

## RESOLUTION 37 (Rev. Baku, 2025)

### Bridging the digital divide

The World Telecommunication Development Conference (Baku, 2025),

#### *recognizing*

- a) the continuing disparity between those who have and those who do not have access to telecommunications/information and communication technologies (ICTs), cannot afford them or do not have the skills to use them, referred to as the "digital divide";
- b) that the distribution of the benefits brought about by ICTs and the digital economy is not equitable between developing<sup>1</sup> and developed countries, and between social categories within countries, taking into account the commitments of both phases of the World Summit on the Information Society (WSIS) to bridge the digital divide and transform it into a digital opportunity;
- c) that telecommunications/ICTs and ICT applications are essential for political, economic, social and cultural development, that they play an important role in poverty alleviation, job creation, environmental protection and the prevention and mitigation of natural and other disasters (in addition to the importance of disaster prediction), and that they must be placed at the service of development in other sectors; and that, therefore, opportunities offered by ICTs should be accelerated and fully leveraged in order to foster digital inclusion towards sustainable development;
- d) that gaps in access to and use of telecommunications/ICTs further entrench social and economic inequality, negatively impacting various regions and social groups;
- e) that bridging the digital divide and ensuring affordable access to telecommunications/ICTs can promote inclusive economic growth and sustainable development, at the same time contributing to strengthening the resilience of societies;

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<sup>1</sup> These include the least developed countries, small island developing states, landlocked developing countries and countries with economies in transition.

- f) that the digital divide is characterized by inequality in the technical and economic availability of telecommunication/ICT infrastructure, devices and services, as well as in the development of policy and regulatory frameworks, and in the level of awareness, digital literacy and skills required to use them;
- g) that the digital divide includes people who live in areas that lack access to telecommunications/ICT networks, including broadband, that can offer meaningful connectivity, referred to as the "coverage gap", and people who do not use the Internet despite living in areas already served by such networks, referred to as the "usage gap";
- h) that the vast majority of people who remain offline live in areas covered by telecommunication/ICT networks, including broadband, that can offer meaningful connectivity<sup>2</sup> and do not use the Internet owing to, *inter alia*, demand-side barriers, including device and service affordability, lack of digital literacy and skills, lack of relevant content (including content in local languages) and applications, and safety and security concerns;
- i) that geographic coverage of the remaining unserved and underserved areas (including vast, sparsely populated regions, and when considering territorial waters) is critical to expanding availability and adoption of telecommunication/ICT services that can drive economic growth and enhance quality of life;
- j) that artificial intelligence (AI) in new and emerging telecommunications/ICTs can support efforts to enhance network planning and optimization, improving radio resource management, strengthening service quality and resilience, and lowering operational costs for extending affordable and reliable connectivity to unserved and underserved areas, and that the unavailability of these tools for developing countries may reduce their ability to bridge the digital divide;
- k) that the increasing deployment of space-based technologies offers significant potential for expanding access to connectivity in unserved and underserved areas;

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<sup>2</sup> United Nations, "Achieving universal and meaningful digital connectivity – Setting a baseline and targets for 2030".

*l)* that natural and human-induced hazards, including pandemics, significantly impact access to ICTs, widening the digital divide, and that disruptions have severe consequences for the digital economy, emphasizing the need to enhance the resilience and preparedness of ICT infrastructure and critical services,

*recalling*

- a)* United Nations General Assembly (UNGA) Resolution 70/1, on transforming our world: the 2030 Agenda for Sustainable Development;
- b)* the Addis Ababa Action Agenda of the 2015 Third International Conference on Financing for Development, endorsed in UNGA Resolution 69/313, and its commitment to bridging the digital divide;
- c)* UNGA Resolution 70/125, on the outcome document of the high-level meeting of the General Assembly on the overall review of the implementation of WSIS outcomes;
- d)* UNGA Resolution 78/132, on information and communication technologies for sustainable development;
- e)* UNGA resolution 79/1, on the Pact for the Future;
- f)* Resolution 25 (Rev. Bucharest, 2022) of the Plenipotentiary Conference, on strengthening the regional presence;
- g)* Resolution 30 (Rev. Bucharest, 2022) of the Plenipotentiary Conference, on special measures for the least developed countries (LDCs), small island developing states (SIDS), landlocked developing countries (LLDCs) and countries with economies in transition;
- h)* Resolution 135 (Rev. Bucharest, 2022) of the Plenipotentiary Conference, on ITU's role in the durable and sustainable development of telecommunications/ICTs, in providing technical assistance and advice to developing countries and in implementing relevant national, regional and interregional projects;
- i)* Resolution 139 (Rev. Bucharest, 2022) of the Plenipotentiary Conference, on use of telecommunications/ICTs to bridge the digital divide and build an inclusive information society;

- j)* Resolution 191 (Rev. Bucharest, 2022) of the Plenipotentiary Conference, on strategy for the coordination of efforts among the three Sectors of the Union;
- k)* Resolution 200 (Rev. Bucharest, 2022) of the Plenipotentiary Conference, on the Connect 2030 Agenda for global telecommunication/ICT, including broadband, for sustainable development;
- l)* Resolution 201 (Rev. Dubai, 2018) of the Plenipotentiary Conference, on creating an enabling environment for the deployment and use of ICT applications;
- m)* Resolution 11 (Rev. Baku, 2025) of this conference, on telecommunication/ICT services in rural, isolated, unserved and underserved areas;
- n)* Resolution 16 (Rev. Baku, 2025) of this conference, on special actions and measures for LDCs, SIDS, LLDCs and countries with economies in transition;
- o)* Resolution 23 (Rev. Baku, 2025) of this conference, on Internet access and availability for developing countries and charging principles for international Internet connection;
- p)* Resolution 46 (Rev. Baku, 2025) of this conference, on assistance to Indigenous Peoples and communities through ICTs;
- q)* Recommendation ITU-D 19 (Dubai, 2014) of the World Telecommunication Development Conference, on telecommunications for rural and remote areas;
- r)* Resolution 58 (Rev. Baku, 2025) of this conference, on telecommunication/ICT accessibility for persons with disabilities and persons with specific needs;
- s)* Resolution ITU-R 69-2 (Rev. Dubai, 2023) of the Radiocommunication Assembly, on the development and deployment of international public telecommunications via satellite in developing countries;
- t)* Resolution 44 (Rev. New Delhi, 2024) of the World Telecommunication Standardization Assembly (WTSA), on bridging the standardization gap between developing and developed countries;

u) Resolution 101 (New Delhi, 2024) of WTSA, on standardization activities of the ITU Telecommunication Standardization Sector (ITU-T) on AI technologies in support of telecommunications/ICTs;

v) Resolution 214 (Bucharest, 2022) of the Plenipotentiary Conference, on AI technologies and telecommunications/ICTs;

w) Resolution 91 (Baku, 2025) of this conference, on AI technologies in telecommunication development,

*noting*

a) that meaningful connectivity is critical to bridging the digital divide, accelerating digital transformation and promoting digital inclusion;

b) that addressing the coverage gap and the usage gap is a requirement for closing the digital divide;

c) that people most affected by the digital divide can also be among the most vulnerable to ecological change and environmental disasters;

d) that digital transformation can benefit all walks of society, especially women and girls, youth, children, persons with disabilities, persons with specific needs, older persons, Indigenous Peoples, and people in remote, unserved and underserved areas, and should be pursued in responsible ways that enhance safety, well-being and empowerment;

e) that digital transformation is essential to bridging the digital divide and supporting resilient recovery from global crises, while improving access to education and quality of life, assisting in connecting all citizens globally, and facilitating effective use of national resources for the sustainable development of society,

*noting further*

a) the provisions of the WSIS Tunis Agenda for the Information Society, defining WSIS action lines falling under ITU's responsibility;

b) the WSIS 10-year review (WSIS+10) statement on the implementation of WSIS outcomes and WSIS+10 vision for WSIS beyond 2015, adopted at the ITU-coordinated WSIS+10 High-Level Event (Geneva, 2014), its Forums, and the related endorsements by the Plenipotentiary Conference;

c) the 2025 Broadband Advocacy targets set by the ITU/United Nations Educational, Scientific and Cultural Organization Broadband Commission for Sustainable Development,

*acknowledging*

a) that development of, and increased demand for, telecommunications/ICTs has contributed to reducing, and should continue to reduce, the cost of relevant equipment and services towards ensuring equal access and use of telecommunications/ICTs for all;

b) that there is an urgent need to continue creating digital opportunities and adopting telecommunications/ICTs in developing countries, recognizing their importance for resilience and sustainable development;

c) that relevant activities of the ITU Telecommunication Development Sector (ITU-D) study groups included studies on telecommunication/ICT complementary access networks and solutions and their possible relevance to the connectivity ecosystem and help to bridge the digital divide;

d) that ITU has committed itself to bridging the digital divide in accordance with the WSIS outcomes, as well as the relevant Sustainable Development Goals (SDGs);

e) that ITU plays a key role in assisting Member States to bridge national, regional and international digital divides in telecommunications/ICTs and ICT applications by facilitating interoperability, interconnection and global connectivity, and by helping to address WSIS outcomes, including broadband for all;

f) that UNGA will regularly assess the implementation and outcomes of WSIS and the SDGs;

g) that Member States have implemented innovative financing mechanisms to reduce the digital divide, particularly in rural and underserved areas, where feasible, taking into account the capabilities and resources of all countries, especially LDCs,

*considering*

- a) ITU's role as a catalyst, and in particular that of ITU-D, for the coordination and promotion of the rational use of resources in the context of the various projects intended to bridge the digital divide;
- b) that programmes of the Telecommunication Development Bureau (BDT), under its action plans for the development of infrastructure and ICTs, have provided assistance to developing countries in the area of spectrum management and in the efficient and cost-effective development of national, regional and international broadband telecommunication networks, including terrestrial, stratospheric and space-based solutions, with a particular focus on rural and underserved areas;
- c) that, in addition to ITU, many international and regional organizations from the public and private sectors, academia and non-governmental and multilateral organizations are undertaking increasing activities to bridge the digital divide, in line with WSIS outcomes;
- d) that the development of radiocommunication technologies and deployment of terrestrial, stratospheric (e.g. high-altitude platform stations) and space services and applications enable sustainable and affordable access to information and knowledge, through the provision of communication services with meaningful connectivity (broadband) and wide coverage (regional or global reach), which contribute to closing the coverage gap, efficiently complementing other technologies and enabling countries to be connected directly, quickly and reliably;
- e) that low-cost wired and wireless telecommunications/ICTs, including complementary access networks and solutions, can support connectivity in rural, remote and other underserved areas;
- f) that many ITU Member States have adopted regulatory frameworks, including for interconnection, tariffs, universal service, etc., designed to bridge the digital divide at the national level;
- g) that it is necessary to coordinate the efforts of both the public and private sectors to ensure that opportunities arising from the information society yield benefits, especially for the most disadvantaged;
- h) that each region, country and area should address its own specific digital divide challenge, while benefiting from regional and international cooperation and the sharing of experiences;

i) that national strategies for the provision and use of telecommunication/ICT services in developing countries can improve affordability for users, encourage Internet adoption, promote digital inclusion, and support the effective deployment and use of new and emerging telecommunications/ICTs to enhance accessibility and advance digital transformation across all communities, while considering the environmental impacts and opportunities of the greater deployment and use of telecommunication/ICT networks;

j) that capacity building is of the utmost relevance in today's innovative telecommunication/ICT environment for countries to have the necessary expertise for bridging the digital divide;

k) that extending connectivity and geographic coverage to unserved and underserved populations, including in vast and sparsely populated areas, is essential for economic growth, improved quality of life, and for bridging the digital divide,

*considering further*

a) that the goal of integrating ICTs and accelerating digital transformation is to improve the quality of all aspects of our daily life, and that universal, equitable and affordable access to telecommunications/ICTs is essential to achieving digital inclusion;

b) that building confidence and trust in the use of telecommunications/ICTs, including the security of ICT applications, is essential for their adoption and effective use;

c) that the rapid adoption of telecommunications/ICTs across all sectors of society, including through the ICT applications referenced in WSIS Action Line C7, with associated shifts in industrial development, provides new opportunities for socio-economic growth and increased resilience, especially for developing countries;

d) that fostering regional and international cooperation and sharing of telecommunications/ICT experiences and best practices among ITU members will help to facilitate and accelerate digital transformation;

e) that, despite the previous decade's achievements in ICT connectivity, digital divides remain, both between and within countries and regions, and in particular many developing countries do not have the necessary basic infrastructure, long-term plans, laws, appropriate regulations in place for telecommunication/ICT development, which need to be addressed through, among other actions, strengthened enabling policy environments and international cooperation;

f) that efforts to bridge the digital divide should consider the impacts of telecommunications/ICTs, on environmental sustainability,

*confirming*

a) the importance of approaches to transparent funding for bridging the digital divide in the WSIS Geneva Plan of Action, the WSIS Tunis Agenda and the ITU strategic plan and their translation into equitable mechanisms for action, particularly in respect of issues related to Internet management, new and emerging telecommunications/ICTs for disaster relief and mitigation, and the Child Online Protection initiative, having particular regard to women and girls, youth, vulnerable groups, Indigenous Peoples, older persons, persons with disabilities and persons with specific needs, and people that live in remote and underserved areas;

b) that international and regional financial institutions and other organizations have programmes aimed at bridging the digital divide, and that these funding and technical assistance programmes are essential to bridging that divide in developing countries, especially LDCs, LLDCs and SIDS,

*undertakes*

to expedite and prioritize work that benefits all countries, especially the developing countries and countries prone to disasters, with a view to establishing international methods and specific mechanisms to strengthen international cooperation in narrowing the digital divide, including through programmes which address demand-side barriers to Internet adoption and extend the availability of telecommunication/ICT networks in order to accelerate sustainable, inclusive and affordable access to telecommunications/ICTs, and, in parallel, to shorten the time-frames for implementation of the Digital Solidarity Agenda, beginning with the Geneva Plan of Action, the outcomes of the Connect the World summits, the Tunis Agenda and the strategic plan and urgent priorities for the Union,

*resolves*

that BDT, in collaboration with the Telecommunication Standardization Bureau and the Radiocommunication Bureau, continue to adopt the necessary measures to accelerate the implementation of regional projects, to actively link all stakeholders, organizations and institutions of the various sectors in an ongoing relationship of cooperation in which information is disseminated over networks, so as to bridge the digital divide in line with the outputs of Phases 1 and 2 of WSIS, and to contribute to and work towards the Connect 2030 Agenda, as well as United Nations' priorities, in order to seize the opportunities offered by digital technologies and cooperation,

*resolves to instruct the Director of the Telecommunication Development Bureau*

1 to continue to assist the Member States and Sector Members in developing a pro-competition policy and regulatory framework for telecommunications/ICTs, in order to bridge the digital divide, including for online services and e-commerce, as well as capacity building in connectivity and accessibility, taking into account the specific needs of women and marginalized, vulnerable and disadvantaged groups;

2 to continue to follow up BDT's work pursuant to Resolution 8 (Rev. Baku, 2025) of this conference in creating social connectivity indicators for the digital divide, standard indicators for each country and a single index, targeted in particular at measuring universal and meaningful connectivity, in cooperation with the competent organizations and the relevant United Nations agencies, using available statistics so that information on the current situation for each country and region in terms of the digital divide is continuously available online on the ITU website in a clear and user-friendly manner;

3 to establish partnerships and intensify collaboration with relevant international organizations and Sector Members to address, as a matter of priority, the "usage gap", including demand-side barriers;

4 to continue to advocate the advantages of developing low-cost, modern, high-quality telecommunication/ICT customer equipment that is widely affordable for users and can be directly connected to the networks supporting the Internet and Internet services and applications, so that economies of scale and social benefits can be achieved on account of their acceptability at the global level, taking into consideration the possibility of the use of terrestrial, stratospheric and space-based emerging technologies, and to promote human-centric approaches to regulatory and policy frameworks;

5 to continue promoting the adoption of telecommunications/ICTs by addressing demand-side barriers, including device and service affordability, lack of digital skills, lack of relevant content and applications, and safety and security concerns, acknowledging that a usage gap persists even where broadband network coverage exists;

6 to continue to support user-awareness campaigns for persons who have no access to or do not use telecommunications/ICTs, including transparency in pricing and other relevant contract conditions, in order to build user trust and confidence and address a key barrier to ICT adoption;

- 7 to encourage the use of new and emerging telecommunication/ICT services and technologies and the development of business models or other innovative ways to support telecommunication operators and complementary access networks and solutions in reducing costs, promoting investment in infrastructure and advancing connectivity, taking into account environmental impacts;
- 8 to continue to advocate the need for affordable devices and services and assist in reducing access costs by inviting Sector Members to develop appropriate technology scalable to broadband applications and having a low operating and maintenance cost, this having been adopted as a key objective of the Union as a whole and ITU-D in particular;
- 9 to continue to foster the development of innovative models and digital transformation in order to successfully reduce poverty and bridge the digital divide in developing countries;
- 10 to ensure that ICT applications continue to play a role in the BDT programme, showcasing them as relevant for the activities of study Questions related to ICT applications in line with WSIS Action Line C7;
- 11 to continue to help bridging the digital divide between urban and rural areas;
- 12 to continue to promote study on the development of innovative terrestrial and space-based telecommunications/ICTs, leveraging existing ITU-D mechanisms;
- 13 to provide targeted support to bridge the digital divide in countries affected by natural disasters and human-induced hazards, and to enhance equitable access to telecommunication/ICT services, strengthening resilience to support recovery, reconstruction and sustainable development;
- 14 to continue to support and coordinate efforts to connect women and girls, youth and vulnerable groups, Indigenous Peoples, older persons, persons with disabilities and persons with specific needs using telecommunication/ICT services, devices and applications;

15 to ensure that special programmes under the ITU Academy training centres and the digital transformation centres continue to address the specific issue of ICT training and development of digital literacy and skills for poverty alleviation and improving quality of life, and to accord high priority to these centres, and, where appropriate, develop and update digital literacy curricula on new and emerging telecommunications/ICTs, taking into account the needs of women, youth, and persons with disabilities;

16 to ensure BDT plays a central, agile and fit-for-purpose role in bridging the digital divide and collaborates closely with ITU Member States, through the ITU regional and/or area offices, to implement relevant programmes and projects, in addition to maintaining an active communication channel between strategic stakeholders;

17 to facilitate discussion and exchange of best practices regarding the challenges and benefits of implementing projects or activities relating to ICT-applications as referred to in WSIS Action Line C7 through strategic partnerships;

18 to continue to identify key, fit-for-purpose telecommunication/ICT applications in rural areas and to cooperate with specialized organizations, national initiatives, and ITU-T study groups in relation to bridging the standardization gap between developing and developed countries, with a view to developing a standardized user-friendly content format that overcomes the barrier of digital literacy and language;

19 to encourage innovation and accelerate the use and adoption of new and emerging telecommunications/ICTs and the development of business models, or other innovative ways to help telecommunication operators, and complementary access networks and solutions, reducing deployment costs, overcoming geographic obstacles, and expanding telecommunication/ICT availability, while minimizing any negative environmental impacts;

20 to take into consideration the importance of security and confidentiality of the ICT applications highlighted in WSIS Action Line C7 and of protection of privacy, in order to facilitate discussions regarding guidelines, tools and mechanisms; improve collaboration between government authorities; implement integrated, personalized and user-friendly government services; improve the quality and use of e-government services; and increase awareness of such services;

21 to continue supporting Member States, where requested, in developing policy and regulatory frameworks that could expand and support the engagement of network operators and telecommunication/ICT complementary access networks and solutions in bridging the digital divide;

22 to continue to help in dismantling demand-side barriers that prevent greater participation of women and girls, youth, children, persons with disabilities, persons with specific needs, older persons, Indigenous Peoples and people living in remote areas in digital transformation initiatives;

23 to increase awareness among Member States, in particular developing countries, and use of capacity-building resources relating to new and emerging telecommunications/ICTs in the United Nations system;

24 to promote the implementation of studies or projects and activities, in collaboration with the ITU Radiocommunication Sector, with a view to building capacities in efficient use of the orbit/spectrum resource for the provision of terrestrial, stratospheric and space-based technologies, including emerging radiocommunication technologies, in order to support utilization of the orbit/spectrum resource to stimulate broadband development and coverage and bridge the digital divide, especially in developing countries;

25 to continue to identify relevant telecommunication/ICT applications in rural areas and to cooperate with ITU-T to bridge the standardization gap between developing and developed countries;

26 to promote studying, exchanging and applying public-private partnership (PPP) models for developing digital infrastructure as well as models for centres providing Internet access and digital capacity development in rural and isolated areas;

27 to continue to take measures to develop cooperation, while ensuring a high level of transparency, with international financial institutions, donor agencies and private-sector associations, regarding projects aimed at bridging the digital divide, to inform Member States of the status of these efforts on a regular basis, and to create and maintain a resource on the ITU website where members of the Union can find information on ITU-partnered institutions and United Nations agencies that have available programmes for funding and technical assistance related to bridging the digital divide;

28 to leverage the ITU regional offices, and partnerships with regional telecommunication organizations, in match-making between Member States and these partners in support of Member States' efforts to bridge the digital divide;

29 to ensure that the necessary resources within the budgetary limits are allocated to comply with this resolution;

30 to circulate the outputs of the implementation of this resolution to all Member States on a regular basis,

*resolves to instruct the Director of the Telecommunication Development Bureau, in collaboration with the Directors of the Radiocommunication Bureau and the Telecommunication Standardization Bureau*

1 to support Member States, in particular developing countries, in increasing awareness and understanding of disaggregated<sup>3</sup>, open<sup>4</sup>, and interoperable network technologies, such as open radio access networks (Open RAN) and others, by organizing workshops and other capacity-building activities;

2 to work in collaboration with Member States, Sector Members and other stakeholders to facilitate information-sharing about the development and implementation of these technologies and solutions referred to in *resolves* 1 above, as well as others, with the objective of promoting reliable broadband access at affordable cost, in particular in unserved and underserved areas and communities;

3 within the framework of available resources, to continue to promote the exchange of national experiences and capacity building on financing mechanisms, including the study of universal service funds, for the deployment of telecommunication networks in unserved or underserved areas, including through schemes such as blended finance and social impact investments, among others,

*invites the Secretary-General*

1 to include the subject of the digital divide as an area of mutual interest to the three Sectors and the General Secretariat<sup>5</sup>;

2 to suggest to the Inter-Sector Coordination Group on issues of mutual interest that it consider the digital divide as a subject of common interest to the three Sectors,

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<sup>3</sup> "Disaggregated" refers to separation of hardware and software.

<sup>4</sup> "Open" may refer to, inter alia, open standards and open interfaces to support interoperable network technologies.

<sup>5</sup> Such a list is maintained by the ITU Secretary-General in accordance with Resolution 191 (Rev. Bucharest, 2022) of the Plenipotentiary Conference.

*calls upon international financial institutions, donor agencies and private-sector entities*

to assist in developing capacity in bridging the digital divide, as well as various inclusive, fit-for-purpose and sustainable business models for developing telecommunication/ICT applications towards digital transformation, and addressing demand-side barriers to telecommunication/ICT adoption, through PPP projects and programmes in developing countries, in a transparent manner,

*invites Member States*

1 to develop and promote policies for public and private investment in the development and deployment of terrestrial, stratospheric and space-based emerging technologies, and to include the use of such systems in their national and/or regional broadband plans, as an additional tool that will help to sustainably bridge the digital divide, including by expanding the availability of telecommunication/ICT networks, and to meet digital transformation needs, especially in developing countries;

2 when implementing Resolution 17 (Rev. Baku, 2025) of this conference, on resource mobilization, implementation and cooperation for approved regional initiatives, at national, regional, interregional and global levels, to consider the possibility of implementing projects in the framework of regional initiatives on bridging the digital divide that reflect optimal integration of telecommunications/ICTs;

3 to promote policies and mechanisms that address demand-side barriers to telecommunication/ICT adoption, such as initiatives for digital skills and literacy development, and for device and service affordability and global availability, as a means to help bridge the digital divide, and to participate actively in regional and global collaborative forums dealing with experiences and best practices in the implementation of e-service strategies and programmes;

4 to create policy conditions for effective competition in the domestic Internet access services market as an important factor for lowering the cost of Internet access for users and service providers;

5 to consider inclusive and innovative policies to close the digital divide and facilitate the development and adoption of essential broadband and narrowband applications that are key to driving economic growth and enhancing quality of life, taking into account national initiatives and telecommunication/ICT complementary access networks and solutions;

6 to consider network performance in the context of meaningful connectivity;

7 to collaborate and share good practices related to terrestrial and space-based telecommunications/ICTs, so that such services enhance connectivity and align with regional development goals,

*invites Member States and Sector Members*

1 to incorporate, in their e-government strategies and programmes, actions to accelerate the use of telecommunications/ICTs to improve collaboration between government authorities, actions to implement user-friendly digital services, potentially including integration and personalization of services to improve the quality and use of e-government services and other digital services, and actions to increase awareness of such services;

2 to support, pursuant to Resolution 8 (Rev. Baku, 2025) of this conference, the collection and analysis of data and statistics on telecommunication/ICT applications and services, including in agriculture, education, health care, manufacturing and processing, entertainment and media, oil and gas, transportation, tourism and smart sustainable cities, that will contribute to the formulation and implementation of public policies, and cross-country comparisons related to the digital divide;

3 to participate actively in regional and global collaborative forums dealing with experiences and best practices in the implementation of e-government strategies and programmes;

4 to participate in the study of the role of telecommunications/ICTs in education systems by contributing their own experiences regarding their implementation to achieve universal education;

5 to consider expanding the implementation and viability of projects and programmes to promote development of the telecommunication/ICT sector, including with the participation of ITU, in order to bridge the digital divide, and provide information on such projects and programmes for BDT;

6 to provide ITU with up-to-date ICT connectivity and rural experiences, which can then be made available on the ITU-D website;

7 to consider developing resilient and diversified digital infrastructure,

*invites Member States, Sector Members and other stakeholders*

to participate in and contribute to the activities referred to in *resolves to instruct the Director of the Telecommunication Development Bureau, in collaboration with the Directors of the Radiocommunication Bureau and the Telecommunication Standardization Bureau* 1 and 2 above and to undertake all efforts to foster an enabling environment for the greater, sustainable growth and development of technology-neutral broadband connectivity, in particular in developing countries.