

Introducing the multi-dimensional concept of **UMC** and its **statistical framework**

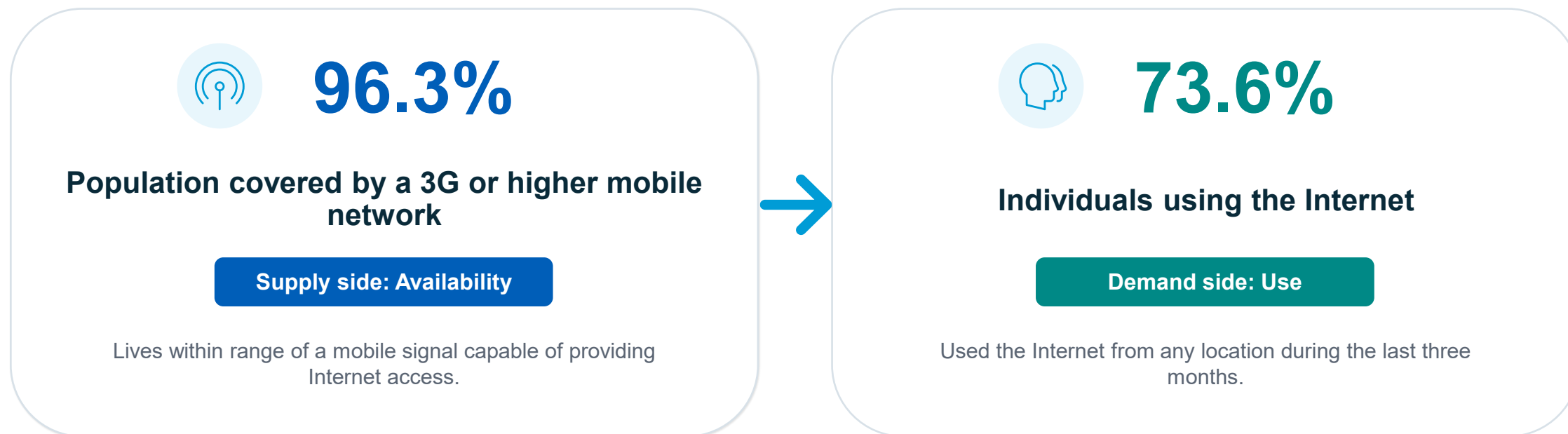
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Coverage and use measure different realities

Two indicators show why network availability does not necessarily translate into Internet use.



Measurement must explain who is not using the Internet and which barriers persist.

Source: ITU, Facts and Figures 2025 / ITU DataHub

What do we mean by **Universal and Meaningful Connectivity (UMC)**?

“The possibility for everyone to enjoy a safe, satisfying, enriching, productive, and affordable online experience.”

Universal

For whom?

- People
- Households
- Communities
- Businesses

Meaningful

Under what conditions?

- Whenever and wherever needed
- With adequate quality
- At an affordable cost
- With appropriate devices, skills, and security

UMC expands the objective of digital policy: From being connected to being able, to benefit from connectivity.

Six conditions that must be addressed together

Areas that policy must address.



Quality

Fast, reliable, and fit for purpose



Availability

Whenever and wherever needed



Affordability

Affordable services and devices



Devices

Appropriate for accessing digital opportunities



Skills

To seize opportunities and manage risks



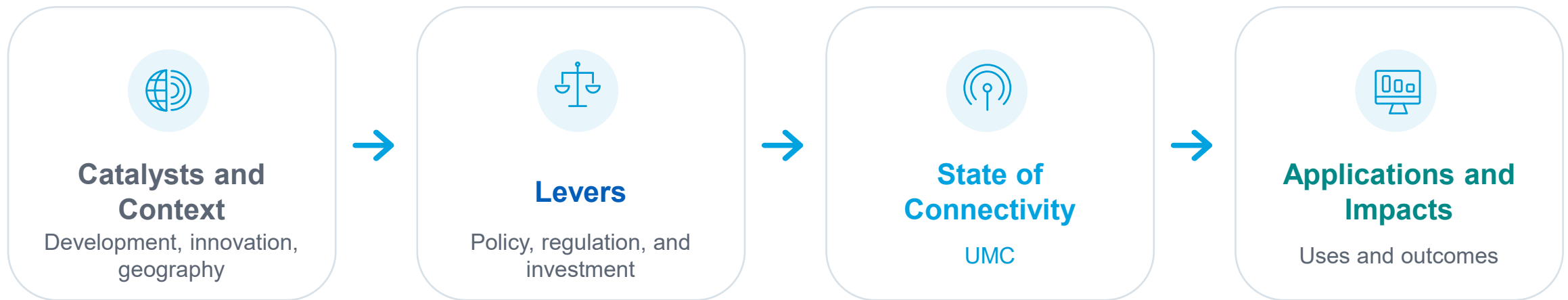
Safety and Security

A safe and secure online experience

The diagnosis must identify which condition is limiting the connectivity experience.

UMC describes the state of connectivity

UMC does not prescribe a single combination of interventions or an ideal pattern of digital behavior.



The **framework** is intervention-agnostic: there is no one-size-fits-all strategy.

From concept to statistical measurement

The **framework** translates a broad policy objective into measurable questions.



Common standards for comparability + Flexibility to address national priorities

Six dimensions, six measurement questions

Quality

Is the connection fast, stable, and fit for purpose?

Speed | Reliability | Traffic

Availability

Can it be used whenever and wherever needed?

Coverage | Frequency | Location

Affordability

Are services and devices affordable?

Price relative to income

Devices

Are appropriate devices available?

Mobile phone or smartphone ownership

Skills

Can people seize opportunities and manage risks?

Activities and skills

Safety and Security

Is the online experience safe and secure?

Security and privacy measures

No single source can measure UMC on its own

The data source is part of the interpretation of the indicator.



Household and Individual Surveys

Use
Devices
Skills
Barriers
Safety and security



Administrative Data

Coverage
Subscriptions
Traffic
Quality
Investment



Price and Market Data

Comparable prices
Affordability
Market structure



Complementary Sources

Geospatial data
Mobile phone data
Citizen generated data

**Supply-side data describe available networks and services.
Demand-side data show who uses the Internet, how it is used, and which barriers people face.**

National averages can mask disparities

Disaggregation must be planned from the statistical design stage.



Location

Urban | Rural | Remote



Sex

Women | Men



Age

Young people | Older persons



Income

Income quintiles



Education

Levels of education



Disability

Functional limitations

***Leaving no one behind* requires disaggregated data, adequate sample sizes, and sustainable statistical capacity.**

Targets turn objectives into measurable benchmarks

Global benchmarks for prioritizing, monitoring, and evaluating progress.



Set direction

Define the target level



Prioritize

Identify critical gaps



Monitor

Assess trends and progress



Evaluate

Assess whether policies are working

≥95% Internet use

100% schools connected

<2% GNI per capita for entry-level broadband

Global aspirational targets should be interpreted in light of national context and data quality.

From evidence to policy action

Indicators support more informed, targeted, and accountable decisions.



High coverage; **low** use.

Do not assume that infrastructure is the only problem.

Evidence needed

Prices | Devices | Skills | Barriers |
Disaggregation

Potential response

Affordability | Skills | Targeted support |
Monitoring

- 1 **UMC** is multidimensional.
- 2 **UMC framework** combines indicators, sources, and disaggregation.
- 3 Evidence creates value when it informs action.
- 4 Friday afternoon: a closer look at the **UMC framework**, ITU tools, and country experiences.

Better data. Better policies. Meaningful connectivity for everyone.

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Thank you!