages,** with **video interviews** of authors

https://www.itu.int/en/ITU-D/Study-Groups/2022-2025/Pages/reference/Ongoing-Work.aspx

Key Results (3/3) - Study Group 1

18 Workshops – open to non members

- 8 Cross Cutting in collaboration with Regional offices (Europe, Africa and Asia & the Pacific), ICT Data and Analytics division, Special Initiatives team, BDT Innovation service, BDT Project Support division and Network of Women, EQUALS & Generation Connect.
- 3 Joint Questions workshops
- 2 co-creation workshops
- A full day workshop on Transformative Satellite Connectivity in 2024
- A Girls in ICT celebration workshop: “Women Leadership in Tech”
- A regional workshop on “Increasing Consumer Awareness: Mechanisms to promote informed Consumer Decision Making” held in Brasilia, Brazil , hosted by ANATEL and organised in collaboration with Regional Office for Americas

Information sessions in plenary

- Onboarding for SG1 management team and delegates in 2022
- … in 2023 Terrestrial ,, women …
- In 2024 Inter generation dialogue

Practical Guidelines by active collaborators (volunteers)

- How to better promote study group products ?
- Nominating and selecting rapporteurs and vice-rapporteurs

Updated Terms of Reference proposals

End of Study Period Survey

Collaboration & Innovation

TDAG Working on Future of Study Group Questions

- Coordinator appointed for discussion in a single platform

SG1 Management team speaking engagements

- 3 Future of TV Workshops organized jointly by ITU-R, ITU-T and ITU-D study groups and regional offices (Asia & Pacific, Americas, Europe) – Question 2/1 (Broadcasting)
- 3 Regional Economic Dialogues - Question 4/1 (Economic aspects)
- Universal Meaningful Connectivity (UMC) Project workshops (Uzbekistan, Türkiye, Palau, São Tomé and Príncipe)
- RDFs

Contributions and liaisons

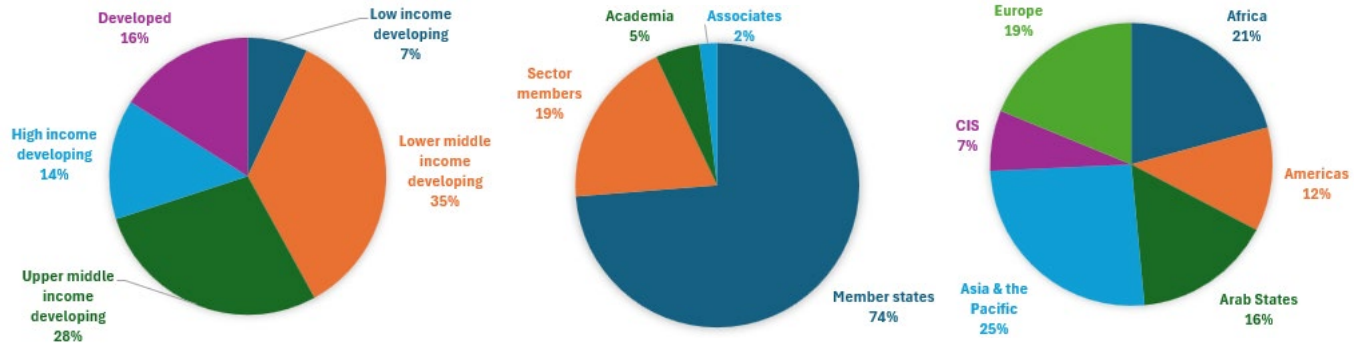
- Inter Sectoral Coordination Group mapping of work by ITU-T, ITU-R and ITU-D Study Groups
- WTDC Resolution 9
- ITU Coordination Committee on Terminology (CCT)
- Expert Group on ICT Household (EGH) indicators and Expert Group on Telecommunication/ICT indicators
- BDT Projects namely Promoting and Measuring Universal and Meaningful Connectivity UMC), Africa Broadband, Generation Connect Young Leaders Programme (GCYLP), Policy and Regulation Initiative for Digital Africa (PRIDA)
- Youth and Women engagement : Generation Connect, NOW, EQUAL
- Contributions presented by remote intervention by persons with disabilities
- Contributions presented by youth from GCYLP and reference in reports (Q4/1, Q5/1, Q7/1)
- WSIS

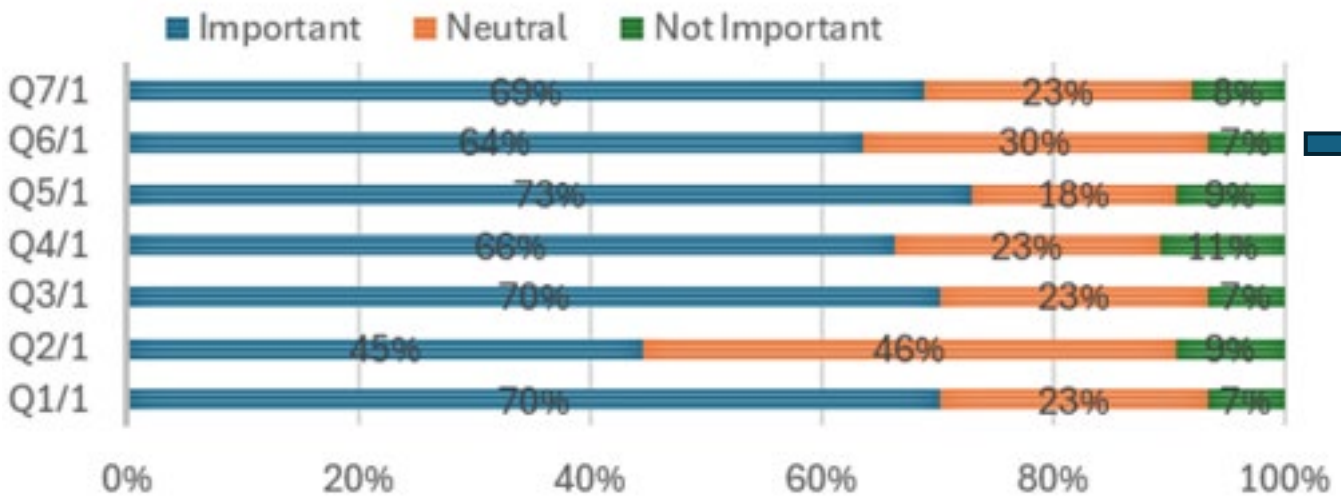
Tools

- Presentation & Use of ITUTranslate
- Testing of AI interpretation for management team meetings in 2025

2022-2025 **Survey findings**

74 Responses (68 for previous survey)





Key take aways for SG1

- 52% of respondents are taking steps to encourage the participation of **youth, women and persons with disabilities**
- 80% of respondents expressed satisfaction/high satisfaction **on workshops**
- 97% of respondents find **ITU translate tool** very / partly useful
- 70 % of respondents indicate that they **use the outcomes of the ITU-D study groups** in reviewing/revising/re-drafting your policies, regulations and legislations
- Use of outcomes was shared by countries including Uzbekistan, Kenya, Bahrain, Trinidad and Tobago.

Most important Questions

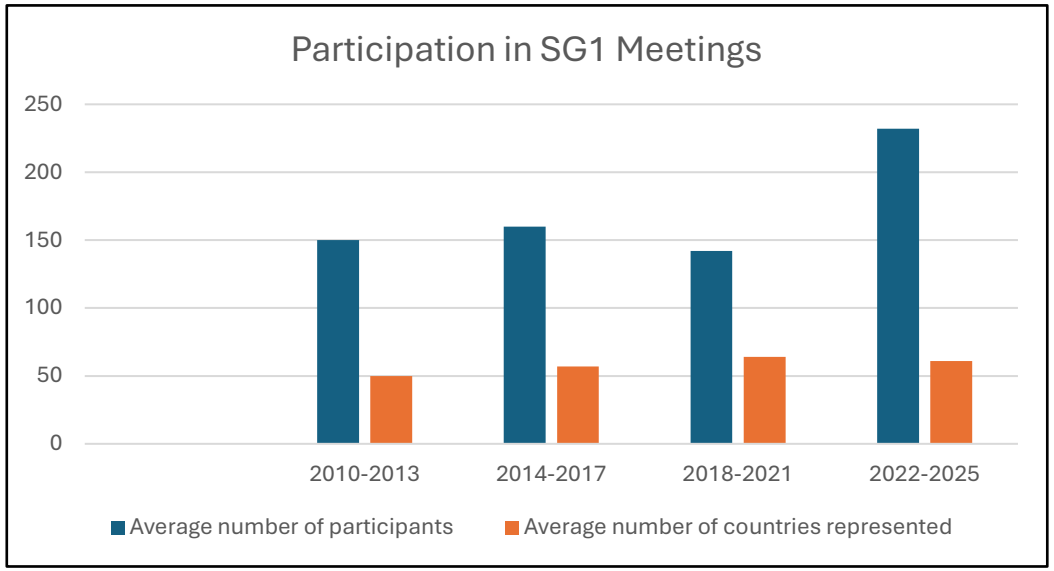
- Q5/1(Broadband)
- Q1/1(Rural/remote connectivity)
- Q3/1(Emergency telecom)
- Q7/1(Accessibility)

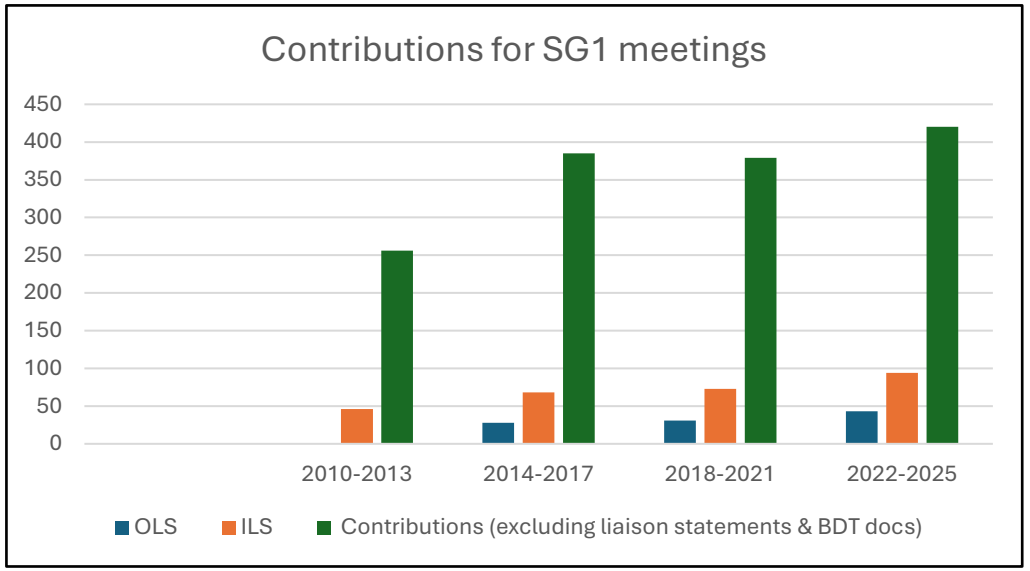
Alignment of study group work

- 88% ITU Strategic goals
- 62% Regional initiatives of Kigali Action Plan
- 70% ITU-D priorities of Kigali Action Plan

More info in ITU-D SG1
Document 1/532-E

Trends over the Study Group Periods





Towards a shared Vision

3Is

We call for a shared vision in order for us to achieve the mission assigned to SGs.

We should capitalize on the expertise of all the stakeholders.

In order for us to get good results, I would like to see the ITU-D Study Groups guided by the following **"3I" actions:**

- More **Interaction** between stakeholders in the work (contributions, experience sharing, etc.);
- More **Innovation** in the working methods;
- More **Implementation** of the results of the ITU-D Study Group outcomes by Member States

This approach will allow us to:

Improve the visibility of ITU-D Study Groups;

Implement innovative working methods, inspired by the efficient working methods;

Strengthen the integration of all stakeholders in the work of the ITU-D Study Groups, and;

Produce quality results and products of the ITU-D Study Groups and facilitate implementation in the Member States.

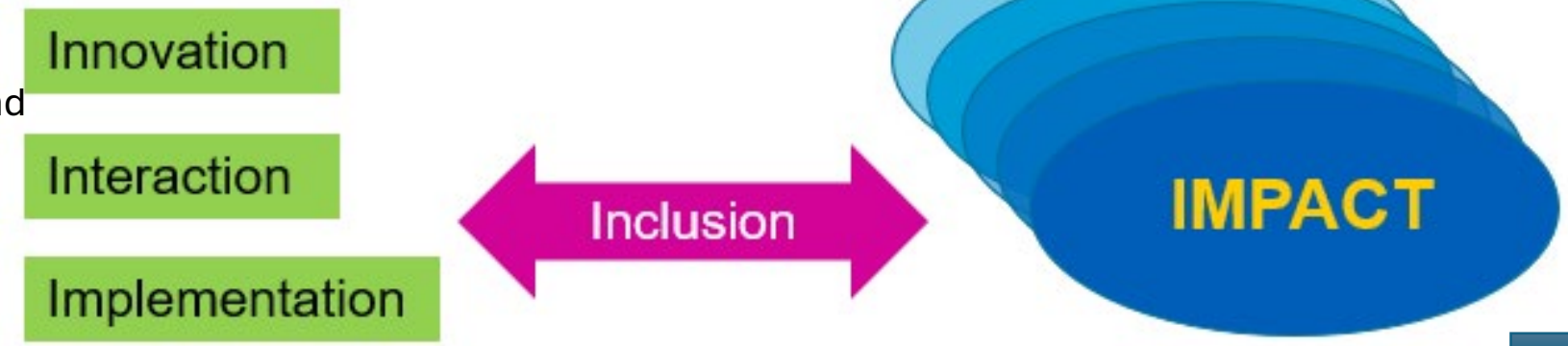
Shared Vision of 3Is – Achieved …

More interaction, innovation and implementation

- a smart SG1 workplan for efficiency actions within the shortened timeline of this study period
- quality evidence-based content as inputs to the work of SG1,
- effective engagement of experts in the management team, active collaborators and meeting participants
- optimizing resources by continued and focused synergies for collaboration
  - between study questions, study groups within ITU-D and in other sectors,
  - with BDT projects, regional initiatives, ITU and ITU partners' actions
- involving study groups experts from SG1 management teams in the work of BDT and ITU to serve membership
- inclusion of experts from membership namely persons with disabilities, women and youth in the work of SG1.

Last words …the journey continues

- Consider TDAG WG Future of Study Group Question proposal **Appendix 5 of WTDC-25 Document 4 Annex 4**
- Apply Resolution 1 with TDAG guidance: vice chair roles, attendance of management team
- Conduct regular Question management team e-meetings to progress as per workplans
- Make full use of interim deliverables to share timely topic specific analysis of contributions
- Optimise use of interpretation (including sign language) and captioning in workshops
- Collaborate on workshops, interim deliverables, projects and more ..
- Implement practical guideline for candidate nomination and selection
- Implement practical guideline on how to better promote ITU-D Study Group work
- Continue joint work with Questions and with SG2, BDT and other sectors
- Measure impact of your work
  - used by membership and beyond
  - used within BDT and ITU



Thank you to everyone who contributes to ITU-D Study Group 1

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Thank you