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>> HOST: Good morning, dear participants. We're kicking off the last Day of WSIS with an exciting session. Leaders TalkX Click to govern: Inclusive and efficient e-services. I would like to invite to the start, Ms. Yuhan Zheng. Our high-level track facilitate.

>> MODERATOR: Thank you for the floor. Now let's welcome our distinguished panelists to the stage.

Great, we have all the speakers here with us today. And so Excellencies, and Distinguished Delegates, all of the digital innovators, 20 years after the WSIS meeting, first invention of people-centered digital future we stand at an inflection point. The problem is with click to governance it is more than connectivity it requires the design to transform the e-service that energize the equity. And also today, we confront more issues linked with sustainability, AI, and a lot of geopolitical tension.

So now, our leaders across the world gather here to solve

this question together with us together.

So now we have excellence Mr. Hubert Vargas Picado from Costa Rica. And have Ms. Laial Almansoury, chief of Infrastructure & Operations with CITRA, Kuwait. And from Colombia, Dr. Claudia Ximena Bustamante Osorio Executive Director from CRC. And we have Daniel Mordecki the Executive Director from AGESIC e-gov information society and knowledge agency. And from EY, we have Ansgar Koene Global AI Ethics and Regulatory Leader. So welcome them all.

We would like to begin the session regarding the question to Costa Rica. 20 years ago, the World Summit on the Information Society defined a set of Action Lines aimed at guiding international cooperation towards a more inclusive, equitable and people-centred Information Society.

In this context, two decades later, what are the key challenges Costa Rica faces in ensuring the meaningful, truly universal connectivity? Additionally, how is Costa Rica succeed in striking the balance between public and private investment in development of the digital infrastructure over the course of the process? Now you have the floor.

>> HUBERT VARGAS PICADO: Good morning. Costa Rica was guided 20 years ago by C2 AL. Not in the early times because of market reasons, but investing specifically in Indigenous populations, in Indigenous communities and the rural areas. Because of geography, besides our small size, we have a lot of communities that are quite remote. As a small country with no commodities like oil or minerals, we decided that the business of military deterrence was not ours. 80 years ago. Because of that, we abolished our army. That allowed us to invest a lot in education and more recently, in digital skills.

Because we believe that specifically our talent.

Guided by that approach, we have guided our policy, to increase connectivity, to increase from 20 years ago we had only 10% of our population connected to the Internet. We currently have 85%.

And in terms of mobile Internet, we actually cover 99% of the population.

Besides that good news, the challenges remain specifically in the 29% of Indigenous communities that we actually don't cover recently.

And the 42% of our below poverty line that it is quite hard for them to actually pay for connectivity.

So we designed 5G tender, recently, that is specifically focused on increasing industrial use cases, but we subsidize the cost of the spectrum, up to 90s are -- 90%. And we obligate operators to increase the infrastructure in the 134 most unconnected districts in our country, focusing 5G with great download and uplink requirements in the communities that

basically only have 3G or not even that at all.

So our focus is continuing developing skills but also reaching the communities that besides our recent investment, we are lacking to do, to cover in the last two years. And because of that, we will have a change in two, four, and six years, really good plan, and excited to update this in at least two years.

>> MODERATOR: Thank you for this very informative keynote. You mentioned one of the most important element, Indigenous is important in every realm including AI, sustainability and a lot. One more thing is how you create the empowering environment for the young people for the future generation to really reach the last mile.

Now my next question is to Kuwait. Ms. Laial Almansoury, how can government ensure the design and delivery of the digital public service is inclusive and user centric in the rapidly evolving ecosystem like your country? Thank you.

>> LAIAL ALMANSOURY: Good morning, everyone. It is an honour, first, to address this respected Forum on Behalf of the state of Kuwait.

To answer this question on how to ensure that digital public services are both inclusive and user centric, it is not merely a technical one, it reflects our shared commitment to building fair and resilient societies for the future.

In Kuwait, our Digital Transformation is guided by clear and consistent principle, technology that must serve everyone. We consider the delivery of inclusive and efficient e-service, not only a matter of convenience, but social responsibility.

And a cornerstone of our National development Agenda as set forth in Kuwait 2035.

So to realize the vision, inclusivity is not an afterthought. It is a design. Our approach is rooted in a citizen-centred technology and methodology. We actively engage with our citizens to co-create the services they need.

We believe the most impactful digital solutions are built with the citizen. Not merely for them.

So this means ensuring the accessibility for elderly and disability, supporting multiple languages, and designing interfaces that are user friendly across all level of digital proficiency.

A prime example of this approach is the unified Government application called Sahel. Which launched in 2021 with 13 Government entities offering around 123 services.

Sahel has evolved into thriving digital ecosystem. Today it serves over 2.8 million users, has processed more than 1 million transactions and provide over 450 services from 40 Government agencies. With an average of 4.5 million transactions per month.

We continue to improve the users' experience. One example

is the new journey, in the first integrated digital service that combines seven Government procedures into one process.

So supporting the Kuwait dynamic economy, we launched the Sahel business in 2022.

So the platform, that is why the WSIS are invaluable for us. They allow us to change insights, learn from international Best Practices, and collaborate with shaping a Global digital future. Thank you, everyone.

>> MODERATOR: Thank you very much. Very useful to know the Sahel, one. It is good to know that because currently the e-Government of course, it is a trend, but how to make sure that the users' experiences is also good. That is a matter to all. We're standing here across the different Region.

Now, I would like to dive a little bit further, not only the citizen but also the rural community.

So the next questions will go to Colombia. So Ms. Claudia Ximena Bustamante Osorio, what do you consider to be the most relevant regulatory and cooperation element to accelerate inclusive and sustainable digitalization closing connectivity gaps in rural areas, leveraging the digital service and improving the relationship between the Government and citizen? Thank you.

>> CLAUDIA XIMENA BUSTAMANTE OSORIO: Thank you, it is an honour to be here. I will emphasize two main points. One is to have a National digital strategy. Because this is work for many different entities and it is a multistakeholder approach.

Our digital strategy in Colombia has eight pillars. Connectivity, data analytics, interoperability, Public Sector Digital Transformation. Connectivity for accident development and digital society. With these pillars in mind, all of the different entities work to have the goals reached to close the connectivity gap and of course increase the digital services. When we talk about regulation, that is the second point, the CRC promotes flexible prospective and inclusive approach.

We apply state-of-the-art methodologies, regulatory tools to have all the knowledge and the perspective for the evolving ecosystems.

For instance, we use regulatory sandboxes, regulatory collaboration and promote the digital emerging technologies.

Our frameworks are people-centric. And we have promoted, for instance, the digitalization of the user protection regime. And developed an open data policy to support evidence-paced decision-making and foster research and innovation within the ICT Sector. Also, our regulatory framework has differentiated measures with focusing the rural areas and the less connected, because we know they have a different economic and societal conditions that the rest of the country. For that reason, we try to reduce the burden for community operators and coordinate our

work with the ICT ministry and the spectrum Agency to have different technical and process specifications for them in order to help them to thrive.

The community providers in Colombia are finding those with less than five thousand users. For that reason, they need support. I think it's very important also to have the multilateral and international cooperation in mind. Because these communities, and of course the Government agencies also need more capacity building and more technological tools to improve these kind of situations as they have. And in the CRC, we also promote the internal change, the organizational adoption of emerging technology to help more efficient in our processes and to have this efficiency translated to our services to the citizens.

>> MODERATOR: Thank you very much. One of the most important things is about the Digital Transformation that you mentioned. And how to make sure the accessibility is also guaranteed. Also one of the most interesting thing is the internal changes like you said, within the organisation in the country.

Now, I would like to direct my next question to Uruguay, Mr. Daniel Mordecki. Now we talk about accessibility, capacity building and now we would like to stress more on the inclusion part. So what are the challenges that you think of the service of the digitalization in relation to inclusion, like really works? Thank you.

>> DANIEL MORDECKI: Okay. I want to speak in Spanish. I'll give you time to get your headphones on. I think the question is aiming at the tension that there could be between inclusion and equity, which is not the same. They're different concepts when we look at them. They require different approaches. In Uruguay, for example, digital inclusion is pretty much between 96 and 98%. And this is not out of chance. We deployed a fiber optic network over 15 years ago. It is small in size. We're not talking about the capital or main cities. All areas, all the country, all the surface area is covered pretty much by fiber optic.

The basic connection to Internet is zero. That provides people with enough bytes to get along and that provides inclusion by its nature.

The problem is equity and equality of access when you look at Index of usage of Public Administration and e-Government services, those numbers reach about 60-ish, 64% so between 30 and 35 people do have the devices, do have the access, do have the connection. They use it every day. But they don't significantly use it in order to access e-services.

I mean, an individual who nowadays cannot buy a ticket or cannot perform a given transaction or cannot use geo

positioning, GPS services, or that cannot reserve in a hotel, it is a citizen that we start leaving behind, unfortunately.

And we need to change that as a society. The fact you cannot access a reservation or geo position. If you go to the entertainment world, in Uruguay, many theaters and functions are only through Internet. So we as policymakers have this new challenge. We cannot leave those people behind. That is not resolved with money nor infrastructure. We need to change their chip the way they think. In order to do that, you need to provide the digital literacy in order to do that, you need to allow that all citizens, men and women in an egalitarian way use services.

We need to move away from 80/20 law and get equity and inclusion all the way down to the last citizen of Uruguay. Thank you so much.

>> MODERATOR: Thank you so much. And also thank you for telling how electricity -- you cannot just guarantee the electricity to people, but not many people can use the electricity for the Internet.

So it is kind of like an equilibrium of all those decision-makers and leaders that we need to make for the people to let them really use the resources right to fulfill their own life. So thank you so much for this very fresh and unique perspective that bring us to the further steps in everybody's daily life.

Now, after all of the different National and Regional perspectives and we know there is emerging trends that we need to capture as the foresight to look into the future and to advise on the future generation on how we ignite a digital future that we really desire.

Now I come to the last but very important question to you, Dr. Ansgar Koene on Global AI Ethics. In policy, you know, every day you are observing how different countries, their insight into the Governance of the Digital Transformation.

What are the sum key concerns that Government needs to address in order to achieve a successful implementation of e-Governance service? Thank you.

>> ANSGAR KOENE: Thank you. It is a pleasure to be with you here today. EY is a Global network of professional services firms. As such, we try to support Governments and Private Sector in their digital and AI transformations.

Now, for Government, especially, there is an added challenge, because as we have already heard from the other speakers, Government has the obligation and Public Sector services has the obligation to serve everyone in the country. It is important that the services will work for all citizens not just for those that are most easy to access.

This brings with it the extra challenge of making sure that

you get the right kind of assessments. That you can really check that as you are implementing a new technology from whatever provider it is, that you can successfully assess whether or not it will work in the context of your country, in the context of all of the people within your nation.

Within EY, we have recently run a survey, an AI sentiment survey across 15 different countries. And unfortunately, we have found that the confidence that citizens have in the use of AI by Government is not that high.

It can -- it should be improved.

And one way to do that is really to ensure that we have an ecosystem of good assessment providers around how the technologies work.

Preferably third-party assessments to identify how good Governance frameworks are put in place. Is risk management being taken into account? Is there a good quality management system in place? This does not have to be a regulatory regime. It can be. It depends on what works best for whatever jurisdiction we're operating in. But it is important that it is based on clear standards, clear outlined and clearly communicated framework around what exactly is being assessed? What is being confirmed? Because if assessments are being provided but the citizenry, the receivers of the reports don't understand how to interpret them, then this could lead to a misunderstanding, while the Governance process has been assessed, they may interpret it as being guaranteed on the system, and vice versa. It is very important that policies within the country provide clear and well communicated frameworks around how the systems are both being implemented and how good implementation is being assessed and guaranteed.

>> MODERATOR: Thank you so much for the work that you have done to link all the dots together. And for more resilient digital future that we really want to drive. And also the assessment, you mentioned is quite important. It is like a Global stock take in terms of the every National determined contribution to transform your own country's perspective and also the landscape into a future stage.

So the most important things in addition to inclusion and it is also transparency and to create the ecosystem to really understand what everybody wants and what is really desirable but not probable to just use big data to predict the future we want.

Now I want to give a round of applause of all our panelists. Thank you so much for presenting today. Yeah.

(Applause)

Thank you. And also for your participation. Now I would like to welcome all of our panelists to stand in the middle so that we can take a Group photo together.

(Music)

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>> HOST: Dear participants, thank you for joining us here in the room and online. I would like to welcome you to the final Leaders TalkX High-Level Event 2025. Titled ICT application to unlock the full potential of digital. I would like to invite to the stage Ms. Daniella Esi Darlington, our high-level track facilitator.

>> MODERATOR: Good morning, everyone. Today is the last day. Normally, the saying goes we invited the best for last. We welcome you all to the Leaders TalkX 13 titled, ICT application to unlock the full potential of digital, part 2. And in this session, we would have high-level Ministers and presidents of various associations on the panel. We have from Zimbabwe, Her Excellency, Dr. Tatenda Annastacia Mavetera who is the Minister of ICT postal and courier services.

I can see they've already taken their seats. So shall we give them a little round of applause. Thanks.

Also we would have Ms. Laure de La Raudière, President of ARCEP. From Gabon, Mr. Célestin Kadjidja. I hope I got the name right. The President of ARCEP. And then we have from India Mr. Niraj Verma, the administrator of digital Bharat Nidhi. And we have Mr. Ernst Noorman, the Ambassador at Large of the Ministry of Foreign Affairs. And we have Mr. Ran Evan Xiao, corporate Vice President of the European and international standardization ecosystem and industry development Huawei. And last but not least, Ms. Isabelle Mauro. Director General, who will be joining us virtually. Thank you very much. We will begin our session.

Once again, welcome to the Leaders TalkX ICT application to unlock the full potential of digital. We will go to Her Excellency Tatenda Annastacia Mavetera, who I would like to pose a key question to. How can Governments through Digital Governance help ICT applications to unlock the full potential of digital?

>> TATENDA ANNASTACIA MAVETERA: Thank you very much Daniella, and ITU for giving us this great opportunity. Governments can unlock full potential by various ways, I'll start by firstly, our policy frameworks. Definitely we cannot do well when we don't have the requisite and right policies to be put in place. So we need to create and establish frameworks that supports ICT regulatory frameworks, innovation, our investment and also the adoption of our new technologies, in Zimbabwe, we have tried very well to work on that. Firstly, we have worked on our ICT policy which we have reviewed recently. And our broadband plan. And of course, our AI strategy, which has already concluded and going through all the Cabinet processes.

Second, we need to look at how our Government can look at various partnerships. The partnerships need to support development and also deployment of ICT infrastructure.

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And also look at ways that we can promote innovation and investment.

In Zimbabwe, we have realized it is important to come up with an ICT instead of policies. We have realized the need for us to create incentives around how we can have more investment in ICT.

Again, we can look at also looking at effective Governance frameworks and interventions that Government can also be able to look at as working with the all of Government approach and not in silos.

It is important to collaboration. We need partnerships. That is essential for us as a Government. We are looking at how to make Regulators is key to make sure they coordinate with the Government departments we have.

In Zimbabwe, we have looked at energy transport, local Government, making surely the Regulator also coordinates this. I think Government also needs to take part in the international cooperation and knowledge sharing. We're happy for the platforms. Today we're talking about WSIS+20 and where we get a lot of interaction.

Let's then move from dialogue and look at deployment. Let's look at deliverables that we can also deploy. It is important that we need to allow benchmarking in terms of our own Governance approaches. And also have agility to be responsive to ICT requirements. This definitely needs to be done. We really want to appreciate the platforms. Let's learn from others. Let's be able to also collaborate and have more international engagements. This can help us greatly.

Let me also close and say that the approach to Governance, we hope for our National projects and Programmes in every country. Zimbabwe is an extension of the National backbone, we have been able to do that and also construct digital centres, ICT laboratories, the presidential Internet scheme, which are essential for us to achieve a digitalized country. Thank you.

>> MODERATOR: Thank you so much, Your Excellency. Thank you for sticking to time. I admonish all the speakers to bear in mind you have three minutes to respond to your question. Please try to stay in time. We have the giant screen. I hope it is not intimidating. Thank you so much.

I would like to go to Ms. Laure de La Raudière, who is the President of ARCEP. Thank you. I would like to ask you, according to your assessment of the digital environmental impacts, do you think that WSIS Action Line on e-environment should evolve to better enhance the digital sustainability?

>> LAURE DE LA RAUDIÈRE: Thank you very much. I'm honoured to speak this morning on this subject. But because French is an official language in the ITU and in WSIS, I ask you to take your headset because I will speak in French. French is very important

in the AI era. We have to protect our language to protect our culture in the AI era. So please I will speak in French.

First of all, I would like to pay tribute to the initiative from WSIS to take the Action Line on the environmental impact. It is very important.

We're all aware of what digital technologies can contribute in order to bring solutions to the climate or with centres on networks to prevent leakages or better data to prevent disasters to save human lives in the agriculture area.

However, the digital has a very big impact -- environmental impact. It is a growing one. And in this Action Line, we need to think about the efforts that digital should make. Digital is already 10% of electrical consumption in France. It might double by 2030. Carbon emissions might triple by 2050.

Therefore we're drawing calling upon your attention because we need digital to make some efforts in terms of environmental protection.

I would like to use a sports metaphor. Digital could be a very good environmental coach but first of all, it has to stop smoking in the locker room. You know, that is what is happening.

Digital technologies have a greater environmental impact. We need to extend the lifespan of terminals and equipment with a better recycle and extending the capacity to use operating systems over 10 years.

Number two, eco-design of digital services. We can design performance AI systems that use less energy, require less computing power with new data centres that should be built. So I am calling international organisations. I'm asking them to take into account the fact that the environmental impact of digital technologies should be under control and should lead to actions in order to eco-design the solutions.

>> MODERATOR: Thank you very much Ms. Laure de La Raudière. It is very important to note that we have to have a better recycle design especially for digital technologies.

And in this AI Sector, where there is a lot of consumption of AI tools, it is important that we design less computing infrastructure so that we are able to sustain our environment.

These are very important. Thank you so much for bringing these up. I would move on to Mr. Célestin Kadjidja, who is also the President of ARCEP -- oh, Gabon. The question is during your statement, you indicated that by 2027, Gabon, your country aims to achieve 100% coverage of inhabited areas. Can you elaborate how you intend to reach this goal? What is the current state of connectivity in your country? And in your view, which ICT applications hold the greatest potential to unlock the power of technologies?

>> CÉLESTIN KADJIDJA: Thank you, Madam. I am a French speaking, don't tell people to take a microphone. Because I will

speak in French. Merci. Thank you for the question.

The coverage rate in Gabon is 95%. The Gabonese territory is covered up to 95%.

All main cities in Gabon are alongside roads, and therefore they have 3G and 4G. We have started to experiment 5G. It will be available in a short time.

The specificity in Gabon is main villages are alongside the roads and those main road access should be covered since 2017.

There are still villages that are disseminated in the country, you know, Gabon is an Equatorial country with 95% of forest. And it is in the framework of the universal service development that we are using the satellite transmission technologies, and we are using current operators to extend the networks all the way to those remote areas.

So we believe that out of the 250 remaining villages that are not connected, we will be able to connect them by 2027.

As far as digital is concerned, working on three aspects. Digitalization of public services. We do have a project, which is entitled Gabon digital. The point is to value services like e-tax, you know, to declare your taxes online. So this is to consult information for state employees. e-Visa. That is for people who want to ask for their Visa online.

And I want to tell you that starting this month, tourists are exempted from having to have a Visa to come to Gabon.

We also have online platforms for school management. We have an official platform to publish the exams results. Also e-scholar for students not in Gabon, if they want to ask for a scholarship, they can do it online.

That is the Gabonese strategy to develop the digital. Thank you.

>> MODERATOR: Thank you so much. Thank you very much for your submission. It is very inspiring to know that you have a great Agenda in place to connect over 250 villages.

I'm very excited to also learn about the e-Visa and all the Visa-free opportunities for tourists. As well as the scholarships that you are providing to young people for digital technologies. These are commendable. Also, thank you so much for the submission.

I would go on to Mr. Niraj Verma.

My question to you is how can the broadband infrastructure develop under the universal have service fund, USOF be effectively utilized to create sustainable digital services and economic opportunities especially in rural and remote areas? And what use cases have you prioritized or can prioritize to ensure maximum social and economic benefits?

>> NIRAJ VERMA: Thank you. In India, we look at connectivity as a great enabler. And we are connecting some 6.4 villages through high speed OFC network.

But as I've said, connectivity is not equal to users. Users will come from capability, trust, and relevance. And it is in this regard we are transforming our connectivity to impact through multilayered digital outcomes. This is in the form of various use cases we are developing for the rural areas. I tell you when we talk about India, there is a digital gap between urban and rural. Whereas in urban, the Internet connectivity is almost 100%, in rural, it is 60%. And gender gap is also there.

In that context, with the various use cases, the first thing we will do is in the field of telemedicine. We're connecting all of the hospitals through the OFC network and we are providing services, telemedicine through Government. We are convicting teams and providing services through health e-teams.

The second use case we're working on is a digital education and skilling. So all of the schools we're connecting with high speed. Converting the schools into smarter schools. And the content which is a multilingual application content, we're providing -- we're tracking the performance of teachers, students, and the schools.

And we are looking at the outcome.

The third is in the field of e-Governance. So at the ground level, the Governance, the last Governance is at the Punjab level, that is the lead village. At that centre we're providing various applications like birth and death certificates, and other items. With that as a centre focus, through the connections provided at the households, we expect that we're getting some good impact of citizens using these applications.

Fourth is in the field of agriculture. In India a large percentage of the population is engaged in agriculture, they're getting soil outcomes, using drone applications that are helping them in getting benefits.

And lastly, in rural commerce and e-commerce we're working on in connecting the artisans and getting them on applications and getting the connections done through the digital applications.

These are all helping in getting connections and we are taking that universal access matched with meaningful application resulting in transformation.

>> MODERATOR: Thank you very much. Mr. Niraj Verma, indeed universal access is very important. It is great to know the various initiatives that you are taking to connect schools and empower farmers with digital technologies. Thank you for that.

I would move on to Mr. Ernst Noorman. My question for you is the original WSIS framework puts an emphasis on enabling policy and regulatory environments to achieve inclusive Digital Transformation.

What measures are, in your view, necessary to ensure this enabling environment is up to the task of tackling the current

challenges of digital inclusion in the WSIS+20 Review process?

>> NIRAJ VERMA: To reap the benefits from the Internet and digital technologies, it is essential to have an enabling policy and regulatory environment.

Already in 2003 and 2005, when original WSIS Documents were adopted, participants acknowledge the importance of such an enabling environment.

But what do we mean with an enabling environment. In our view it should be standards and regulations that bridge the Digital Divide and ensure meaningful digital inclusion among all persons, including women, youth, old persons, persons with disabilities, and marginalized communities.

Ideally, enabling environment means that policies are conducive to the digital economy, education, research, and investment.

A key feature of the enabling environment also recognized in the WSIS + 10 review is the free flow of information and knowledge to enable Sustainable Development, and allow us to update from access to the Internet and empowering individuals to exercise universally application human rights. Such as freedom of expression.

Unfortunately in 2025, in many countries around the world, the enabling environment is largely absent.

Take for instance, National and international policies and legislation that hamper, limit, or block Internet access.

Such as Internet shutdowns. Or policies that fail to address the gender gap in digital education and the labour market.

And the spread of AI is a general purpose technology entails the risk of widening the already existing Digital Divide.

Those with access to the Internet benefit from AI. Those without access lag even further behind.

This underlines the continuing importance of the WSIS context of the enabling environment. To reflect the diversity of Internet users and the current challenges. Locally and globally. The principle of nothing about them without them remains key here.

In fact, the enabling environment is a primary example of two pillars come together.

When Governments and other stakeholders collaborate in creating and supporting such an enabling environment, it can further both the protection of human rights and the attainment of Sustainable Development Goals.

Thank you very much.

>> MODERATOR: Thank you very much. I really love your statement that says nothing about them without them. Indeed, if we want to create inclusive frameworks, we have to ensure that

everyone is empowered to use the Internet and have access for various tools and also ensure free flow of information to empower people to contribute to the Sustainable Development Goals. Thank you very much, once again, for your submissions.

Mr. Ran Evan Xiao. In the economic progress, how can we accelerate the ICT infrastructure development and leverage technology as a catalyst for inclusive and sustainable growth?

>> RAN EVAN XIAO: Thank you. I'm lucky here, yeah, to answer the interesting and important question.

As we all know when we talk about digital technology, the most challenges is how to bring digital technology to the real world. So we think especially during this new year, for AI and not only traditional ICT technology, we think the most important two things we can do is the technical innovation. Another thing is to more importantly, the collaboration. Especially the collaboration because a lot of the scenarios are real world. And need the technology with you they don't know how to use this technology.

Here I have some numbers, maybe some use case, yeah. Because for digital technology, for the inclusive, basically the most important is leave no one behind, it is not so easy. For some scenarios such as for the rural, we have other solutions, it is over 120 million people, around each country. And for the skilled people, you need it. Also work together with our partner. So five thousand 10 people. We focus on K-12 teachers, students, so on.

So for the disability and elderly, maybe it is that we already have 8 million people every month use the ICT technology now. And for accessibility, the most hot topic is what is the digital ICT how there is a missing piece that is so important. And for the power, also have some numbers. We have used the digital power solution. We have already seen 81 billion kilowatt electricity. And also the carbon emission reduction.

In a lot of case we work with our partner, I mean technical is not enough. The cooperation. We look forward. Thank you.

>> MODERATOR: Thank you very much. And we move on to Ms. Isabelle Mauro. She will be joining us virtually. Oh, I see you on the screen.

My question to you Ms. Isabelle Mauro is as we look to expand digital access and opportunity, what role do you see such technology playing in ensuring that no community is left behind? And everyone benefits from connectivity fully?

>> ISABELLE MAURO: Thank you. And good morning everybody. It is a pleasure to be here. Even though remotely.

As we know, connectivity is an enabler of equality and resilience. And if our goal is truly universal connectivity then we really must think beyond cities and populations centres as we just heard from many of the speakers this morning. We must reach

communities in Regions that are remote, unserved, underserved or out of reach from the traditional infrastructure.

So as we look to expand digital access and digital opportunities, it is really critical that we in a way recognize the unique and essential role that satellite technologies plays, ensuring that no one and no place is left behind. If you look at mobile and fiber networks, they only cover about 20% of the land mass.

For the remaining 80% of land mass that is home to millions and critical for economic growth and also to provide basic needs, satellite technology is really key.

It is the only infrastructure that is capable of delivering instant, scalable coverage across whether it is mountains, deserts, small island States or disaster zones.

It is not just about inclusion, it is about unlocking untapped human potential. And in a sustainable manner as we heard from Ms. Laure de La Raudière.

Connectivity in itself is not enough. What truly matters is what people do with the connectivity. Satellite enables meaningful use, whether it is telemedicine in rural clinics, remote learning in isolated schools, precision agriculture for IoT. Sustainable fisheries management or real-time environmental monitoring and disaster prevention.

Will the applications generate real value in information ensuring that the communities can participate in the digital economy and the National development goals.

Ultimately I want to say about the policies. Because we heard about this. If you want to fully realize the potential of digital communications, we really need to enable policies that are agile, future looking, we need smart investment and need a shift in mindset when we view satellite as a backup solution and an essential strategic pillar of Government digital strategies and Programmes.

I hope we can all work together, Governments, industry, international organisation to make sure that the digital opportunity is not only a vision, but it is truly universal and meaningful and a reality for all. So thank you.

>> MODERATOR: Thank you very much, Ms. Isabelle Mauro for your key insights. Indeed satellite technologies have the potential to bridge the Digital Divide, especially for these remote Regions that are underserved. It is important that we consider policies that are futuristic and agile enough to ensure we leave no one behind. Thank you all so much.

All too soon we have come to the end of this exciting and insightful panel discussion. I would like to thank you all Excellencies and presidents of various Groups. Thank you so much for joining us. We bring this session to an end. We will take a photo, briefly.

https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/436
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