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LEADERS TALKX
AFTERNOON SESSION
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ROOM C
14:00 TO 17:55 P.M. CEST

>> HOST: Welcome back, everybody. We welcome to our next
Leaders TalkX building inclusive and knowledge driven digital
societies. Welcome to the stage Cerys Stansfield.
>> MODERATOR: Welcome to the first high-level session for
this afternoon. My name is Cerys Stansfield, and I'm an Analyst
at Access Partnership. This session will focus on building
digital societies that are inclusive and knowledge driven in
nature. I'm honoured to be joined by esteemed panelists to
explore ongoing strategies and initiatives and future priorities
in this aim. Please join me in welcoming the Director General of

the National communication authority of Somalia.
Next we have the Executive Director of the Uganda communications Commission.

Next is the Director General of regulatory authority in Zimbabwe. And next is Christopher Reckord at National AI Task Force. And Mr. Philip Lee for WACC. And Mr. Bazlur Rahman Ahm, with responsible AI. And also Vint Cerf. The Chairman of the Leadership Panel for the Internet Governance Forum.

Thank you all for being here today.

Please allow me to give the first question. How can you create inclusive digital access ecosystems that are resilient, driven and meta ready.

>> SOMALIA: Our information cooperation framework erase deep-rooted barriers. Challenges in this context is a number of issues we cannot ignore to make sure we are leaving no one behind. I would like to demonstrate how Somalia does this for this context. In Somalia we promote ICT for the last two decades, we incentivized the public-private partnership and develop stronger relations and leading to a more stable and more affordable prices for the Internet, which resulted in the increase in the Internet in the Sector. ICT has grown and the international financial inclusion. And now they're rolling out 5G.

It is not only boosting the infrastructure and the ecosystem. It is the laying of a Roadmap for digital inclusion fiber optic expansion. This will focus on the lessons learn from our experience which is the mean theme of our discussion. We need to address the reality of the infrastructure for reliable Internet connectivity and establish the community for a digital society.

There is need for long-term coordinated investment strategies with incentives on the public-private partnership and closing the critical gap. Second we have the limited institutions that limit the continuities of the projects .

It threatens Cybersecurity and builds confidence and develop cross-border trade.

Three, building a digital society tackling the Digital Divide for marginalized Groups especially for the women and youth are excluded from digital service, local Government to design and implement the context for the specific policies that ensure access and usability for all overcoming social barriers and ensuring no one is left behind.

Fourth is the most important one, the digital literacy must be central. Low level digital skills are a constant barrier to the underdeveloped countries, which can incentivize the

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digitalization of the country.

Fifth, well emerging things like AI for the potential, they're not a magical solution but successful adoption requires solid Governance framework, investment in local capacity to use and manage them responsibly as well.

Building a knowledge driven society is a technical challenge and involvement challenge and above all a human challenge. Thank you.

>> MODERATOR: Thank you. Thank you for sharing the Somali context and lessons learn. We will now go to Uganda. You have been expanding digital infrastructure in a positive form. How is the country combining its inclusive policies, digital skills and efforts for affordability, to ensure ICT and media expand equitable access to information and in particular to those who are unserved and underserved communities?

>> UGANDA: Thank you, Madam Moderator. Colleagues and ladies and gentlemen, Uganda recognizes the true transformative power of ICT. And the media, the ability to have equal access to information, especially for those that are left behind. Over the past 20 years, we have steadily advanced this Agenda through various Agendas, and most recently through the Roadmap 2023-2028. These fostered a robust ecosystem that has 76% of the National backbone infrastructure, dictates public service and public communication via the access centres and digital literacy Programmes.

That said we are not blind that we have challenges, 7.5 million Ugandans are offline. To bridge the divide we are focusing on three key strategies.

One, the expansion through the universal access fund targeting the North and northeastern Uganda with the broadband initiatives. Through solar powered labs and satellites to reach other areas.

Uganda is advancing legislation on access of public data. These efforts complement our push to establish digital and scientific repositories that are inclusive and accessible to all.

Three, digital literacy and affordability. We're scaling Programmes that have already trained over 500,000 citizens in the past year. Five, six years, including women, SMEs and youth. And we're working to reduce the cost of devices and expand mobile digital literacy.

We believe expanding access to information is not just about equity, it is about inclusion and opportunity. That is why we are fostering an ecosystem that supports independent media, local content creation and diverse voices, particularly at the

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community level.

We call upon our partners to support our transformations. Uganda is committed to ensuring no one is left behind as we have an empowered and digitally inclusive society. Thank you.

>> MODERATOR: Thank you very much for sharing the comprehensive approach that Uganda is taking to bridge the Digital Divide.

I will turn to my right. May I invite you to share your perspective from Zimbabwe. What is the role of telecommunication and ICT regulatory Authorities in building an inclusive and knowledge driven digital societies?

>> ZIMBABWE: Thank you very much. And good afternoon, Excellencies, that are present. To answer this question, allow me to zero in on the specific interventions by the regulatory authority in Zimbabwe to promote inclusivity and the knowledge based society, through the range of strategic initiatives the Regulator is ensuring that all segments of the will population, regardless of geography or ability or Agenda, age or economic status can participate meaningfully in the digital policy. One of the barriers is the lack of telecommunication infrastructure in remote and economic disadvantaged areas. To address this the Regulator implemented a tower relocation Programme which involves financing relocation to underserved Regions, including border areas.

These towers, once relocated are shared by multiple network operators, making them viable for service delivery, despite low commercial retains. This initiative has brought essential connectivity to marginalized communities enabling access to digital services and education and access to information.

Recognizing also the unique challenges for persons with disabilities, the Regulator offers basic and intermediate and advanced ICT Programmes tailored to their needs. The Programmes not only enhance digital literacy and also empower people living with disabilities to become trainers themselves through the train the trainer Workshop. This approach fosters self-sufficiency and creates a ripple effect of knowledge transfer within the community of persons with disabilities.

To further support them, the Regulator has facilitated the detection of assist software and gadgets to various centres housing people with disabilities.

These technologies are essential in enabling access to computers and the Internet thus breaking down barriers to education, to communication and employment opportunities.

The Regulator has also taken sufficient strides in promoting gender inclusivity in the tech space through

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initiatives such as girls in ICT Programme and we also have one
which we call she tech Programme. And these Programmes aim to
inspire and equip girls and young women with their skills and
confidence to pursue careers in ICT. By challenging stereotypes
and offering hands-on learning experiences.

To ensure economic hardship does not limit the education,
we offer scholarships to those, in this case both boys and
girls. We have also noted that when we leave boys alone, the
boys, especially in our areas, they end up doing a lot of drugs
and we need to assist with them as well. Both boys and girls
we're assisting them. Those coming from underprivileged
backgrounds and scholarships, so they can also be assisted.

Inclusive efforts extend also to the elderly. We have set
up over 202 community information centers, in the rural areas
where the elderly are staying, the rural folk are, and they can
go and access ICT services, Government services.

Recently we introduced telemedicine as well in those areas
so they don't have to be traveling all the way to the towns.
Also promoting inclusivity and bridging the Digital Divide.

So the Regulator's multifaceted approach to digital
inclusion reflects a strong commitment to building a knowledge
based society where no one is left behind.

Through infrastructure development targeted training,
technology support, gender empowerment, financial aid and policy
advocacy, there is a Foundation that is more equitable and
digitally empowered Zimbabwe. I thank you.

>> MODERATOR: Thank you very much. There is a huge number
of things going on. So thank you for your efforts in Zimbabwe.

I pivot back. The attendance to the AI event next-door, it
shows AI is a hot topic. It is not going anywhere. It is an
emerging technology that cuts across several WSIS Action Lines.
My challenge is can you give us one quick affordable action a
Government can take this year to jump-start the use of AI in
public services?

>> CHRISTOPHER RECKORD: Thank you for the question. A big
one. One, it is difficult to choose one right now. I will give
you a context a bit, to say that a year and a half ago, the then
Minister with responsibility for Digital Transformation and
innovation created an AI Task Force, that she was invited to
Chair. That task force was complemented with Public Sector and
Private Sector and Academia there. About 17 persons. It took
about a year to do research, meet with stakeholders and put
together a report.

With the report, we came up with a document we presented to
the Prime Minister and Cabinet that outlined a number of areas.

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I will give high-level as to what some of the areas were.

With respect to education, strong recommendations for education. Of course, we had to have a section on economic growth and public awareness, sensitization. One thing we will see firstly coming out is education.

Because the then Minister was reappointed as Minister of Education. So I guess she had head start in getting the report, reading through it and started to implement things in the ministry.

One thing she's done is for testing, a tool to help teachers mark papers. As a former teacher myself, it is a struggle, a lot of papers to mark. With the advent of this technology, it is augmented helping us do these type of things.

That is one of the tools that is there. Another tool in education that is being tested, you know, you mentioned cost. The Minister along with some other dignitaries visited in there and saw interesting experiments happening there.

They were lucky that an investor made an offer to complement the technologies. Some that are doing and sign the contract from the AI lab. And also partner with University, Minister of Education, getting that up off the ground.

Number one thing for me is education, education, and of course, you know, if we were to make a suggestion for a project, bell something like an AI chat box to answer questions for all Government services, regardless of the service you would like is a fantastic initiative, if you were to suggest something brand-new, you know, different, but a chat bot that speaks to the nation for any questions for the Government is forever helpful. Thank you. Thank you, .

>> MODERATOR: Thank you, Mr. Christopher Reckord. It is important to remember when we think about our digital societies, yes, we spend a lot of time in telecoms and ICT Sectors, specifically, but this is transforming all Sectors. We heard about health, education, thank you very much.

Dr. Philip Lee, we heard a range of insights from Government and regulatory perspective when it comes to inclusive digital societies.

Please, can I ask you to reflect on the prominence we should give to communication issues in this dialogue. Specifically, what position does an international NGO such as the WACC take in this field?

>> PHILIP LEE: Thank you, Moderators. WACC and its partners around the world work to advance communication rights and media freedoms as fundamental to just, democratic, inclusive and peaceful societies.

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Looking back on two decades of actions aimed at creating an incredible Information Society, we must confront the reality that millions of people are still excluded. Not just from digital access, but also from meaningful participation in the systems that shape knowledge, Governance and power.

It is a simple truth that without communication justice, there can be no equitable Sustainable Development.

Civil Society especially in the Global South is being increasingly silenced by the collapse of international aid and shrinking funding streams. Digital technologies are dominated by the Global North and some voices are amplified and others are marginalized.

At this juncture, WSIS+20 is formulating bold proposals to rethink understandings of development to elevate National actors and increase accessibility, affordability and accountability.

WACC and its partners welcome these calls, but none of this transformation is possible without confronting the Colonial, racist, and sexist legacies embedded in the control of information and knowledge and in the development of digital technologies themselves. Including artificial intelligence.

We believe that communication must be recognized not merely as a tool for development, but as a right. Central to human dignity, Agency, and justice.

With that in mind, we're calling for media regulation that genuinely serves the common good. Not just market or state interests. Media ecosystems where community-led voices are not just supported by prioritized.

Democratic data Governance that respects people's sovereignty over their own information. New public and nonprofit ownership of digital infrastructure that upholds the public good.

A fair Global knowledge regime where truth is not dictated by power.

Finally, a realignment of the Global digital economy and its final architecture based on principles of fairness, inclusivity and accountability.

WACC urges, WSIS+20 UN agencies, Member States and digital actors to listen to the voices of ordinary people and to respond radically to their concerns.

If the next 20 years are to deliver on the promise of just and inclusive digital societies, then communication rights must no longer be a footnote to Governance discussions, they must be foundational.

Can we imagine a world in which communication ecosystems serve people, not profit or power?

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If we can, then we must act decisively to build it.

>> MODERATOR: Thank you, Dr. Lee. And for the reminder that there are several level in our ecosystem where inclusivity must be accounted for. From the users of the technologies and also the designers, policymaker, Regulators. Very much.

-- thank you very much.

Dr. Bazlur Rahman Ahm, there is a focus on the role of media in Information Society. What are the key challenges we face in implementing this Action Line in Bangladesh and Southeast Asia and more broadly, particularly with regard to the role of independent and pluralistic media in fostering informed societies? And if I may, what are the key trends and opportunities that you see later in 2025 and beyond as we strive to foster inclusive and knowledge driven societies, again, with a focus on Bangladesh and Southeast Asia.

>> BAZLUR RAHMAN AHM: Yeah, Madam Moderator, Excellencies, distinguished participants, WSIS Action Line implementation fighters all over the world, good afternoon. It is a privilege to be here at the 20-year event. I want like to thank the Secretariat for the invitation. WSIS has given me the opportunity to share my thoughts on the behalf of Bangladesh and the Bangladesh Internet Governance Forum. I would like to endorse the statement from my mentor, Mr. Philip Lee, from all of the communication. I would like to fully endorse the instrument and views. At the outset, implementing the WSIS Action Line, we have a tremendous opportunity presented by widespread connectivity and mobility, user friendly interface and emerging transition centres. The advancement encourage us to expand our Government services beyond traditional online and mobile platform.

Moderator, it is concerning to see the significant aspect of Digital Divide. WSIS is alongside our access to information and knowledge.

Unfortunately thy divide appears to be widening each day rather than improving. It is essential to acknowledge this and find solutions to enable everyone to benefit from the digital world.

Madam Moderator, the knowledge Sector is fully commercialized and dominated by the work Sector. As observed after 20 years, therefore, where are the voices of underserved communities in access to information and knowledge? Those who have the money, they have the knowledge, they have the access to knowledge domain, communication domain. Those without money or are underserved people, they're not part of this. This is very sad. After 20 years, we see this. Madam Moderator, it is

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essential for us to solve this problem.

Voices need to be heard, the system should be agreeable for us given the need for collaboration with the corporate Sector. Madam Moderators, the WSIS mandate have yet to be fully realized as outlined in the Plan of Action and Tunis Plan of Action. There is a pressing opportunity to enhance the WSIS to address longstanding and emerging challenges, and give an improvement in the exploration of efforts and fostering active engagement with the UN coordinator office at the country level.

Madam Moderators, I notable gap appears to exist between the UN resident coordinator office and the issues concerning World Summit on the Action Line and idea at the country level. This should foster more collaboration and enhance the initiative.

Madam Moderator, in conclusion, what is needed is a permanent reinforced and even stronger WSIS and IGF Secretariat.

With sustainable funding at both the Secretariat and as well as country level with the three areas, number one, develop a localized Action Plan that align WSIS's commitment with National priority. We need a central system from the UN side. Currently, we're putting to the UNESCO and to the WSIS and putting to the ITU. No, we need to central reporting system from the UN side so every country submit their report accordingly. Number two, capacity building and awareness, promote education and digital skills and encourage the use February inclusive Government. Around the campaign on the benefit of the information and knowledge society in line with the creation and dissemination of knowledge and the life and livelihood.

Create a multistakeholder platform that has regular consultation, share progress, update and foster innovation and collaboration. I thank you, Madam.

>> MODERATOR: Thank you for reminding us in our Mission to achieve the WSIS vision, we're on the path, we're doing well, we're not there just yet. Ladies and gentlemen, I realize we're running a little over time, I urge you to grant me a few more minutes as we have one speaker left. Dr. Vint Cerf, thank you for joining us. I hope you can hear me well. You can? We have extensively discussed the importance of extending digital access to remote communities and to all individuals regardless of their gender or age or if they have a disability.

In the final minutes, I will return the focus to AI and ask you, how can AI technologies be leveraged to improve access to digital resources for persons with disabilities?

>> VINT CERF: Thank you, Madam Moderator. I was unable to get connected until moments ago. Thank you for the staff helping

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me get connected. I want to admire everything that was said in the beginning of the Programme. It is vital to provide access to everyone to get the world's knowledge at their fingertips we have many more things to do to achieve that objective, whether it is affordability or the like.

I want to highlight what artificial intelligence holds for us as this amazing new technology unfolds.

First of all, it is introduction of AI agents may allow voiced hands-free interaction. So the use of a screen reader to understand a two-dimensional web page with one dimensional interaction is improved by discussing with the agent what it is you are trying to accomplish. I see a tremendous benefit there, especially those that happens to be blind, especially those that are deaf, to understand and present speech as text can also be enormously beneficial to enable people to use the online technologies in the ways the former previous speakers have outlined. I would like to also observe the automatic captions are freely available in many different applications, and that too is a consequence of artificial intelligence development. Automatic language translation is also very well along the way.

These are all ways of remedying language disabilities. I have a language disability, I don't speak many of the languages others speak, and I need assistance with that.

Agentic AI can help others, possibly out of consequence of disability or even lack of knowledge.

These kinds of transactions can be enabled

I noticed and I want to emphasize the importance of digital literacy. You must learn how to use them in the safe way, to preserve safety and privacy. I also anticipate for the educational side of things that the agents will become tutors. Instead of asking them questions they will ask us questions to verify we learned what we should learn. Finally the online technology allows penal to work from home if the physical facilities will accommodate that. And the job is appropriate. All of the things are benefits that AI will bring to us, but they will not be useful unless you have access to the basic Internet technology to begin with as many of the speakers have emphasized. Thank you very much for allowing me to extend the time beyond our normal termination.

(Applause)

>> MODERATOR: Thank you Dr. Vint Cerf, I believe we all agree that hearing from him is the silver lining to running over. Thank you for your patience. This brings our session to a close. We heard from National Regulators, international and National NGOs and strategic advisory bodies, building an

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inclusive community is no easy task. We should celebrate what we have done been the Digital Divide remains. The WSIS+20 Review allows an opportunity to refocus and redouble our efforts towards building and empowering our digital societies.

Whether it is in our infrastructure development, digital skills and literacy, tech innovation, financial enablement, empowerment, regardless of age, gender or if you have a disability.

(Music)

Multistakeholder collaboration is key. The Public Sector, the Private Sector, Academia, NGOs, Civil Society, your families, and my family will all co-exist together in the digital societies of the future

It is vital that we build them together. Thank you.

(Music)

>> HOST: Now we will welcome you to the next Leaders TalkX, ICT application to unlock the full potential of digital. I would invite Meni Anastasiadou our Moderator to join us on stage.

>> MODERATOR: Hello, I'm Meni Anastasiadou. I have the pleasure to moderate the seventh Leaders TalkX on the ICT, unlocking the full potential of digital. We have an incredible panel. I will give introductions and invite the speakers to join me on stage. We have Maria Bolshakova, the Deputy Director General.

>> At Commonwealth field of communications. Mr. Graham Brookie at the Atlantic Council technology Programmes and Ms. Tackle CEO of open health network. Professor Himanshu Rai developer of I am indoor. Mr. Bocar Ba, the CEO of SAMENA Council. And Ms. Moira de Roche.

>> CHAIR: Of IP3. We will look at various topics ranging from healthcare to education and climate and the role of the multistakeholder Governance model supporting ICT for development. Thank you for joining me on stage. So perhaps if we can start with our first question, to remind everyone that our time is limited. So if you can kindly keep your interventions to three minutes and then we can ensure that everyone has the chance to come in and speak.

I see all of the speakers have joined on stage. So perhaps Maria, if I can go to you. How are preparations being carried out at the Commonwealth States or Regional level as well. What is the role of the RCC in these preparations?

>> MARIA BOLSHAKOVA: Thanks for the floor. Ladies and gentlemen, colleagues, happy to be here. Maybe a bit nervous to be the first one. Since we have pretty wide issue to discuss for sure. With the panel, to start I think like in every of the

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Regions, it is important issue now this year, on how we prepared for WSIS+20.

And to start briefly give a picture for you the Regional cot Commonwealth in the field of communications, it is the interstate if the field of telecom and we serve as a platform for discussing priority tasks. And making common decisions at the National levels and international arena and we bring the common position of Commonwealth of Independent States to the ITU.

We unite many areas including Mongolia, but we provide a good and fruitful platform for cooperation among telecom operators, representatives of research organisations, institutions and other different bodies concerned we started basic preparations, which resulted in the RCC Declaration on WSIS+20.

Generally the Declaration provides the assessment much the efforts done, set out by each of the WSIS Action Lines shown in Geneva Action Plan. Also it assumes the key provision of Tunis Agenda which are not settled yet and also tried to provide directions on the further activities on the matter. It is to generate the commitment on something to agree upon on both phases of the Visa. It also advocates against the practice of adopting new and pretty similar Documents. It calls for focusing on implementation of already agreed Documents. Noting that there is a great necessity to increase the level of coordination of efforts between the New York and Geneva on the issues related to the digital Global processes.

What also we believe is really important is also one of the key elements of our Declaration is that the States should be very responsible in their behavior like in the use of ICTs as far as we believe that it is the basis for the peace and security on the Global level and understand on that matter that the multistakeholder approach is also the basis and the Foundation for inclusive safe and secure digital space. We should say this is on the digital Ministers as I mentioned before. It was open for all of the parties concerned. We're happy to say that for more than 30 bodies joined not just from this Region but from all over the world.

I should say it is still open. And to conclude, I should say that I think it would be done through the Moderator, who would like to kindly request the Chair of the WSIS+20 High-Level Event to include our Declaration in the outcome document of the WSIS+20 High-Level Event that would be submitted to the UNG this year. Many thanks, Madam Moderator for giving me the floor.

>> MODERATOR: Thank you for the input in making use on what

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we have and the important coordination when we talk about the WSIS+20 Review. With that, perhaps, Graham Brookie, if we can talk to you. How has the multistakeholder model unlocking the full amount of Digital Transformation. I would love your thoughts on this.

>> GRAHAM BROOKIE: It is important to take a step back. We get into the granularities of our processes that drive real progress.

In 2003, we came together as WSIS and declared our Action Lines here in Geneva. And in 2005, because we hadn't figured out some of the granularities of Internet Governance, we came back and made near action items. 20 years on, even with the rapid rate of technological change, the Action Lines remain vague enough to be flexible but also vague enough to be relevant today, even with all of the change that happened since then.

So this may be obvious, but with the rate of technological change fastening or increasing, it remains wildly essential for WSIS to continue to exist as a primary mechanism for how we understand the technology and implementations of technology in the development and the SDGs, in particular. As an example for a metric of that, in 2003, one in three people around the world were not connected to the Internet. At that point, the population was 6.4 billion people, 5.7 billion people not connected or realizing the opportunity of all of the ICT applications.

Fast forward to today, that number is down. There are still enormous amounts of progress to be made. That number is down to 2.6 billion people with the Global population of 8.1 billion people. That is one in three. That is a remarkable achievement of number one, innovation. And number two, realizing the opportunity of that innovation through this multistakeholder system.

So for me, that is the importance of the multistakeholder system in one at least direct step.

Now, in this moment, in my opinion, the multistakeholder is more important than ever upon. For a couple of reasons. Number one, the organisation I run is based in 17 different countries, across four different continents, providing technical research, capacity building and policy engagement to realize the goals. The main mechanism bee do that is through the multistakeholder system. Harnessing all of the opportunity for ICT applications is not possible without this. Yes, very unwieldy, sometimes very frustrating set of processes. But it is not possible to achieve the great results without that.

In this moment, because I sit at a think tank, we analyze

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the geopolitics of this. We are seeing increased geopolitical competition, increased interdependence, especially in the ICT realm, ranging from the hardware and critical resources needed to underpin this ecosystem to the platform level itself.

And we're seeing this rate of rapid technological change increase. In the next few years, we will see wild developments in AI, wild developments in quantum computing and wild developments in the commercial space Sector.

I should say, the industries for energy and critical resources that underpin all three of the rates of technological change. If we don't harness the multistakeholder to meet that moment, then things like the Digital Divide or the opportunity landscape that is provided by that innovation won't fully be realized.

We're fully committed to the multistakeholder system. It is the only mechanism by which we keep a free, open, secure, interoperable Internet. We look forward to doing the work.

>> MODERATOR: Excellent contribution. The numbers speak for themselves. The multistakeholder model is the vehicle to reach the ICTs for development vision.

If I can move to our next speaker on my right, Ms. Tatyana Kanzaveli. Can I ask, in a world increasingly shaped by AI and digital tools, how can we ensure that investments and emerging technology like Gen AI reduce and don't deepen inequities and what can we do to make tech a true equalizer.

>> TATYANA KANZAVELI: Thank you for the question. We are at the inflection point. Technology especially Generative AI casts huge potential to be great equalizer.

Or the ultimate divider. The choice is ours. I spent my career building AI systems. AI is not new across healthcare, Government and underserved communities. Here's the brutal truth, most current investments in AI are not solving the problem of the majority.

They're scaling convenience for the privileged, not access for underserved.

If we want Generative AI to reduce Global inequities we must shift from tech first to problem first thinking. We don't need another AI to write responses to our emails faster. We need systems that can reach a mother in the rural village and help her detect cancer earlier. We need a tool to enable child in war-torn zone to get education.

Number two, we need to co-design with the communities we claim to serve. Inclusivity isn't a panel topic, it is a product requirement. If we're not building with diverse voices at the table, we're putting bias into the future.

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Number three, incentivize impact, not just profit. Governance and multilaterals must align funding and policy around outcomes that prioritize health equity, climate resilience and inclusion.

The future isn't about AI replacing humans, it is about AI amplifying the right ones. That means investing in both inclusive systems, designed not just to sale but to heal, uplift and connect.

Let's stop admiring the problem. Let's build the future we actually want. Thank you.

>> MODERATOR: Thank you very much Ms. Tatyana Kanzaveli. I particularly like the point on the importance of co-designing solutions that are relevant to the local communities. Thank you for the contribution. I will turn to my left again. Over to you Professor. How does ICT contribute to higher education? How can it be used to create social impact?

>> HIMANSHU RAI: Thank you for the question. I'll foreground it in fact about what is the Mission of the educational institutions, particularly higher education. In the 20th century, and early 21st Century, the Mission statement, if you look at the University, and the best universities across the world talk about creating and disseminating knowledge to create an acumen. Then the first decade of the 21st Century was a decade of reckoning. Had the Enron scam in 2001 and the subprime across and realized that there was a focus on flawed leadership, greed, and inequity. Thereafter, the institutions of higher education and the Universities across the world have actually changed their Mission statement.

One of the big changes that happened and I will talk about it in general, is that now, we are talking about creating, curating, practicing and disseminating knowledge to solve real world problems.

I think that is where the role of educational institutions are change. I will give an example. We identified five problems. I will focus on one, that is rural challenges. Why rural challenges? Nine hundred million people in India live in rural areas, that is more than the populations of United States and Europe combined. The challenges they face are different from the challenges people in urban areas face.

One, educators, the villagers, they're untrained. We did a research survey of 39,000 educators. Based on the survey, we looked at primary agreed teachers, we created WhatsApp videos, who subsequent got empowered. What we're talking about is low tech, high impact initiative that actually worked. The second one that I will talk about is rural artisans. Those in most

parts of India earned less than $1,000 per year. The reason is there was information, asymmetry between what they produce and those selling it at a higher price. We democratized the information, we worked with the one district one product. Helped them get access to the e-marketplace. Through that, we made sure they had all of the information that the middleman had and within six months of this initiative, we raised the income by 60%. The third one was about fake news, which impacted rural areas more than the urban areas. Again, we actually created an LLM using 65,000 inputs and made a model to predict fake news with almost 95% accuracy.

All of this is making sure we are taking care of the people that are otherwise unaddressed. I will end with, you know, every time we do something as institutions of higher education or as not-for-profit organizations, we need to ask who is missing from the room. We need to segregate that data by gender, age, disability, Region and identify the gaps because one of the statements I would like to close with is the future must belong to all of us, otherwise it will serve none of us. Thank you.

(Applause)

>> MODERATOR: Many thanks, Professor the numbers are really impressive, your efforts in how you reached 100,000 technologies with low technology and high impact efforts. I will stay on my left. We will go to the next speaker, Mr. Bocar Ba, the CEO and Board member of SAMENA Council, how can you lift trade, healthcare, create work and improve the state of the planet. Take the floor.

>> BOCAR BA: There is a shared obligation to ensure the Digital Transformation in the world is the great equalizer and not the great divide. We stand before the question that is simple and undeniably powerful in its implication. How can digital technology thoughtfully deployed and inclusively designed unlock the full spectrum of human potential enhancing dignity. The answer is with the connection. The digital handshake that enables inclusion and the resilience to make it 2.6 billion people remain offline. This is not just technological gap, it is a dignity gap, it means future delayed voice unheard and hope suspended.

At the Council we have a clear conviction it is a right not a reward. In championing this across our Region, we have built Coalition that blend capital with conscience and strategy with service. With the UN broadband Commission we have the universal broadband framework, which is a blueprint for accountability. To share responsibility and build and sustain the infrastructure.

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Yet I'll be unequivocal, infrastructure is not enough. With artificial intelligence as we know in digital ecosystem expand, Governments must lead with moral clarity and must insist in transparency fairness, accountability, not as options we choose but nonnegotiable principles. To fully unlock your question. Digital potential we must channel forces towards inclusion. We must leverage digital solutions to deliver healthcare to the remotest villages, healthcare, with the unbanked and green innovation to planet sustainability. No mistake, there is no ambition that can be materialized without enabling policies in the environment and the investment needed to scale Digital Transformation requires regulatory certainty, harmonized Governments and the Private Sector incentive to reward risk and innovation. Let's make it a bridge to opportunity and not impediment to progress.

I will end with that, the true promise and your question of ICT is not in the technology itself, but in the lives it transforms when every woman, man, child is equipped to compete, contribute and lead. Let us remember today that Digital Transformation is not a destination, it is a shared responsibility among us, the collective project that demand courage from the Government, foresight from the industry and clear engagement from every single development partner.

If we succeed, the next time we will gather here, we will no longer speak of gaps. We will speak of generation uplifted, system re-imagined and why not Nations empowered. I will end with a reflection.
Let us not just connect the world, let us elevate it. Let's not just focus on how fast do we connect the network, but how do we improve the life of people. Thank you Madam Chair.

>> MODERATOR: It is a baseline to any ICT for development. Thank you for pointing that out as well. I will go to our last speaker. Ms. Moira de Roche. Last but not least, of course.

What is in your role as IFAP, what is your own support in emerging and innovative technologies can accelerate the economies and societies? How does the scientific and professional community research develop the use of technology as a catalyst? How can all stakeholders collaborate meaningfully to improve socioeconomic conditions, working together rather than in competition, repeating the work that is already done. So over to you.

>> MOIRA DE ROCHE: Thank you. The technology is a driver for socioeconomic progress across various Sectors. True collaboration isn't just about sitting at the table, it is about designing the table together. When each Sector respects the

other's strengths and commits to shared outcomes we move from fragmented efforts to collective transformation. There is the Stockholm Declaration, which is all about inclusive Sustainable Development. The initiatives outlined resonate directly with areas of socioeconomic transformation.

I want to say one of the earlier speakers was talking about rich and poor. That is absolutely correct, really it is all about using technology to promote our economies. We need quality education for all as we say in SDG 4, with an emphasis on digital skills at all our stages to reduce skills gap and giving more opportunity for employability, lifelong learning is what it is all about. We need collaborative Global action with international collaboration to shape policies that are equitable and forward looking and institutions like ours aim to go beyond the SDGs advocating a post-2030 vision built on inclusive, secure and sustainable tech ecosystems.

The big picture, as outlined in the Stockholm Declaration reinforces how strategically implemented technologies, coupled with inclusive policymaking and skill building can unlock more resilient economies, broader social participation, and environmental innovation. It is a vivid reminder that tech isn't just about tools and wires, it is a powerful lever for (background noise)

To collaborate meaningfully and avoiding duplication of competition, Governments, international organisations, Civil Society and businesses must shift from siloed efforts to strategic co-creation. We must establish shared goals, vision, define complementary roles, build collaborative infrastructure, we build trust and long-term engagement and learn from what works, study successful models like the first movers Coalition, UNDP's umbrella Programme in Saudi Arabia, the Coalitions for reform by the World Bank, and we must promote peer learning and cross-Sector membership to scale proven approaches. Thank you.

>> MODERATOR: Many thanks. I know that we are a little bit beyond our time here. I would like to take a moment to thank the speakers for the incredible points. We will reflect those in the summary of the session that will feed into the actual summary that will be produced by the Chair of the WSIS+20 High-Level Event. Make sure to stick around until Friday. There is a summary of the high-level track sessions at

3:00 p.m. Once more, huge thanks to the speakers, grateful to the audience for their participation. Thank you.
>> HOST: We would like to begin our next Leader TalkX, local to Global, preserving culture and language in a digital era. I would like to welcome to the stage our high-level track

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facilitator, Caroline Vuillemin.

>> MODERATOR: Thank you for being with us this afternoon. I would like to invite the panelists to join me for this session, please, on stage. Please, come in. Welcome everybody to this Leaders TalkX on local to Global preserving culture and language in a digital era. This session is about inclusion and representation of all human diversity in today's digital world.

This is not a new question, it started more than 20 years ago, with the race of the Internet. Today in a truly digital world, and with the raise of artificial intelligence, the question is more important than ever. We will hear from various perspectives this afternoon on how to preserve the diversity, if it is indeed important and a shared ambition and vision.

I would like to start with Mr. Gatis Ozols, the State Secretary for Digital Transformation of the Government of Latvia. I have a question for you, sir.

While Latvia is a smaller language facing the challenges of the digital age, the country has emerged as a front-runner in advancing research and development for underrepresented languages across the EU. Could you please describe your country's strategy and the key initiatives aimed at digitalizing the Latvian language to ensure its comprehensive inclusion in AI driven technologies.

>> GATIS OZOLS: We talk about the LLMs used by community and some consumer products are largely more than 90% trained by one language. We recognize this important aspect of being a small and Compact country, we have to take care of our language and digital environment early on. It was some 15, 20 years ago when it started with machine translation.

We put in a high position in our National policy and we started to subsidize and pay attention to the resources to train digital tools for the Latvian language.

Now, we see it as an important aspect for the lack of the language and actually for most of the languages in the world, which are underrepresented on digital environment and on AI tools. So what -- how we approach it, we initially we developed and facilitated Programmes nationally to develop languages resources in Latvian language. It is to build the base and train initially, the machine translation to ensure the citizens can use Internet, it is mostly like English driven in our own natural language, for e-commerce, it is also very essential. Then it was also essential to access public services.

Initially for European countries, more than 27 countries we access in different languages. Then we develop the language technologies, is if helps in the Internet, the text to speech,

to ensure accessibility, and for public services.

It is in the Latvian language.

So this was has allowed us to ensure the accessibility of the public resources and ensure that those resources are available for the citizens.

Further now, with AI, I think it becomes even more critical to ensure this multilanguage and multicultural representation as AI becomes the first of the main way how we interact with different services, consumer products. So I would like to focus briefly on three aspects to ensure this.

First, multilinguality is access to expertise. Cultural diversity has to be viewed as core principle not Gen AI. It is our position nationally. Different thoughts are taken. There are multinationals that train central Global LLMs. The other part or way to approach this is the European Union approach is we have the National initiatives to incentivize the development of LLMs in our case, for your countries and provide access to compute. We have to work on both of the dimensions, together with the multi-National companies and also to develop our National resources to ensure that all the language and cultures are represented nationally.

>> MODERATOR: Thank you. We see it is about setting priorities, anticipating and having political will to preserve this diversity and languages.

I would like to see another perspective from Pierre Bonis, the Chief Executive Officer of AFNIC, how did you perceive the importance of preserving cultural and linguistic diversity through the lens of the French diversity.

>> PIERRE BONIS: I'm sorry I have to speak English. I hope my English or British counterparts will not end this week with a very big loss of cultural diversity which is speaking globbish.

So we started of course 20 years ago, because this is WSIS+20 with the Action Line C8, cultural diversity, linguistic diversity and local content.

I think it was very wise to mix these different aspects and especially the local content.

And if you look at the challenges we have in say the discoverability of the different contents and different languages and different cultures, the role of the locally housed and made content is relevant.

In that regard, from the French registry and other registries, the fact that the contents may be hosted locally and may be addressed with local domain names, makes sense also.

More broadly, we really think that the problem is not only the language. Of course, it is very important. Access to your

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own language online, and sometimes the domain name can help. Sometimes a search engine can help. This is also culture. This is news, this is legal framework.

I give you an example. In France, scrutinized the Facebook terms of use in France. This is another cultural approach.

The legal framework that can be imposed by the international company may not be exactly the one that we're used to in various countries. It is beyond the pure approach. It is the question of legal, regulatory and proximity framework.

I would end with just quoting -- and Mr. Minister you said that very well. That we have new challenges and opportunity with AI. But one of the challenges we face is that if prompts replace search engines in a way, we're going to have to rebuild all the efforts that we did for 20 years in terms of search engine optimization, in terms of where are the sources, where can I check that this content is actually coming from a place? So I think this is not -- this is just being aware of it. But being aware of it is making sure that the AI is not going to once again having all the work to do to make sure all cultures and diversity is seen on the Internet. Thank you.

>> MODERATOR: Thank you very much. Languages and culture are not only words. They're ways of seeing the world, representing ourselves and understanding each other. It is very important to take this into account with the technology.

I would like now to turn to Elisabeth Stewart Bradley from the international trademark association. So another point of view still. Your association is dedicated to the protection of intellectual property to foster consumer trust, economic growth and innovation. And it is also committed to building better society through brands.

How does the protection of linguistic identity and local content fit into your organisation's Mission?

>> ELISABETH STEWART BRADLEY: Thank you for this question. Sorry for the glasses, but I really am having trouble here.

First, I would like to thank ITU Secretary-General Doreen Bogdan-Martin, the WSIS sponsors, organizers and fellow high-level panelists, it is a honour to be here with you today. Our Mission seeks sustainable answers to Global challenges. This is complementary to the SDGs as our work focuses primarily on SDG 9. Industry, innovation and infrastructure.

Last year, our intervention emphasized the importance of enhancing the availability of domain names in local languages. While domain names remain top of mind, there is an even greater focus on how AI affects the preservation of culture and language.

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For example, the protection of Indigenous rights has long presented challenges to both brand owners and Indigenous communities and AI is now compounding that. Traditional knowledge and cultural expressions have been passed down through generations but in many cases they have been exploited and appropriated without proper recognition and compensation. This leads to the loss of control of Indigenous People over their cultural heritage.

For brand owners this presents challenges in terms of respecting the rights of Indigenous communities while also wanting to adopt elements of their culture into products, services and marketing strategies in reasonable and respectful ways.

INTA has an Indigenous rights Committee that includes a diverse membership and we have discussions at WIPO. The goal in the Global community is to harmonize and balance how the language can be incorporated in products and services. There have been advancements in the safeguarding of Indigenous rights including legal reforms and greater awareness of Indigenous issues. However, challenges persist. Like the lack of harmonized frameworks to ensure cultural preservation and innovation.

Rapid advancements in technology have raised concerns about Indigenous heritage use by AI, lack of representation and consultation.

In terms of the implementation of AI to help protect IP, including Indigenous rights, ITA supports policies based on five foundational principles that include recognizing human versus machine contributions, final decisions on the granting or revocation of rights should be subject to human oversight, rights holders should be able to obtain lawful access to data for enforcing IP rights. Customers should know the source of information received via AI. And transparency should be balanced with the need to protect proprietary information.

INTA fosters the exchange of perspectives from the members around the world. We recently adopted the AI technology to provide universal translation services for participants at our meetings. The most recent annual meeting hosted 10,000 participants. Until the recent implementation of the services, we could not perform the translation services. Providing access through translation allows res to return to their countries with powerful information to help preserve their valuable inventions.

WSIS enables the spirit of multistakeholder engagement. Thank you very much.

>> MODERATOR: Thank you. Thank you for highlighting the challenge of the National frameworks versus Global approach. At

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the current era of across in multilateralism, I think National
framework still have the exist but to be comprehensive and
coordinated among various Nations.

    We will now listen to Professor Peter Bruck from the World
Summit. When you initiated the first WSIS Conference in Geneva,
the World Summit award. How has the challenge of preserving the
cultural language in the digital era changed since then?

    >> PETER BRUCK: Thank you. That is a wonderful question.
That leads me to say in 2003, we looked at the information
communication technologies with optimism. And today we need to
approximate not just talk about the bright side we need to talk
about the dark side. And only those who are addressing the dark
side and the issues are actually credible interlocutors for
where we go in the future. We cannot parrot what we talked about
and the way we talked about in 2003 about the WSIS Action Plan.

    I had lunch today with three people, one person from
Jordan, another from Malaysia and another from Cyprus. They all
know that their children and grandchildren, female, 14 years old
have as an idea for where they want to go in their lives to be
an Instagram influencer.

    I say to you everybody in this room, if you are not willing
to address that in terms of preserving culture, language in a
digital era, you are just wrong in terms of this place, you have
to address it. We have to address it.

    The huge achievement of social media has in fact turned
against preserving cultural heritage. And cultural diversity is
not just reduced but it is eliminated around the world in many
different ways.

    I think that if you are not looking at what algorithmic
media do in terms of favouring not just these kinds of fantasies
of young women but in terms of democracy by favouring extremist
emotional and political content and push nonsense to people,
lies, hat speak and fake news, we're missing an opportunity of
looking at WSIS+20. User data are collected from every corner of
the world and monopolized by five big tech companies. If you are
not addressing the monopoly of that, which is hyperscaling by
taxing the hyperscale companies, we're not having the resources
for cultural preservation and diversity.

    The World Summit award was created in 2003, ironically to
identify the richness, plurality and diversity of high quality
content around the world.

    We were looking at that time as ICT to be a means to do it.
Today, I have to acknowledge the means of the World Summit the
Global community of people that look for positive social impact
is not lesser, but greater. Because we are losing diversity. We

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are losing our cultural heritage and not preserving it.

From my point of view, I invite each and everyone to join us in terms of this Global community and also to act in terms of making WSIS also a follow on activity to WSIS 2030.

>> MODERATOR: Thank you.

>> PETER BRUCK: I hope I made time.

>> MODERATOR: Perfect. Thank you for the wake-up call, that should not be a wake-up call because we all have the same reality in front of us in terms of losing diversity in the last 20 years, which is not what the spirit of technology and sharing of information is about and was about when WSIS started.

Still looking at experience, I would like to turn now to Professor Narendra Kumar Goyal. You are the President of NK Goyal. You have the experience of 54 years in telecom and ICT. What is the way to preserve language and culture in the digital era.

>> NARENDRA KUMAR GOYAL: Thank you. I'm happy that before me other panelists said two important things. Influencing your life. The new generation forgetting the old cultural language and her table and five tech companies trying to do everything for all of us. Led by these things, I have 74 partners world over with 14500 members. We discuss this ourself as a way out to present the cultural heritage. We came out with two statements and four points in brief. The statements is we cannot describe our culture and our land if you don't have language.

And preserving culture means not setting the split of identities from communities within. There are four things. One is approximate use AI as a rural ally. Digitize the languages by going into the task. Enable access with AI powered (off mic) and language learning tools.

Build curriculum and living dictionaries to preserve oral stories.

Second point was empower local voices. Support creators of native language with the digitalized tools, storytelling and promote international exchange through the technical available mentorship. Celebrate culture online. Customs for -- the third is recognize challenges. Look at data gaps for lesser known languages. Ensure the AI design, bridge the Digital Divide with infrastructure and education.

And the last topic is create inclusive ecosystem in this champion multilanguage content across media platforms, whose language equity in the technical tools transforms, formed preservation projects at the grassroots level. With the next few minutes, I want to share the India experience. Our Government made it in all the Indian languages, we have the speech by the

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leader. It is transferred into 37 languages across the country. There are three billion users as of now. Thank you very much.

>> MODERATOR: Thank you very much, impressive figures from a Swiss citizen with our four languages in our country. Thank you for your contribution.

Last but not least, I want to turn to Professor Alfredo Ronchi. You are the Secretary-General of ECMEDICI framework. Can this jeopardy the diversity? Use the mic.

>> ALFREDO RONCHI: Thank you, Madam Chair. This is a question that was posed a long time ago as you introduced the session before that is something that basically coupled with the explosion of the use on the Internet that boosted the idea of Globalization with the risk to jeopardize cultural models, cultural identities and of course languages.

I used to cooperation with UNESCO initiative and this is one of the key topics to be discussed in the meeting. So the fact that the atlas of languages was diminishing every year, due to disappearance of many languages, because they were not able to be spoken and then represented on the Internet.

Of course, this idea of getting toward uniformity to provide to young generation a standard model that there is almost equal all over the world, made probably because of the race to get to lose our identities in terms of languages.

But it is connected with the culture.

I'm very found of studying different languages. It is the best way to understand better cultures and populations. In this type of relation, it is in the way we structure the language.

So it is for sure there is to lose some relevant values. And this is really in the set of cultural and languages.

But nowadays, versus another technology that comes back after 30 years. It is considered the artificial intelligence but there was no chance to keep in touch with it at that time, because it was too abstract. Nowadays, thanks to products like ChatGPT and similar things, people can experience this and the way to enter is very low. Bee see some specific set of Documents, some western culture. And lose other intelligences.

Last year we spoke and within some of the sessions at the WSIS with UNESCO to the idea to create different AI systems, fed with different cultural documentation to not raise or minoritize the creativities around the world. This is connected with the way to extend the ability to create content in the specific culture. It is a very complicated things. The point is to try to keep humans in the centre and do not become slave of technology, losing our identity. Thank you very much.

>> MODERATOR: Thank you. Thank you all for your

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contributions and for keeping with the time. I know it is very
difficult to go into deep thoughts in only three minutes on a
topic that is so important and where we would all have hoped to
speak our own language and be very diversified. Maybe next time.

As a conclusion, to wrap up, diversity and inclusion of
course are not only values, it is a basic human rights, each
individual on earth should have access to content, to
information regarding its Government, regarding news, regarding
economic activities in his or her own maternal language. It is
not only for commercial incentives, and human rights, but it is
really to respect humanity in its Globality.

We heard it is about anticipation, political will, funding,
and keeping this high on the Agenda. I hope the conclusions of
the submit will drive policymakers in that direction. A final
summary of the session will be provided. And it will take place
from, the 11th at 3:00 p.m. Please join us for the final
conclusion, then. Thank you.

(Applause)

>> HOST: Ladies and gentlemen, our next Leaders TalkX will
start in a few minutes. Dear participants, both those who are
here with us in person and those online, I would like to invite
you to our next Leaders TalkX, when policy meets progress.
Paving the way for a fit for future digital world.

I would like to invite to the stage Ms. Dr. Lidia
Stepinska-Ustasiak, our high-level track facilitator.

>> MODERATOR: Excellencies, ladies and gentlemen, my name
is Lidia Stepinska-Ustasiak. I'm co-Founder and President of the
Polistratos Institute. I have the pleasure and honour to
facilitate the discussion when policy meets progress, paving the
way for a fit for future digital world.

Now I would like to invite to the stage our panelists
Dr. Konstantinos Masselos, President of Hellenic
telecommunication and post Commission. Welcome to the stage.
Professor of the Board of Directors, ANACOM.

The executive vehicle Chairman Nigerian communications
Commission. Welcome to the stage. Will the Chairperson,
independent communication authority of South Africa. The
Commission and outgoing Chairperson, Georgia National
communication Commission and EaPeReg partnership. And
Mr. Charles Noir, the Canadian Internet registration authority.
And we will have one participant online, the President,
superintendent of telecommunication in Costa Rica. He will join
us online.

Let me start with the first question of our today's
session. I would like to direct this question to Greece. The

digital infrastructure is essential for the Digital Transformation and the progress in digital space. However complex tradeoffs among investments, competition and innovation do exist in this context.

What kind of policy and regulatory frameworks do we need to address these challenges?

>> KONSTANTINOS MASSELOS: Thank you. Great to be in WSIS 2025. I would like to thank ITU for having me here.

Digital infrastructure is key driver for economic growth and competitiveness and digital infrastructure including connectivity infrastructure, Cloud infrastructure, is the platform for digital transformation. Fosters innovation, so very important.

Technology advances very fast. Considering the connectivity as an example, we see that in the future, we would see networks shifting from having faced speed to having focus on the services they would offer. Complex, socioeconomically transformative services.

That will require different service. They would require software defined networks, network slicing in implementation, and quality of services like liability, resilience, predictability, continue in low latency. We see technology running fast.

On the other hand the deployment of the digital infrastructure and connectivity infrastructure requires investments is capital intensive. We need policy frameworks to incentivize investments and address the demand side so this infrastructure the networks are accessible by end users. This means competitively priced. We need to strike the right balance between the investment and competition framework. Competition needs to be there for better prices and more choices for the end user.

So we -- this combination of the technology advanced and difficult tradeoffs, regulate tradeoffs is a call for reevaluation of the electronic communications frameworks.

We need to look more into prioritizing simplification of regulatory frameworks.

To remove unnecessary burdens. We need to increase predictability for investments and prioritize deployment friendly measures, creating a level playing field for all of the different stakeholders in the ecosystem. Harmonization to address economies of scale and also update our frameworks to reflect to technology advances.

And sustainability should be there, not only in the form of the environmental sustainability and financial point of view to

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make the digital infrastructure sustainable in the long run. And socioeconomically sustained for the benefit of the economy. It is how basic frameworks have to evolve to protect and support innovation on the one hand and to keep investments at the relevant level.

Now, I would like to turn to Professor, I would lake to ask as a Chairwoman of ANACOM and Regulator of Portugal and in the scope of the EU Digital Services Act, what would you tell us about the role of regulation in those fields? What is your experience here?

>> PORTUGAL: Regulation plays a central role and we need to keep ensuring competition, inclusion, resilience and the protection of fundamental rights competition is advanced through supply side measures, such as regulatory obligations to address market failures and through effective management of essential resources like spectrum and numbers. We need to tackle and focus on the demand side which are equally important to empower and protect consumers. This is essential for Regulators on the digital space to understand and respond to how bias is exploited online.

And we need to use tools and work for the good. Apply techniques to protect users. ANACOM is aiming to integrate the tools into Global digital policy.

For instance, we are working with CPT to contribute to the European conclusion for the ITU Conference in Baku. It is to protect the protections of the insight continue and collapse forward with this Agenda. Of course, the rapid development of technology, the artificial intelligence, quantum computing presents undeniable benefits. Some we can experience in this meeting, but also complex challenges. Regulators must ensure that digital inclusion is a strategic priority. The goal is to protect will advancements from deepening the Digital Divide of the Court.

And we need a forward looking regulatory approach that has ethical principles into the design of technology, ensuring human well-being.

Regulators, we are very much embracing this cause.

We shall act as guardians of digital space and safety and dignity. The raising automobile policy this shows firm action. We must hold everyone accountable, not just for the infrastructure they provide but for the online environment they helped shape.

And the killing service coordinators, and join service act. To safeguard their fundamental rights.

This role involves not just for enforcing the rules at the

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National level and effective approach but also working closely with all relevant National authorities to ensure a coordinated approach. There are other coordinators across the EU with the European Commission and with new players like trusted researchers and working bodies.

This allows the regulation to be applied consistently across the site creating a safer predictable environment. It teaches a great lesson, which is basically cooperation and collaboration is the key. In these contents, that is a large number of entities to work together and build a stronger regulation.

>> MODERATOR: Thank you very much for highlighting the role of Regulators in creating regulatory landscape, particularly in the context of all of the connection with the digital services coordinator role.

It was European perspective presented by Greece and Portugal. Now I would like to move to Nigeria and turn to the executive Vice-Chairman of the Nigerian Communications Commission. How can you adopt the regulatory approach that fosters market competition among operators and enhances human protection to close the Distinguished Delegate.

>> NIGERIA: We understood that connectivity is not just a service, it is the backbone of progress. Digital services now underpin virtually everything. Businesses, healthcare and education, an even Governance. We need to focus on the infrastructure, and it need to focus on building trust and strengthening it of course. We have and to realize the approach of command and control itself its place and has its limitations, especially when you consider the kind of dynamic digital world we live in, which is innovation driven and fast-paced. It can stifle innovation, of course, flexibility is questionable. There is typically a high cost of compliance and enforcement.

Quite different from what we see the generation of the resistance in the entities we regulate.

Now, you take a moment and just look at the scale of the problem. Nigeria, most populous Black nation in the world. 220 million young people. Over-20 times the size of Switzerland. And to maintain that approach effectively will cost a lot of money.

So far, if I could some information, I can find the answer of how to maintain that approach at scale.

I think that is interesting.

Considering the scale of this problem, we had to take a shift in our approached regulation from describing behavior to empowering the market, consumers, Civil Society, with the transparent data.

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To think about it like most other markets, the Regulator collects a lot of data. We're collecting data on whether it is quality of services, consumer constraints, tend, and other data points.

We're not trying to leverage the data to come up with a smarter way to provide oversight. I'm also incentivized responsible competition. And how is the accountability without too much overreach.

Crucially to do this dit edit we must adopt the digital tools and platforms.

I see I am running out of time. The question is how we go about this in the NCC? At the heart of the regulatory transformation we embed information, leverage, digital tools. For example, we recently launched.

>> MARTIN GEDDES: Indent reports. We saw a shift from the discourse from people not? Why are the construction companies damaging telecommunications infrastructure? It starts in the process whereby the media and citizens through a discourse were engaged in questioning and effectively protecting the infrastructure.

We have also moved away from quality of services, multilateral experience. Leveraging crowdsource data from real usage. This is providing insight into experience. We are making this information publicly accessible so people can make decisions of what is the best network, where I need to use it, and when I need to use it.

And this actually is going to, we believe is going to elevate competition by putting power in the hands of the users.

Lastly, we're also developing a number of Indexes that we hope to make and intend to make public. So there is an Index on quality of experience and Index on consumer satisfaction and compliance Index.

Now, by digitizing oversight and mandating this reporting, we're fostering a competitive environment where operators are driven to improve not by fear of sanctions, but by market pressure and public scrutiny. This move away from command and control to a communicate and collaborate model is enabling, smarter, fairer, more inclusive location. And not just disclosing information, we're providing access to it. We're strengthening Regulators in the Nigeria authority.

>> MODERATOR: Thank you very much. Time is running quickly. I will move to the next panelists who how do we ensure it is not just defined by technology but the way to transform daily lives of ordinary citizens, especially those in underserved areas.

>> SOUTH AFRICA: I will use our context. Living in a

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democratic country, we have a constitution which is The Bill of Rights, which serves as a cornerstone of democracy in South Africa. And what it calls for. It calls that everybody is equal before the law and has the right to equal protection and the benefit of the law. Within the context of WSIS, the question we need to ask is from a regulatory point of view how best are we supposed to make sure that everyone that is going to be consuming serve services is included in the Agenda.

My analysis is in terms of policy, if it defines the main problem within your environment then from a regulatory point of view, our job is to make sure we come up with a regulatory Programme that is going to be inclusive and most importantly take into consideration citizens' requirements. Now, in South Africa, we have seen the fit for the future world. We have lunched the Digital Transformation Roadmap in 2025. This is amongst others, just to show the commitment that we have actually listened to a citizen. And with the intention that that citizen we should not leave anyone behind. Now, in the main, we know that when you talk about inclusivity, the issue of universal access literacy for all, accessible technology, and ensuring that you close the Digital Divide, it is how you can bring a child from an underserved community into the mainstream of the future. Because from a policy, even if you are talking about advancing your political Agenda, as a Regulator, than it will be to make sure how do we then support those that are building infrastructure? We need robust infrastructure that are protected, issues of the Cybersecurity to be taken care of.

Then in practice, a child in a rural village should be able to access world class education through e-learning. It is all about visibility and knowledge.

And for that to happen, we need universal coverage. Affordable access to services that are provided by those that are digital networks.

In my conclusion, we must be mindful of emerging trends and technologies, such as intelligence and adaptive services.

The working model of the future requires enhanced performance, prediction and coordination by services, notably it will be important to implement automated systems that will respond to unscheduled events.

Issues of emergency and disaster we need to be mindful of those. This is meant to promote user friendly environment. In South Africa, look apt the initiative to the constitutional mandate.

That is how we have learned

Finally, this journey cannot be taken in isolation. It is

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one that extends beyond local actors and include Global partners, particularly those committed to development, openness, transparency, shared vision and progress. Thank you.

>> MODERATOR: Thank you very much. Thank you very much particularly for highlighting the importance of inclusion and predictability. Now reflecting on the challenges of the creation of regulatory frameworks we will leave Africa. We will turn to Georgia. I will ask the next question of EaPeReg. How can we balance the drive for investment in growth with the imperative to place people trust and resilience at the heart of the digital progress?

>> GEORGIA: It is an honour to be speaking about the Georgia experience particularly. If we speak about the Georgia regulatory authority shapes the future readiness. It is not about the next speak technology and shaping the future and being resilient to the change to it. So what is our identity. Another pillar is the data analytics and knowledge. And third important pillar is partnerships, collaborative partnerships with different Sectors and different geographies.

So COMCOM is 25 years short. We shaped from being an oversight player to the enables of the transformation. And this is our major role now to enable innovation and embed inclusivity and trust in our decisions.

So if we speak about how operationally we come to this, there are three also directions, this is first, when we make a decision, we try to be exceptionally transparent and inclusive, so opening our doors to any stakeholders, this is our legal mandate to be public but also providing facility place where we can really debate in person on the changes and our debates we have. Also, if we speak about equipping ourselves with the proper mechanisms, we know that we live in the era of data. So having strong analytical portal, where we have the Sector-related data is important. It also brings transparency for a citizens and for the market and for new players. Third and very important, would be our partnerships, and through our strong partnerships, with different regulatory Authorities also present here are different donor organisation, it is possible for the smaller Nations, smaller countries to really become part of larger projects. This is for example, in case of Georgia, rural broadband, a project which is the pillar of bringing digital literacy in the rural areas of Georgia.

This is also extending from the mandate of the COMCOM. This is why we are being adaptive to new challenges.

We have an idea lab and we're working with startup ecosystem and trying, but in specific pillar of digital and

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we're trying to build the ecosystem of start-up who understand
what is telecom, how important is the resilience of the telecom
and Cybersecurity.

Those are the main areas where we work. We really believe
with strong partnerships and collaboration, even small nations
can become change makers in the digital ecosystem. Thank you.

>> MODERATOR: Thank you very much. Because our session is
approaching its end very quickly, I would like to move to
Dr. Charles Noir and in your review, what is the role of
technical operators in supporting the broader goal in
cultivating trust and security in the digital environment?

>> CHARLES.

>> ANNOUNCER: --

>> CHARLES NOIR: So technical operators, thinking about
domain name registries, these are folks that play critical if
not often taken for granted role in cultivating trust and
security in the digital environment.

The integrity and the resilience of the Global Internet
depends on the infrastructure that they manage, the standards
they uphold, and the values they embed in the day-to-day
operation s. Qui see this as a responsibility which is core to
who we are in our mandate. We operate the dot-CA domain space
but we see the broader role for ourselves in stewarding
Canadian's digital infrastructure, particularly digital
infrastructure. We invest in a number of tools, the DNS, domain
name security systems. DDOS mitigation and a National firewall.
They block malicious traffic before it uses users. They're not
just technical functions, they're trust building. The role of
technical operators doesn't just stop at the technical layer. We
have a responsibility to show up in Governance spaces, to ensure
decisions about Internet security and trust are grounded in
operational realities. And that they're informed by technical
expertise.

That is a key message in the technical Coalition in TCCM,
if you haven't heard of them a Coalition of technical operators
that works to uphold the multistakeholder bottom-up model. We're
working on ensuring that processes remain open, accessible, and
rooted in a shared responsibility.

Critically, we believe that technical operators should lead
by example through transparent processes, respect for open
standards and demonstrated commitment to privacy and
accountability.

These principles are essential not only for maintaining
user trust, but also for reinforcing the legitimacy of the
multistakeholder model.

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In a moment where digital trust is under strain from state led interaction and rising Cybersecurity threats, we as technical operators have tools and credibility to safeguard the open and resilient Internet we all depend on. That requires stepping up, not just technically but meaningfully in key conversations about the future of Internet Governance, like the one we're having here at the WSIS. It is great to be part of it. Thank you.

>> MODERATOR: Thank you very much. And last but not least I would like to ask the question to our panelists who is with us online from Costa Rica. Based on your experience in promoting access and universal service through the National telecommunication firm that plays a key role in reducing Costa Rica digital divide, how do you balance the framework, the competition and need to ensure connectivity in the rural areas and vulnerable populations.

>> COSTA RICA: Best regards from Costa Rica. I want to thank the ITU for the opportunity to share our experience in this Forum. For us we should promote competition, protect user rights and guarantee service quality. However, it should also align with the Mr. Speaker equitable and inclusive National Delegation, we seek this balance through the comprehensive approach. One hand, we promote competition through clear rules, transparent public vendors and respect for management. We administer the fund through the areas the market doesn't reach on its own, including rural areas, Indigenous territories and vulnerable communities.

Thanks to technical and transparent management we have financed key project to connect community projects has deployed more than 700 connectivity sites in many districts, benefitting over one million people through the connected homes Programme, more than 287,000 subsidies has been guaranteed to low-income families, reducing the Digital Divide by 22% points with a total investment of 220 million U.S. dollars. Additionally, over 123,000 devices has been delivered to schools, health centres and day care facilities. These projects are executed through a public tender, involving National and Regional operators which also foster competition in the use of funds resources.

However, our goal is not only to connect, but to connect with purpose. This is why we collaborate with institutions such as the Ministry and the Social Security Administration and Ministry of Science, innovation and technology and telecommunication to ensure that these connectivity support the development of distance learning, telemedicine, financial inclusion and Digital Governance. A recent example of this

approach is the public tender for 5G networks which aim not at revenue collection but wired in frequency to offer the broadest network deployment and committing to cover all of the benefits with no connectivity.

In this way, we ensure that fifth generation telecommunication reach the areas of greatest need. We regulate with a long-term perspective. For us, digital inclusion is not an afterthought, but a central objective. We are convinced that digital public policy should serve as a tool for equity, social cohesion and Sustainable Development. Thank you very much for your attention.

>> MODERATOR: Thank you very much. Thank you very much to all panelists and as today's discussion, the sequence of interventions clearly shown shaping fit for future digital world require bold but also balanced regulatory leadership.

The leadership which should be anchored in trust, inclusion and long-term resilience.

Thank you very much. Now I would like to invite all of you to a Group photo.

(Applause)

>> HOST: Ladies and gentlemen, we're going to start our session very soon. Dear participants, we would like to welcome you to our next Leaders TalkX, moral pixels, painting an ethical landscape in the Information Society. We would like to invite to the stage Ms. Anriette Esterhuysen who will be our high-level track facilitator.

>> MODERATOR: Good afternoon everyone that is with us. Virtually and in the room. I know things are a little bit -- it is day 3 and things are a little bit chaotic. We have Ministerial meetings. We want to start on time, as close as possible because there is another session after us. Have I been introduced? My name is Anriette Esterhuysen, I'm from South Africa, I will be moderating this session. We have a very distinguished panel. The session is going to look at the WSIS Action Line that deals with ethics and human rights. In particularly in how we apply ethics and human rights to emerging technologies such as artificial intelligence. So I'm going to invite the panelists to come. I think next to me, I have -- let me introduce them in order of speaking. They can all come if they're here. Is Her Excellency Ms. Vanessa Matz, is she here yet? Not yet. She will join us. Have to manipulate the mic and the keyboard at the same time.

From Libya, we have His Excellency, Mr. Abdulbaset Albaour Minister General Authority for Communications and Information Technology. And he will be our second speaker. After him, from

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Cuba, His Excellency, Mr. Ernesto Rodríguez Hernández, First Vice-Minister Ministry of Communications of the Republic of Cuba. He will be our third speaker. Thank you to all the Ministers for rushing downstairs.

After Cuba, already here and thanks for being first on stage, we will have Stephen Motari Isaboke. Principal Secretary Ministry of Information, Communication and the Digital Economy - State department for Broadcasting and Telecommunications.

And from the Philippines is Mrs. Ella Lopez with us? Not yet.

From Poland Mr. Jacek Oko the President of Office of Electronic Communications, Poland.

After that we have last but definitely not least, Professor Salma Abbasi that is the Founder and Chairperson and CEO of the eWorldwide Group. Like me, she is a veteran to this space.

We will probably be joined so don't feel there is disruption if you see other dignitaries going to the top of the stage. I'm trying to get to the top of my screen.

She arrived? Perfect. Is that Ms. Lopez or Ms. Vanessa Matz? Thanks. I'll introduce you when I give you the floor.

To start us, I will go to our first speaker. Which is Her Excellency, the Minister from Belgium, I need to get rid of this. I'm sorry. Can you hold this?

The question that we have for her is how are we dealing with the challenge of applying ethics, dealing with Digital Transformation and involving the Information Society, particularly with the challenges with artificial intelligence.

And you will be responding in French, is that right? Please everyone, keep your headphones on or look at the transcript. You have three minutes, the time is in front of you. Please go ahead.

>> VANESSA MATZ: Ladies and gentlemen, the question of ethics in the Information Society is a fundamental priority that I have carried. It is one of the Manhattans I have in the Belgium Federal Government. It is all dealing with the international it is also the accessibility and the inclusion. It is absolutely about inclusion and women without exception. This includes vulnerable Groups for women in Belgium. We always want to ensure alternatives, nondigital alternatives at each digital online service.

This is our way to guarantee a true equality of access.

I also give strong importance of the improvement of digital public services. Initiatives like training of public agents, and first line and the accompanying of the citizens and promotion of

digital inclusion, those are one of the concrete examples.
Ethics are guiding the technology, that is the artificial
intelligence and Belgium we have created an ecosystem, AI for
Belgium, that brings together public and private actors of the
Sector. These ecosystem offer advice on ethical aspects and
legal aspects of AI. Ensuring that the deployment respects the
norms and regulations all the while ensuring transparent
Governance. Transparency is fundamental, particularly regarding
algorithms, used in the public services.

       This is why we have launched an observatory of artificial
intelligence and of the new digital technologies in order to
reinforce this transparency and facilitate the dialogue between
citizens and the users.

       We also need to take particular attention for youth that
are particularly vulnerable to the ethical issues linked to
digitalization.

       Digital technology needs to be at the service of humans to
be safe, ethical and inclusive for all. Digital technology
cannot just be blown back in the sky. It needs to be the fruit
of a constant dialogue. And active cooperation between all
competent Authorities and all levels. It is fundamental that we
co-facilitate cooperation.

       The Summit is a unique opportunity to reinforce this
international cooperation. And to ensure that digitalization
benefits everyone in the respect of ethical principles that
guide our actions.

       >> MODERATOR: Timed perfectly. I was nervous for no reason.
Minister Abdulbaset Albaour. The question we're asking is should
we be Delegating our ethical decision-making to machines? Are
we doing it? If that is happening who should be deciding about
the moral frameworks that guides the systems?

       >> ABDULBASET ALBAOUR: Thank you for the question. As you
know, these days, most topics is taken in AI. Before I answer
your question, I want to explain how the machine, how the AI
take decision and what is the difference between the human, how
to take decision and the machine take the decision? Human will
make decision, dependent on the emotion, experience, also the
wisdom. But AI and machine take decision dependent on the data.
When we talk algorithms and data, and we talk about the accuracy
of the data and design of the algorithms. Sometimes we go back
before we take the decision and take another decision. But AI
and machine, when they take the decision, we can not go back
before the decision.

       That is, in my opinion, we cannot trust the machine to take
decision.

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>> MODERATOR: Thanks very much. Very legitimate caution. Next we will have the next speaker, he will respond in Spanish. Have your headphones, Mr. Ernesto Rodríguez Hernández -- I'm sorry. I'm have are terrible problems with my computer mere. I apologize. I'm usually very well prepared.

You come from Cuba, a country facing so many challenges and climate change not being least of them. And how are you facing this challenge of preparing new generations to make ethical and safe use of digital technologies?

>> ERNESTO RODRÍGUEZ HERNÁNDEZ: Before I answer your questions, I want to thank the organizers of the session for giving me the honour of participating in this session. The Government of Cuba and state of Cuba have attached great importance to the development of information and telecommunication technologies and an example of this was ratified in the 2019 Cuba constitution that develops the social development plan for 2013. Additionally, we have declared Digital Transformation is one of the pillars of the Government, along with science and innovation and social well-being. In order to make this clear and make this a reality, in 2024, the policy for Digital Transformation was approved. The digital Agenda was approved and the strategy for the development and use of artificial intelligence were approved. And we believe that that should be done cautiously and under an ethical framework. Precisely, we do have what we need and we call the digital citizenship, which is related to respect to privacy, verification of sources before you disseminate information to avoid discriminatory and offensive and hate speech and to foster the ability to denounce a set practice to have robust digital accreditation. Avoiding and making sure that you carry out updates to digital platforms and their security patches.

This end we have technology centres in Cuba called the youth computer and electronics club. We have been able to train over five million Cuban, most of them young people. Additionally, we have specialists in courses in all the Universities in the country. In 2022, we created a universal specialized in computer sciences, which have seen the graduation of over 17,000 Engineers. As part of the general curricular strategy, digital topics are taught under an ethical and safe approach. This is taught in the pedagogical approach. It is the coherent integration of educational centers, families and the community in general under an ethical, safe and responsibility use of digital technologies. Thank you very much.

>> MODERATOR: If you want human-centric AI, we need to invest in human capacity. You have outlined that so clearly.

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Next we're moving to Kenya. Mr. Stephen Motari Isaboke. How do Governments, do you feel they can and should balance the one hand ensuring rights to access to information, freedom of expression and the ability to innovate while also ensuring that there is consideration of ethics and values?

>> STEPHEN MOTARI ISABOKE: Thank you, thank you. I think in Kenya, including the current scenario, that there is an ongoing, I will call it creative tension between the right to access the information and media freedom and obviously innovation on the other hand, and I think the whole area of ethical regulation to actually then ensure that there is a balance between the access to information and the respect for the law.

So the Kenyan constitution actually provides for freedom of the media, access to information, and indeed freedom to expression. But that freedom is actually not unlimited.

There are safeguards around for example, incitement for violence, anything that is actually hate speech or anything that can cause civic disorder.

I think that is really the balance that the Authorities must balance between that and allowing for especially the youth who are actually very much sort of into the AI space, into the information space where they apply the latest sort of technology and platforms, TikTok, X, the rest of the platforms to communicate. In some instances they might end up communicates or miscommunicating or misinforming and in the process they see the rule of law and that can catch up with cybercrime and all that. But as a Government to encourage innovation, encourage free expression, but again, to ensure that there is a balanced approach, to rights and also build trust and resilience. In the interdemocratic and digital space.

>> MODERATOR: Thank you for keeping to time. That makes the point we don't have to bandwidth rights in order to respect rights. And in fact, as you said, there are ways of balancing rights with some right impeding on other rights, we have rights frameworks to help us deal with that. Thanks for mentioning that.

We mention the AI and capability in AI in order to be able to use it ethically and well and rights
ing way.

Mr. Jacek Oko, you have an interesting topic which is how can we use AI to educate people with the risks of AI?

>> JACEK OKO: Thank you for the invitation, it is important for the AI revolution to experience the coin Pit on the other hand, as regulators and policymaker you must protect from the false content, today generating a deepfake it not impossible,

but it is easy for the challenge of our safety. We already have specific regulations, like (?) we are now from the regulation. Such the Digital Services Act, this is an important tool that gives us the regulators the ability to oversee the moderation of illegal content and laws the fight against this information. But regulations are not certain, but education is the most important. Education is crucial in the Rochelle will resilience in the cooperate to understand the intentions behind them, whether they were generated in good or bad. This is the key part to the answer of the question, let us not be afraid of AI. It is the educational Mission. Let us treat the personalized learning assistant, aimed at persons with intellectual disabilities or different autism spectrum or seniors for whom traditional methods can be a barrier.

AI can adapt content, explain complex issues in a simple way and create interactive safe environments for learning about the digital world.

Could we do that is the question. I think we should start the Governmental organisation, trust educators and cooperate with them as an administration so far we have measured against our intentions. The intentions remain strong but we can respond to them with the power of AI. Our Programme goal is to create a safe Internet, but safe Internet. We want to have a reliable and verified knowledge. I have at the end a call. Let's use AI to teach about AI. Thank you.

>> MODERATOR: Thank you very much. For that challenge, that reminded that if we approach emerging technologies have the place of fear we will fail to recognize the positive potential. Thanks for outlining that.

In an era where AI and digital techs shape our perceptions and decisions we heard from Kenya, looking at that content, how do we ensure ethical accountability. Especially when so much of this, when algorithms actually operate beyond human oversight or if there is human oversight, it is often not visible or transparent.

>> SALMA ABBASI: This is an important topic to discuss as we adopt AI rapidly, there are ethical considerations to have. I believe my colleagues said the biggest challenge we have is the risk of trusting misinformation and disinformation and the deepfake.

I believe that the six components to this. I will go through them quickly. The misinformation and disinformation every Minister mentioned. The dramatic acceleration of people believing the false narrative, especially young children is a problem. The manipulation and distortion of facts have been seen

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on the streets of the United Kingdom last year when the societies were polarized and now remains in the situation, the geopolitical dynamics and those with the power of AI are distorting the facts and there is no recourse at the moment. The second is the persistent discrimination of the algorithmic bias that reinforces the systemic biases that we have and the programmers that remain in that bias world, the stereotype impacting children, women and elderly as the colleague from Poland said.

We need to find thein equities because they're shaping our kids.

The third is privacy and continued surveillance which is noted yesterday, the President of signal. We have vast amounts of data that people are grasping and analyzing our behavior, our patterns, our vulnerabilities, our fears and manipulating that. I'm more concerned about the young and people with intellectual disabilities. The advancement of commercial exploitation is vast. $700 billion commercial industry for cosmetics, frightens me. The individuals don't give consent and are being manipulated.

The fourth risk is the behavior, the radical increase of gender-based violence, technology facilitated violence, the narrative of misogyny in society, which is measured is because our young boys are being exposed to bad social media influencers, the ethics, morals are missing. Young boys are exploited by technology, facilitated tools hidden in games that we're not aware of. What we have to do is understand the shift in what is being commercially exploiting as fun because it is not. It is penetrating private spaces, our fears, our perceptions are being shaped. The behaviors of aggression and hate, all of the Ministers mentioned hate. This is an unrealistic portrayal of the decline of the well-being of children. When I look at this, the critical thinking, children's attention span is very short. I'm looking at the time. I will race. It is very important for us to understand that we're misleading the children in showing them that this is the way and the only way, the AI way. We need to balance the offline and offline critical thinking ability. And the sixth most important which I think our Minister from Libya mentions, is the nuances of the social cultural norm. All of the things we learn from our grandparents, our culture that is not digital, AI is missing that in its analysis, it is priceless because it is cultural knowledge and heritage that is not easily documented.

Three things they would like to recommend very quickly, the transparency, the design and development, audible algorithms, we

need to know what data they used and the parameters set and how to check it is gender neutral in the definitions, the second oversight in Governance, the human oversight is the must, human intervention, blindly followed algorithms is a big mistake it is robust and reinforced my colleague from Cuba, I met your regulators and we discussed this very issue. The third and final one is robust accountability with consequences, there needs to be a consequence if a duty of care is derelict and a child commits suicide. Finally many countries on the Global South that are rapidly embracing AI without the adequate regulatory frameworks in place, and safeguards we need to work to build an inclusive framework that is localized and contextualized to incorporate the voices of the Global South to ensure that it is shaped for them. The future of AI must be grounded in the shared values of empathy, humanity and accountability. This is the only way to ensure that artificial intelligence is not just artificial, but there to ensure a just, secure and sustainable future for the next generation that we are responsible for, thank you so much.

>> MODERATOR: Thank you Salma Abbasi. Thank you to the wonderful panel. We heard of the integration of infrastructure from Belgium. The important of human-centeredness, human rights, balancing rights and respecting the rights and incredible value of education and investing in future generations from Cuba. The innovative approach, that is overwhelmed by fear from Poland and Salma Abbasi your reminder that we need frameworks and standards. I think everyone mentioned the importance of transparency.

Thank you very much. Thanks for joining. And thanks to our leaders for inspiring us.

(Concluded)

>> HOST: Dear participants, we have the last Leaders TalkX for today. Partnership pivot, rethinking cooperation in the digital era. I would like to invite Ms. Lori Schulman the Moderator for this session.

>> MODERATOR: Welcome, everybody. Thank you for toughing it out until the last session. We really appreciate your diligence. I will call the speakers to the stage.
Burkina Faso Her Excellency, Dr. Aminata Zerbo Sabane, will you take the stage. From Hungary, His Excellency, László Palkovics Minister of Energy Hungary. The speaker from Senegal, I believe is not here. When he comes, it is His Excellency Alioune Sall -- he is here? Thank you. Welcome.

From Albania Ms. Enkelejda Muçaj. Take the stage. We have a large panel today. It is great. From Malaysia, we became good

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friends at lunch today Ms. Eneng Faridah, the Chief enforcement Officer from multimedia Commission. And from Bahrain, Mr. Philip Marnick, the gender Director of the telecommunication regulation authority. From Denmark, Ms. Anne Marie Engtoft Meldgaard, the technical Ambassador and finally last but not least, Ms. Whitney Baird, from the United States Council of international business. I want to welcome you all.

We know we're last, so we will get started to get to cocktails, dinner and sunshine that is left. I will go straight into the questions and start with Burkina Faso you had asked for the question to be read in French. I apologize, my French is not fluent. I will read the question translated into English. What are the many projects that you're using to influence the Internet Society?

>> AMINATA ZERBO SABANE: Thank you very much. I'm happy to share this panel with the other panelists, in spite of the specific security context in Burkina Faso, there is a strong willingness from the Authorities to develop actions in all Sectors, to meet those challenges, we believe it is the best answer to the security challenge we are faced with the digital Sector is also being dealt with, there are many projects in order to consolidate the different results in the emergence of artificial intelligence.

The projects are related to the international backbone in fiber optic in order to reach out the borders with neighbouring countries and increase the country's resilience, transitioning the host infrastructures with the implementation of National data centres, in order to facilitate a policy on data.

Spinning up the paper-free public policies, with the implementation of platforms with the transitioning of schools and platforms.

First of all the creation of local experts with IT people, with the diversification of different Sectors, implementation of centres of excellence in IoT and academies and also digital illiteracy amongst the population to reach out to all types of the populations, placing emphasis on young people and women in rural areas.

And also using it is -- tapping on the potential of artificial intelligence with a clear National vision and valuing data for the creation of tools, notably noted to translate our languages and implementation of the health smart centre. And implementation of initiatives in order to reinforce inclusivity.

There are three main initiatives here, the first one is related to coverage of white areas.

We want to have zero white areas in 2027. Number two,

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implementation of citizenship houses to help people to access paper-free actions and implementation of terminals to ease access in rural areas. Thank you for your attention.

>> MODERATOR: I'm going to turn to His Excellency from Hungary and ask you what technological trends do you see in the development of artificial intelligence in the coming years, particularly after agentic AI.

>> LÁSZLÓ PALKOVICS: It is an interesting question, I'm an Engineer and scientist. We're still at the beginning of artificial intelligence, whatever it means, it is very much loaded expression. I wrote my first Article in 1993 when artificial networks were (audio skipping) among many things. The agentic AI is one of the highlights. Because we reached this level so far.

If we look at the future, what is going to come in the far future, we talk about general AI. That means super intelligence that is going to make decisions and operate many things, started to build up what that exactly means. Engineers, we were not really able to answer the question. Mostly we talked with mathematicians and other scientists that are able to talk about that. There is some interim step. I would say as the next logical step where we really see that artificial intelligence is just in our vicinity.

And we talk about mostly autonomous machines, machines that are in the environment, who are acting like we can act in that given environment. One typical example is the autonomous vehicle. We're close to that technology for autonomous cars are there. There are some in Europe and other parts of the world as well. There is legislation, most level 4A, because level 5 is a bit beyond. It is quite early with this in 2016, to make it possible with the Hungary roads without anytime or place limitation. We can put level 4 and 5 vehicles into the test mode. Somebody must sit in, otherwise it is okay.

Beyond this is even more interesting, and the two things are connected to each other. These are the robots. The robots were in our vicinity. Everybody knows all the humanoid robots, those are the dog-like robots especially the human robots. Also I was not quite convinced it will come so quickly, but in fact it comes because there is a business case that if you calculate what does that mean to use humanoid robots instead of some task oriented robots. If you come in a shopping mall, somebody is going to load all the goods and human robots will change many things. You will see something that looks like you in your vicinity and doing the job. It raises many questions that we won't discuss now but in other parts of the session.

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>> MODERATOR: Thank you. Thank you for stopping exactly when you are supposed to because this is a conversation that could go on for three hours, I know.

I want to do a pitch for AI for Good. If you go to the AI for Good exhibitions, there is an elderly robot named Euclid I have fallen in love with. My husband is in the audience, I'm sorry honey, but Euclid has stolen my heart. If you are interested in where we are with robotics, checkout AI for Good.

I will turn to His Excellency from Senegal. Sorry. I will ask you how does Senegal plan to reposition its digital cooperation with international partners through the new digital strategy, new deal technology or new technology deal. I have to say I kind of love that you have taken it from the new deal of 80 years ago and perhaps there is a new deal, a new, new deal now.

>> ALIOUNE SALL: This is in Senegal, but those that are not familiar with where Senegal is, it is the most advanced tip of Western Africa, we're a natural technological hub. It is a digital action. So we want to be a digital society in 2050. It is ambitious thing to achieve, but we need to make partnerships. We need to make strategic partnerships. The new deal would require the trends and cooperation and some strategic partnerships with the expertise and strong financial technical abilities, in Senegal, there is the populations of 18 million people and half of them are 19 years old. The appetite for ICTs, we have many talents, to make strategic partnerships in the field of infrastructure first strategically. There is organisations like WSIS that should enable populations that don't have access to universal connectivity. This should be the case. Also the fourth revolution that should be the starting point for everybody. We think everybody should be on the same level of starting point for 5G. We talk about technology related to artificial intelligence. We need computing power. So I'm here in order to make strategic partnerships.

This is going to help us to acquire the technologies that we don't have today to see the countries that have those technologies to share this experience and actually soft skills so we can be on the same starting point.

So we're talking about technological reinforcement, financial reinforcement, we want to put in place development funds. It is going to help the Senegalese ecosystem to have startups that have competencies to be able to assist them to give them that technology to help them to thrive and to conquer Africa and the rest of the world. Thank you very much.

>> MODERATOR: So easy. Her Excellency, from Albania, your

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question is what do you consider the key factors behind your
success so far and how does it link with cooperation between
different stakeholders in National and international Fora and
international and National levels? How do you view the role of
cooperation in advancing WSIS+20 objectives and the 2030 SDGs.
     >> ENKELEJDA MUÇAJ: Excellent question. Thank you
Moderators, Excellencies, colleagues. Especially you
participants in this meeting for Albania.
     We would like to share a narrative, which would not be
complicated but it is not simple, too.
     But what we have envisages especially in terms of being a
small country, coming from a very complicated political past.
And dealing with democracy with all the opportunities, the
democracy give but also challenges, it is bringing home. Also
very fine solution in trying to bring home a value coming from
digitalization. We have made this decision soon since year 2003,
for exactly from the first days that WSIS has been, you know,
set into the market. And started this journey, Albania approved
its digital strategy, the first one.
     From that date until today, we may share with you that
let's say the general has not been simple. But we have been very
clear in setting the pace, especially for what the Government in
my case, should have been giving to the people. Being the first
party to make that transformation in its own administration,
under the innovation perspective and also deploying digital
means for the provision of electronic services. And today
Albania is offering 95% of the public services exclusively
online. And what it has shown to let's say -- trust us, it is
not an easy task for a country with our means, but let's say
what it shows in terms of what you can do is first of all, that
you set the pace because you have a vision and a clear
objective. And under that perspective, the political wealth in
order to gain and acquire that sort of objective we had in mind
to bring to Albanian people the possibility to gain from the
digitalization of its Sectors. Of with which is already there.
And on the other side, we have learned that it not always in
good terms the fact that without the cooperation, with all the
friends, with all those partners, that you foresee your future,
you could not create a system which is secure or sustainable and
which is resilient towards a lot of concerns, which are
surrounding us and speaking of the Region it has its own
difficulties.
     In terms of deploying digitalization and especially
digitalizing our Sectors, we may assure you that not only even
international cooperation for which we're committed and work

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intensely, but especially internally in our Sectors, I am not going longer.

>> MODERATOR: Thank you. I think you make excellent points about internal and external cooperation. It flows in and out. So I think that is a very good takeaway from the session. I will turn to this side now. And we became good friends at lunch. I have to say. Ms. Eneng Faridah, where it is rapidly changing economies, how should we pivot the partnership models to make sure it is impactful, inclusive and future ready, specifically what new approaches or frameworks -- are you ready? Yeah. Do you envision for rethinking cooperation for the emerging challenges and opportunities in the digital era.

>> ENKELEJDA MUÇAJ: The MCMC, multimedia recognition is purposeful, inclusive and future oriented partnerships. Increasingly we're pivoting towards collaboration. The Government, industry, Academia, Civil Society, communities, even, alongside cross-sectoral cooperation in the solutions.

This is exemplified in the ecosystem based system cooperations, when you roll out networks, the collaboration with local counsels, infrastructure for sharing with industry and environmental Authorities for compliance. That is really important.

What is more important is to engage them at the outset. I think the day like itself it was conceptualized and developed through the multistakeholder list. We had a lab, locked everybody up in the room, sort of give them an assignment and develop our own True North, if you like. So basically all of us align towards receiving particular objectives. Most of our other engagement has followed the same format. We're looking at venturing into working with the healthcare communities in order to integrate next generation health technologies with telecommunication.

This is very important as our Agenda in increasing medical tourism, for example.

So, you know, even in smart city developments, you know, we have created several agreements with state Governments and perhaps as technical advisors or bringing people from other industries to create solutions together.

The challenge is sometimes as a Regulator when you are trying to draft new laws is how wide do you want to cast your net? There are always people that say it didn't engage me enough. So that is one of the challenges, if I can share in terms of how we're approaching perhaps law reforms, things like that. Another thing is about sustainability of initiatives, particularly in our Internet centres, or NADI we call it.

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Keeping it alive is to find out their needs and how we serve the needs.

It is important that regulatory frameworks are agile and adaptive. We have just amended the law of probably 26 years to precisely ensure it is future proof. One last point about Regional engagement. We have been visible in this year a WSIS and we will continue to be so in the future. We're organizing with the digital information in Kuala Lumpur in December.

>> MODERATOR: It is beautiful. Hot, but beautiful. I will turn to you folks. Like tennis in a way. From Bahrain, Mr. Philip Marnick, the telecommunication regulatory authority. What role should Regulators play in ensuring that digital infrastructure investments are inclusive and future proof, especially in collaboration with the Private Sector and international partners.

>> PHILIP MARNICK: Thank you. I won't give a tennis score. Thank you for inviting me to talk. Technology is evolving at one of the fastest rates ever. We live in a digital world. It is no longer something that says should I be online or not be online, it just is. Therefore, the technology needs to be something that not just supports the day but supports tomorrow in a world where we have no idea what tomorrow will bring. And I saw the forecast of robots and everything else. Someone will say it will turn up, some it won't. They will need to communicate and people will need to do it. I live in a regime through our regulatory regime, we try to be flexible. We don't pretend we know tomorrow. We don't pretend that we say that this is where the regulation is. We put a framework in to enable people to deploy technology, but make sure the technology is the technology not just today, but tomorrow. I'm quite lucky, we live in warm parts of the world. We have 100% 5G coverage, fiber ubiquitous and the fiber systems that give us the bed work to go there.

Also to make it work need the digital infrastructure that have the data centres and we need data centres close, we need international connectivity because the world needs to communicate with everybody else to get the data from everywhere to get us there.

All of this requires not just regulators engaging with each other to know what others are doing, but to make sure the frameworks we have in place are nationally and internationally allow the data to flow and to connect.

I say to people, when I travel with my mobile device, somehow the digital services change in one country from another. Not because the services change, but because of the costs change.

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As regulators we think about how to get the technology to make sure everybody is connected to their own territory, but how to make sure when our people are moving and changing through the world they have access to the digital services they want in a way they want to use it because you shouldn't have to think about how you do things, you should just be able to do it. For us, collaboration means talking to everybody, understanding what you need to do, making sure you think about the future, but don't put it off. Making sure the regulation is open to new things and making sure the investment comes from the people who actually make the investment and prepare to take the risks.

>> MODERATOR: Thank you so much. This concept of seamless communication, borderless communication is what we aim for in terms of inclusivity, access, and all of the principals that WSIS stands for. Thank you so much.

I will turn the other way. Here we are with Denmark. With Anne Marie Engtoft Meldgaard. How can companies and Governments collaborate better to close the digital divide.

>> ANNE MARIE ENGTOFT MELDGAARD: Good afternoon, on the question of how to collaborate better, a little bit of bank account to where we are now. I think it will be a challenge of collaborating better in a world that is more difficult. It is a paradox and harder to find common ground you hear it in the hallways here. An increased fragmentation, trust deficit, I hear a lot of mistrust between and the Public and Private Sector. One hand, not looking optimistic.

That is the paradox, there has never been a bigger moment for the collaboration. The SDGs we're behind in most of them. The need to deliver tangible results per people and planet advancing better healthcare, better opportunity for youth around the world. Thinking about meaningful opportunities and jobs for a growing Group of young people around the world, that is the paradox. That is where even though as hard as it might seem to do the public private collaborations, it is now the time to do it. I want to offer three ways that I think we can think about this from a business and Government public private collaboration.

One, do business. Don't just do handouts. Right now, if you want to access to Cloud across the African continent, it costs 30 to 40% more than it does in Europe. Why is that? Shouldn't it be the other way around. Taking the African continent, tiny percent of venture capital. Let's do business and not just handouts. That is engaging with the tech industry to say we need infrastructure available and understand the incredible innovative capabilities in the Global South, do business with

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them, trade with them have them as part of the software updates as the stack of companies you are working with. That is from my own continent as well.

In the new international strategy from the European Union, there is what we call the EU tech business offer an unsexy name but for the idea to say we want to trade more between tech companies to create that opportunity, the second one is to ... meaningful technology to really solve local problems. Maybe it is not -- I used to live in California as you can probably hear in my accent, not everything in the world looks like California. What might be difficulties to solve the meaningful technology to address relevant problems.

Finally, harmonize public interest with private innovation. It seems impossible, but I don't foresee a future that is relevant or welcoming for my children if we don't start thinking about how to align public interest and private innovation to solve the issues of our time. Thank you.

>> MODERATOR: Thank you. Last but certainly not least, the United States chamber and international business, Ms. Whitney Baird, she's the President and CEO. You get the final word today which is great. Of the whole day, I believe.

So what role does business play in digital cooperation? How has the multistakeholder approach advanced business' ability to build an open, safe, secure, people-centred Information Society for all? Will.

>> WHITNEY BAIRD: Thank you, Lori. We represent the number of multisectoral and international organisations. Thus, we represent companies that have a Global presence and do care about how this dialogue goes forward. I would say the WSIS through the Action Lines aims to create a public centred Information Society that is inclusive and provides positive opportunities for all. No one can do this alone. Business plays a key role in working alongside Governments. The technical community and Civil Society to ensure digital products and services enhance lives and risks of harm are mitigated. In order to achieve the digital future we want, we need to work together to address underlying issues such as 2.6 billion people that are still offline. The increase in negative cyber activities that cause security breaches and victimize Governments, companies, and individuals. Increased need for dependable electronic and of the results growth in the access gap. USCAB supports the multistakeholder approach to cooperation on issues. It has strengthened business' ability for key projects with Government. Enhanced the Private Sector's understanding of local concerns through the inputs of Civil Society. And enabled firms of all

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sizes and across all industries to collaborate with the
technical community, resulting in safer, more efficient projects
and services. There are many examples of how multistakeholder
collaboration has strengthened the ability to mitigate or
prevent diverse impacts on a Global scale. One area is with the
way multistakeholder initiatives have helped organisations to
collaborate, for example, human rights issues. The growing
number of tech companies are publishing human rights policy
commitments, that specifically reference the UN guiding
principles on business and human rights, what we consider to be
absolutely bedrock principles. We're seeing increased
cooperation in the digital space and entire new track focused on
technology and sustainability at the IGF.

On multistakeholder cooperation we have to focus on how
business can build trust. I have heard the word trust a number
of times over the past couple of days. It is absolutely
essential. How larger firms bring the voice of small business
and entrepreneurs into the policy consultations, and how they
provide research and findings in the development of advanced
technology. For example, the OECD's work on GPI and AI facility
has create aid channel -- created a channel to share Best
Practices and research.

There is a laboratory where they can have frank discussions
on top of the children and turn dialogue into action. The
Private Sector as a whole remains a committed partner to improve
cooperation to build the Information Society that we want, we
need and we deserve. USCIB in particular will continue to be a
resource to all stakeholder Groups as we navigate the digital
transformation together.

>> MODERATOR: Thank you. That is a fabulous end to the day.
We're going back to UN principles.

I want to pitch here, when you talk about United Nations
principles, WSIS Action Lines, and multistakeholder systems.

This will all lead back, to the UN Declaration of Human
Rights. That many believe and have written extensively on saying
if we use the UNHRD -- I'm sorry, it is late -- that is the
answer.

You know, sticking to the principles that the UN community
has signed on to, to ensure healthy productive, respectful
living.

And I'm going to close with one final thought as I listened
to everybody here today, and then I wonder to myself, maybe the
question is not how are we rethinking public-private
partnerships. But how are we recommitting to public-private
partnerships.

https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/427
https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/428
https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/426
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https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/433

These multistakeholder systems through WSIS can move us forward. The call to action is recommit to WSIS and IGF. Let's keep the conversation going. I want to wish you a good evening. Thank you for sticking it out to the very bitter end.

(Applause)

(Concluded)

https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/427
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