

Submission by Georgian National Communications Commission for the 20-Year Country Reports

I. Executive Summary

Provide a brief overview of the country's achievements, challenges, and future priorities related to the implementation of WSIS outcomes over the last 20 years.

This submission, prepared by the Georgian National Communications Commission (ComCom), highlights Georgia's key achievements, persistent challenges, and strategic priorities in advancing the WSIS outcomes over the past two decades.

As the independent regulatory authority for telecommunications and media, ComCom has been at the forefront of Georgia's digital transformation. Over the past 20 years, it has led significant progress in expanding digital connectivity, modernizing regulatory frameworks, and fostering inclusive access to information and communication technologies. These efforts have been closely aligned with the WSIS Action Lines and the United Nations Sustainable Development Goals (SDGs).

ComCom's initiatives have contributed to bridging the digital divide, enhancing digital literacy, enabling rural connectivity, and supporting the development of an open, secure, and competitive digital ecosystem. At the same time, the Commission continues to address structural challenges such as digital inclusion for vulnerable groups, cross-border infrastructure coordination, and the evolving demands of digital resilience and trust.

Looking ahead, ComCom remains committed to shaping a future-ready digital society—one that is investment-friendly, human-centric, and responsive to the opportunities and risks of emerging technologies. Through continued regional and international collaboration, Georgia aims to further contribute to the global digital dialogue and the advancement of the WSIS vision.

II. Progress on WSIS Action Lines

Please provide a summary of progress on the WSIS Action Lines over the last 20 years, detailing initiatives, contributions, and the integration of digital policies. For each of the following action lines, kindly indicate the key achievements, challenges, and future priorities. Please elaborate with success stories for each Action Line.

1. Action Line C1: The role of governments and all stakeholders in the promotion of ICTs for development

Governments and independent regulators play a crucial role in creating transparent, competitive, and innovation driven telecom markets. Independent regulatory bodies, such as the Georgian National Communications Commission (ComCom), play a central role in fostering market liberalization, fair competition, and infrastructure investment, ensuring a dynamic and inclusive digital ecosystem. Georgia continues aligning its regulatory policies with EU regulatory framework and international best practices to encourage foreign investment and strengthen regional cooperation. A major recent milestone, the comprehensive study of Georgia's telecommunications market has been accomplished by ComCom in 2024. The objective of the study was to enhance competition in the fixed broadband and mobile markets, as well as to provide consumers with a variety of quality services and to ensure

the alignment of the Georgian legal framework with the EU regulations.

Despite Georgia's significant progress in promoting ICTs for development, several challenges remain that must be addressed. Ensuring effective coordination among public institutions involved in digital policy and implementation remains one of the key challenges as responsibilities are distributed across multiple agencies. Another challenge is the need to keep pace with rapidly evolving international regulatory frameworks, particularly those emerging from the European Union. While Georgia continues to make substantial progress in aligning its regulatory practices with EU norms, this process demands sustained legal and technical capacity.

ComCom's future priorities under this action line focus on strengthening the institutional and regulatory capacities of ComCom as it has to keep pace with rapidly evolving international regulatory frameworks. Furthermore, a key upcoming milestone is the launch of the second phase of the comprehensive telecommunications market study. Building on the successful 2024 study, this next phase will undertake a deep analysis of relevant wholesale markets identified during the first phase, specifically those wholesale markets deemed susceptible to ex-ante regulation after passing the three-criteria test. These include the wholesale infrastructure access market and the wholesale IP transit market. In addition, the study will cover the wholesale market for high-quality access provided at fixed locations, as well as other potential wholesale markets relevant to the retail market for business-to-business (B2B) high-quality dedicated capacity services. This comprehensive analysis aims to enhance competition, improve service affordability, and promote innovation within Georgia's telecom sector.

2. Action Line C2: Information and communication infrastructure

Over the past twenty years, ComCom has played a pivotal role in promoting the deployment of next-generation networks and advancing infrastructure development with the goal of positioning Georgia as a leading regional digital hub. A key strategic priority remains ensuring nationwide access to high-speed broadband. In this context, ComCom is one of the main implementors of the *Log-in Georgia* project supported by the World Bank and the European Investment Bank. This project which aims to increase affordable broadband availability and foster its use by individuals and enterprises in targeted rural communities.

In alignment with its commitment to foster technical innovation, ComCom has successfully conducted two spectrum auctions for 5G deployment, resulting in two operators providing 5G services to customers.

Additionally, through close cooperation with telecommunications operators, energy sector entities, and relevant regulatory and administrative bodies, ComCom adopted a set of resolutions in June 2024 that regulate access to electronic communication and physical infrastructure. These resolutions establish the methodology for calculating access fees in dispute cases and administer a unified information platform. They implement obligations arising from the Law on Infrastructure Sharing, thereby supporting the expansion of high-speed broadband infrastructure across the country.

Despite these advances, several challenges remain in the ongoing development of information and communication infrastructure. Georgia's diverse and mountainous geography poses natural obstacles to network expansion, especially in remote regions. Moreover, last-mile connectivity continues to be a bottleneck in many areas, necessitating innovative and tailored solutions to reach underserved populations.

Affordability and sustainable business models for broadband services also remain pressing concerns. While ComCom's comprehensive market analyses have helped promote competition and improved service affordability, additional efforts are required to incentivize alternative service providers and encourage infrastructure-sharing arrangements that optimize resource use.

Finally, ComCom recognizes the importance of enhanced international collaboration. Strengthening knowledge exchange and cooperative strategies on 5G and beyond-5G infrastructure development will be essential to keep pace with rapid technological evolution and maximize the benefits of digital connectivity.

Looking ahead, ComCom's future priorities include accelerating the nationwide rollout of high-speed broadband with a special focus on overcoming geographical and last-mile challenges. The Commission aims to further promote innovative infrastructure-sharing models and foster sustainable business practices that enhance affordability and service quality. Strengthening regulatory capacity to address emerging technologies, such as 5G evolution and beyond, remains a key objective, alongside deepening international cooperation to facilitate knowledge exchange and joint infrastructure strategies. Through these efforts, Georgia strives to consolidate its position as a resilient and inclusive regional digital hub.

3. Action Line C3: Access to information and knowledge

Global efforts under the WSIS framework have played a transformative role in expanding access to information and knowledge, significantly advancing digital inclusion worldwide. Governments, regulators, and diverse stakeholders have been instrumental in bridging the digital divide, ensuring that individuals, businesses, and institutions can fully harness the opportunities of the digital era.

In Georgia, ComCom actively promotes initiatives aimed at enhancing digital accessibility and fostering media and digital literacy. Since 2021, ComCom has been implementing the Digital Adoption Program (DAP). This is a key component of the broader *Log-in Georgia* project led by the Government of Georgia. The project is implemented with support from the World Bank and the European Investment Bank. The DAP extends ComCom's reach into remote and mountainous rural areas, targeting communities that often face barriers to digital participation. This program equips residents with essential digital skills to confidently engage in an increasingly interconnected technological landscape. Through thematic training modules, the DAP raises awareness on digital literacy fundamentals, practical use of digital services, and safe internet practices.

A distinctive feature of the DAP is its participatory approach, involving intensive and ongoing engagement with stakeholders and local communities to tailor training programs to the specific needs of settlements. Since its launch, the program has successfully conducted over 500 seminars, reaching more than 8,000 beneficiaries across more than 200 rural settlements, providing them with hands-on training to develop core digital competencies.

Despite progress made through initiatives like Log-in Georgia and in particular, DAP, challenges persist. Expanding rural broadband access remains a priority, but affordability and access to digital literacy programs must be scaled beyond currently targeted regions to ensure more equitable benefits nationwide. Furthermore, advancing digital inclusion requires enhanced cross-sector collaboration among government agencies, private sector partners, civil society, and educational institutions to maximize reach and impact.

Coming from this background, ComCom aims to broaden thematic depth of digital literacy and digital adoption programs, ensuring that vulnerable and underserved populations are not left behind. Strengthening partnerships across sectors will be of utmost importance to delivering integrated solutions that address both connectivity and skills gaps. Additionally, ComCom plans to leverage innovative approaches, including digital platforms and remote learning technologies, to enhance accessibility and tailor content to diverse user needs. Through these sustained efforts, Georgia is dedicated to fostering an inclusive digital environment where information and knowledge empower all members of society to participate fully in the digital economy and civic life.

4. Action Line C4: Capacity building

Over the past 20 years, ComCom has actively strengthened its regulatory capacity in the telecommunications sector through continuous professional development and international cooperation. The Commission's staff regularly participated in capacity-building programs offered by the ITU Academy, Cullen International, European Commission TAIEX workshops, GSMA Capacity building programs and regional platforms such as EaPeReg and EMERG, enhancing expertise in areas such as spectrum management, broadband mapping, market analysis, consumer rights protection, digital transformation, etc. Notable achievements include aligning Georgia's regulatory framework with EU standards, fostering competition on telecom market, and supporting broadband expansion.

In parallel, with the support of the European Union, the Commission has benefited from structured initiatives such as Twinning projects, which have provided hands-on support for aligning Georgia's regulatory framework with EU standards and strengthening institutional practices. Additionally, participation in GSMA capacity-building programs has exposed ComCom to global best practices on emerging policy and regulatory issues, particularly in the areas of mobile communications, digital resilience, and consumer protection.

Challenges have included adapting to rapid technological changes, ensuring inclusive access in underserved regions, and maintaining institutional knowledge amid staff turnover.

Looking ahead, ComCom plans to further invest in technical training, strengthen collaboration with international partners, and focus on emerging topics such as artificial intelligence, etc., data governance, ensuring that regulatory capacity keeps pace with the evolving digital landscape.

5. Action Line C5: Building confidence and security in the use of ICTs

- **Achievements**
- **Challenges**
- **Future priorities**

6. Action Line C6: Enabling environment

Digital technologies are fundamentally changing the way people live, work, and communicate. The expansion of digital infrastructure, services, and applications creates critical opportunities to boost economic growth, foster innovation, improve energy efficiency, promote environmental sustainability, and improve overall quality of life.

ComCom recognises the pivotal role of telecom policies and regulatory strategies in unlocking the potential of digital development. As Georgia's independent regulatory authority for telecommunications and broadcasting, ComCom serves as both a facilitator and enabler of the country's digital ecosystem. This dual role is anchored in two core objectives: ensuring universal access to high-quality, affordable digital services and building public confidence and trust in the digital environment.

To support these goals, ComCom has focused on several key enablers:

- Promoting investment in digital infrastructure, underpinned by a transparent, stable, and competitive market environment that attracts both foreign and domestic capital;
- Encouraging infrastructure sharing through dedicated regulatory instruments, thereby optimising resource use and reducing deployment costs;

- Strengthening regulatory predictability and market oversight by conducting detailed market analyses and sector studies to ensure alignment with evolving EU norms;
- Advancing pro-consumer policies, including affordability measures, service quality standards, and digital inclusion initiatives that reach rural and remote populations.

Despite substantial progress, a number of challenges persist, such as:

- Economic constraints and high capital expenditure requirements limit infrastructure investment, particularly for smaller providers in rural or underserved areas;
- Geographic barriers—notably mountainous terrain—compound infrastructure rollout costs and deepen digital divides;
- Ageing infrastructure and the high costs of modernisation hinder efforts to deliver next-generation connectivity;
- Regulatory agility is under pressure from the fast pace of technological change, requiring continual updates to existing legal frameworks;
- Consumer concerns about privacy, cybersecurity, and digital literacy impact public trust and limit uptake of digital solutions.

ComCom is committed to addressing these challenges through a future-focused regulatory and policy agenda aimed at building a resilient, inclusive, and innovation-driven digital environment. In this context, key priorities include:

- Modernising regulatory frameworks to better accommodate emerging technologies such as AI, IoT, and cloud-based platforms;
- Expanding infrastructure-sharing regimes and public-private partnerships to enhance efficiency and service affordability;
- Incentivising innovation through regulatory sandboxes and pilot initiatives that test and scale new business models;
- Strengthening consumer protection frameworks, particularly around cybersecurity, data protection, and digital rights;
- Bridging digital divides through inclusive, pro-competitive policies that promote universal access, digital affordability, and equitable participation in the digital economy.

Through these efforts, ComCom seeks to consolidate Georgia’s position as a digitally enabled society, ready to contribute to and benefit from the global information society in line with the WSIS+20 vision and the Sustainable Development Goals.

7. Action Line C7: ICT applications: E-government, e-business, e-learning, e-health, etc.

- **Achievements**
- **Challenges**
- **Future priorities**

o C7. E-Government

📄 [Achievements, challenges, future priorities]

o C7. E-Business

📄 [Achievements, challenges, future priorities]

- o **C7. E-Learning**

- ▢ [Achievements, challenges, future priorities]

- o **C7. E-Health**

- ▢ [Achievements, challenges, future priorities]

- o **C7. E-Employment**

- ▢ [Achievements, challenges, future priorities]

- o **C7. E-Environment**

- ▢ [Achievements, challenges, future priorities]

- o **C7. E-Agriculture**

- ▢ [Achievements, challenges, future priorities]

- o **C7. E-Science**

- ▢ [Achievements, challenges, future priorities]

8. Action Line C8: Cultural diversity and identity, linguistic diversity, and local content

- **Achievements:**
- **Challenges:**
- **Future priorities:**

9. Action Line C9: Media

The global media landscape is rapidly transforming under the influence of digital technologies, the proliferation of online platforms, and the increasing significance of media literacy. Governments, regulators, and industry stakeholders worldwide have been collaborating to promote media pluralism, ensure access to diverse and reliable information, and safeguard freedom of expression in the digital environment. Georgia completed its analogue to digital television switchover in 2015, transitioning to the DVB-T2 standard. This move significantly improved broadcast quality and spectrum efficiency, enabling the provision of more channels and services to the public. The switchover was supported by public awareness campaigns and government programs to ensure inclusive access, especially in rural areas. Currently, Georgia's media environment remains pluralistic and diverse, with over 100 television broadcasters - including 21 national broadcasting channels- operating across the country. Nevertheless, challenges persist. The dissemination of fake news remains a significant issue, with media outlets often struggling to clearly distinguish facts from opinions. Frequent violations of the principles of impartiality further complicate the media landscape. In light of these challenges, it is essential to protect the interests of viewers by enabling them to make informed choices, while ensuring that media organizations adhere to established journalistic standards.

As part of Georgia's broader European integration efforts, ComCom has been actively aligning its media regulatory framework with European Union standards, including the Audiovisual Media Services Directive (AVMSD). This alignment fosters a robust and transparent media environment that supports democratic discourse and citizen empowerment.

A major milestone was achieved in 2024 with the successful integration of media literacy into formal education. Today, media literacy is being taught as an elective subject in 227 schools nationwide, marking a significant step forward in equipping young people with the skills needed to critically engage with information in the digital age.

In addition, to advance media literacy nationwide, ComCom has set several strategic goals: providing strong leadership and transparent coordination, developing research-driven approaches to underpin future initiatives, fostering partnerships among key stakeholders to enable collaborative projects, and raising public awareness about the benefits and risks associated with media consumption. These efforts empower citizens to navigate the digital world with confidence and safety. To achieve these aims, ComCom focuses on two core objectives: integrating media literacy into formal education systems and promoting digital literacy and inclusion through informal education programs and initiatives. Since prioritizing media literacy as a key tool against disinformation, ComCom has successfully embedded media education into national strategies, including school curricula, public awareness campaigns, and youth competitions.

Despite these advances, challenges remain. Scaling media literacy programs, incorporating AI literacy to address emerging digital realities, and ensuring equitable access to media education across all societal groups are pressing needs. The media environment continues to evolve faster than regulatory frameworks can adapt, with ongoing issues such as misinformation, platform accountability, polarization, and media literacy gaps demanding vigilant and innovative responses.

Looking ahead, our efforts are critical to maintaining trust in the media, effectively combating disinformation, and empowering informed, resilient societies capable of navigating today's complex digital media landscape.

10. Action Line C10: Ethical dimensions of the Information Society

- ***Achievements***
- ***Challenges***
- ***Future priorities***

11. Action Line C11: International and regional cooperation

ComCom firmly believes in the power of cooperation and has actively engaged in international and regional collaboration to align its policies with global best practices. Through sustained partnerships with fellow regulators and international organizations, ComCom has contributed significantly to harmonizing digital policies, enhancing market competition, and promoting an inclusive and resilient digital environment in Georgia and beyond.

ComCom is a committed and active participant of the initiatives and platforms of the International Telecommunication Union (ITU), contributing to global discussions on ICT policy, digital connectivity, and the governance of emerging technologies. Additionally, ComCom engages in the work of CEPT, contributing to the activities of ECC working groups and project teams.

Moreover, ComCom actively participates in the work of the European Platform of Regulatory Authorities (EPRA), as well as the European Audiovisual Observatory, contributing to regulatory dialogue and best practice exchange on audiovisual media services and media literacy. Further, ComCom is also part of the Media and Information Literacy (MIL) Alliance established by UNESCO, furthering its commitment to empowering citizens through improved digital skills and critical media engagement.

Importantly, ComCom is a Governmental Member of the Governmental Advisory Committee of the Internet Corporation for Assigned Names and Numbers (GAC/ICANN), contributing to global efforts aimed at ensuring a secure, stable, and interoperable internet. This membership allows ComCom to actively participate in internet governance and policymaking processes that shape the global digital landscape.

In 2020 ComCom signed a MoU with ICANN in order to ensure cooperative working relationship in

the areas of developing the Domain Name Industry, supporting the use of Internationalized Domain Names, promoting the multistakeholder model of Internet Governance.

Moreover, ComCom actively cooperates with the RIPE NCC under the MoU signed in 2017, thus supporting cooperation on IPv6 Development, and promoting RIPE Academic Cooperation Initiative to Georgian Academic community.

In parallel, ComCom works closely with European Union institutions and regulatory bodies from all over the world to align Georgia's telecommunications and media policies with the EU regulatory framework and the Digital Single Market, advancing the country's European integration agenda.

Regionally, ComCom is an active member of the Eastern Partnership Electronic Communications Regulators Network (EaPeReg), contributing to joint initiatives on broadband expansion, spectrum coordination, and digital policy harmonization across the Eastern Partnership countries.

A notable milestone in regulatory cooperation is the joint Declaration between the ITU, EaPeReg, and the Euro-Mediterranean Regulators Group (EMERG), which exemplifies strengthened regional and global collaboration, fostering a more coordinated regulatory landscape.

Additionally, ComCom actively contributes to a wide range of international and regional fora that shape digital policy and regulatory best practices:

- ComCom is a regular participant in the WSIS process, most recently contributing to the WSIS+20 High-Level Week, with active involvement in sessions on collaborative regulation and resilient connectivity.
- ComCom has also contributed to the Global Symposium for Regulators (GSR) and ITU Europe Regional Regulatory Forums, where it shares national experiences and learns from international peers on topics such as spectrum management, market competition, and digital innovation.
- ComCom has been a regular participant in the European Dialogue on Internet Governance (EuroDIG), including as co-host of EuroDIG 2018 alongside the Ministry of Economy and Sustainable Development of Georgia and the Small and Medium Telecom Operators Association.
- At EuroDIG 2024, as well as at the IGF 2024, ComCom organized and led a session on digital corridors connecting Europe, the Middle East, and Asia, emphasizing Georgia's strategic position in advancing regional connectivity and cross-border cooperation.
- ComCom is also consistently engaged in the Global Internet Governance Forum (IGF), contributing to discussions on digital inclusion, gender empowerment, and digital sovereignty.
- Lastly, ComCom also maintains strong cooperation with the GSMA, engaging in regional discussions on emerging regulatory challenges, 5G deployment, and digital inclusion. ComCom regularly participates in the Mobile World Congress (MWC), the industry's leading event, to stay up to date with technological innovation and to foster dialogue with global mobile stakeholders on policy and regulatory trends.

Through this active international engagement, ComCom ensures that Georgia remains connected to global policy dialogues, while also contributing its regional experience and regulatory perspective to the global digital agenda.

While regional cooperation initiatives exist, many agreements suffer from weak enforcement mechanisms, rendering commitments non-binding and implementation slow. This limits the potential impact of collaborative efforts and underscores the need for stronger institutional frameworks to ensure timely and effective coordination.

Looking ahead, ComCom aims to deepen international and regional cooperation by promoting regulatory harmonization and adopting best practices that facilitate cross-border connectivity and market integration. ComCom will continue to engage proactively with above mentioned global platforms to drive forward initiatives on spectrum management, broadband deployment, media literacy, and digital policy alignment. Furthermore, ComCom will actively explore and participate in

new global forums on emerging themes, including AI governance, online content regulation, and future connectivity strategies.

Through these efforts, ComCom aims at positioning Georgia as an active and reliable partner in the global digital community.

III. Strategies and Policy Contributions

Please provide details on strategies, policies, and frameworks implemented by the country to support WSIS goals over the last 20 years, including:

At the core of Georgia's digital vision is the [“Strategy for the Development of the Digital Economy and Information Society of Georgia for 2025–2030”](#) approved by the Government of Georgia in 2024. Developed by the Ministry of Economy and Sustainable Development in cooperation with national and international partners, this Strategy serves as Georgia's principal roadmap for a digitally empowered society. It emphasizes inclusive access to broadband, development of digital skills, digitalization of public services, enhanced cybersecurity, and regulatory modernization.

Earlier foundational documents also reflect the country's long-standing commitment to WSIS values. These include:

- [The National Strategy for the Development of Broadband Networks in Georgia \(2020–2025\)](#), approved by the Government in 2020, that laid the foundation for equitable broadband access across the country, with a focus on rural areas and underserved populations;
- [“Vision 2030: Development Strategy of Georgia”](#), which sets long-term socio-economic development goals, emphasizing digital transformation, innovation, and human capital as key enablers of sustainable growth.

These strategies are guided by European integration objectives and global commitments, and explicitly reference WSIS Action Lines as guiding principles.

Lastly, it is also important to note the importance of sector-specific strategies, in particular, the [Strategy of the Communications Commission for 2024-2026](#) outlining a focused set of priorities aimed at reinforcing the Commission's regulatory capacity and impact. The strategy emphasizes the promotion of market competition and the attraction of investment in next-generation networks, alongside efforts to strengthen consumer rights protection and build trust in digital services. It also highlights the importance of enhancing institutional efficiency through data-driven decision-making and analytics. In addition, the plan underlines the importance of expanding international and regional cooperation, reflecting ComCom's commitment to WSIS principles and global best practices in digital governance.

IV. Key Indicators of Progress

Provide key data or indicators that demonstrate the country's progress toward achieving WSIS goals (e.g. percentage of the population with internet access, mobile penetration, percentage of government services available online, number of broadband connections, cybersecurity initiatives, digital skills training, policies and digital governance frameworks, etc.)

Over the past two decades, Georgia has made substantial strides in expanding digital access, building infrastructure, promoting digital literacy, and strengthening trust in digital services. The following indicators highlight the country's progress, aligned with key WSIS Action Lines:

- From 2014 to 2024, the number of fixed internet users grew by 92.4%, increasing from 603,000 subscribers to approximately 1.16 million.
- Fixed broadband penetration in households also nearly doubled, rising from 42.2% in 2014 to 99.4% in 2024, reflecting widespread internet accessibility.

- Mobile connectivity remains robust, with mobile subscriber numbers increasing by 13.7% over the same period, reaching 6.14 million users.
- More notably, mobile internet adoption surged by 144.7%, from 1.88 million users in 2014 to 4.6 million in 2024, underscoring the rapid digital uptake among the population.
- Telecom sector revenues increased by 66.5% over the same period, signaling a healthy and expanding digital economy.
- In 2024, 97% of total mobile internet traffic is generated via 4G technology. As for 5G, this technology was first launched in Georgia at the end of 2023, initially only in certain areas. It became available with broader coverage in the autumn of 2024. As a result, by the end of 2024, the penetration of 5G subscribers in the population reached 5.5%. In December 2024, 11% of total mobile internet traffic was generated via fifth-generation technology, 86% via fourth-generation technology, and up to 3% via third-generation technology.
- The development of next-generation high-tech systems has also impacted the average speed of mobile internet in Georgia. According to the Speedtest Global Index, as of December 2024, the median mobile internet download speed in Georgia exceeds 140 Mbps. Compared to the previous year, this significant increase is largely attributed to the introduction of 5G technology. Notably, in 2023, the median speed was only around 38 Mbps.

Since 2007, Georgia has undertaken substantial reforms to modernize its ICT regulatory environment. The country's performance in the ITU ICT Regulatory Tracker illustrates a successful shift from a transitional model to a fully integrated and collaborative approach:

- In 2007, Georgia's Tracker score was 71.50, reflecting an "early-stage open markets" regulatory status (G2);
- By 2024, Georgia's score improved significantly to 93.50, indicating a mature and forward-looking regulatory regime (G4).

This transformation has been driven by key reforms led by the Georgian National Communications Commission (ComCom), including:

- Enhancing the independence and operational authority of the regulatory body;
- Expanding the regulatory mandate to encompass digital services, infrastructure sharing, and consumer rights;
- Introducing competitive and transparent spectrum management policies, including 5G licensing;
- Promoting evidence-based policymaking through data-driven tools such as the Digital Literacy Index and service quality monitoring platforms.

V. Challenges and Gaps

Please identify key barriers or challenges the country has faced in implementing WSIS mandates and achieving desired outcomes.

Several structural and policy-related challenges continue to impact the full implementation of WSIS-related goals. While ComCom has overseen major improvements in network expansion and quality of service, ensuring equal access to high-speed broadband in rural and remote areas remains a persistent challenge. Infrastructure investment gaps and geographic limitations have slowed progress in bridging the digital divide.

Further, there remains a broader national need to systematically address digital skills deficits among rural populations, the elderly, and vulnerable groups to promote inclusive participation in the digital environment.

In addition, the fast-evolving nature of digital services and technologies presents regulatory challenges. ComCom continues to adapt its frameworks, but further resources, analytical tools, and regional cooperation are needed to keep pace with market trends and safeguard user rights.

ComCom remains committed to addressing these challenges in close coordination with national and international partners, ensuring that Georgia's digital transformation aligns with WSIS goals and delivers inclusive, safe, and high-quality digital connectivity for all.

VI. Future Directions and Areas for Collaboration and Vision Beyond 2025

Please outline country's vision for the future of WSIS beyond 2025 and identify areas where collaboration with stakeholders could further accelerate progress.

Looking ahead, ComCom envisions an even more proactive role in advancing international and regional cooperation- not only as a participant, but as a contributor of thought leadership, innovation, and best practices. As the global digital ecosystem becomes increasingly interconnected and complex, ComCom is committed to deepening its engagement in multilateral platforms, forging new partnerships, and helping shape the regulatory frameworks of tomorrow.

ComCom's future priorities in this area include:

- Promoting regulatory harmonization and interoperability across borders — particularly in spectrum coordination, infrastructure sharing, and digital market integration with Eastern Partnership and EU neighbors;
- Scaling engagement in global regulatory dialogue, including more active contributions to ITU's Global Symposium for Regulators (GSR), the Digital Regulation Network (DRN), and expert groups on emerging technologies such as AI, cloud, and cross-border data flows;
- Positioning Georgia as a regional hub for regulatory innovation, offering expertise, hosting dialogue forums, and piloting cross-border policy instruments in cooperation with partner countries and multilateral institutions;
- Developing structured capacity-building partnerships.

Through these strategic actions, ComCom aims to help bridge global and regional digital divides, facilitate fair and inclusive digital markets, and actively support the WSIS+20 vision of a connected, equitable, and sustainable information society.

*Please provide details and contact information for the Ministry/Agency responsible for WSIS Follow-Up****

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