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WSIS+20

HIGH-LEVEL EVENT 2025

7 — 11 July 2025
Palexpo, Geneva

High-Level Outcomes and Executive Brief

Table of Contents

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Introduction

At the WSIS+20 High-Level Event 2025, moderated Leaders TalkX took place on the 9th and 11th of July. These 13 sessions, moderated by High-Level Track facilitators nominated and identified by WSIS stakeholders, gathered High-ranking officials of the WSIS Stakeholder community, representing the Government, Private Sector, Civil Society, Academia, and International Organizations. Additionally, a Ministerial Roundtable and a Regulators Roundtable were organized, fostering invaluable dialogue on pressing ICT and development issues among top-level policymakers and regulatory authorities.

A comprehensive list of High-Level Participants is available here:
https://www.itu.int/net4/wsis/forum/2025/HighLevel

WSIS+20 High-Level Event 2025: Chair

H.E. Mr. Solly Malatsi
Minister
Department of Communications and Digital Technologies (DCDT)
South Africa (Republic of)

Chair's Summary

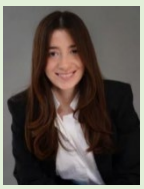
https://www.itu.int/net4/wsis/forum/2025/Files/outcomes/WSIS20HighLevelEvent2025-ChairsSummary.pdf

Moderation: High-level Track Facilitators (HLTFs)

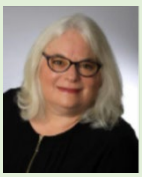
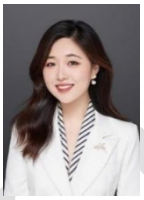
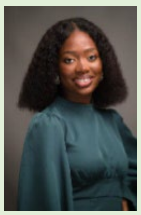
All the Leaders TalkX sessions were moderated by High-level Track Facilitators nominated by the different stakeholder types, i.e. Civil Society, Academia, Private Sector and Technical Community.

Session	Photo	Name	Title	Organization
Forging partnerships for purpose: advancing the digital for development landscape https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/378		Ms. Amrita Choudhury	Director	CCAOI
Information and communication infrastructure: a foundation for universal, sustainable and affordable access https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/379		Ms. Valeria Betancourt	APC Global Governance Advocacy Lead	APC
Accelerating global access to information and knowledge in the digital era https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/417		Prof. Abdulkarim Oloyede	Full Professor of Wireless Telecommunications	University of Ilorin
Future-ready: enhancing skills for a digital tomorrow https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/419		Ms. Cheryl Miller	Vice President, Digital Policy	US Council for International Business

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Towards a safer connected world: collaborative strategies to strengthen digital trust and cyber resilience https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/421		Prof. Lucien CASTEX	Advisor to the CEO, Internet Governance and Society	AFNIC
Building inclusive and knowledge-driven digital societies https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/430		Ms. Cerys Stansfield	Analyst, Global Government Advisory	Access Partnership
ICT application to unlock the full potential of digital - Part I https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/427		Ms. Meni Anastasiadou	Digital Policy Manager	International Chamber of Commerce
Local to global: preserving culture and language in a digital era https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/428		Ms. Caroline Vuillemin	General Director	Fondation Hirondelle
When policy meets progress: paving the way for a fit for future digital world https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/426		Dr. Lidia Stępińska-Ustasiak	President	Polistratos Institute

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Moral pixels: painting an ethical landscape in the information society https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/431		Ms. Anriette Esterhuysen	Senior Advisor Internet Governance	Association for Progressive Communications
Partnership pivot: rethinking cooperation in the digital era https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/433		Ms. Lori Schulman	Senior Director, Internet Policy	International Trademark Association (INTA)
Click to govern: inclusive and efficient e-services https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/436		Ms. Yuhan Zheng	PhD candidate, National University of Ireland (Geography); Co-chair, IEEE Young Professional Climate and Sustainability Subcommittee (CSSC) for External Affairs	Institute of Electrical and Electronics Engineers (IEEE)
ICT application to unlock the full potential of digital – Part II https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/438		Ms. Daniella Esi Darlington	Lead, Responsible AI Ethics and Governance	ITU Youth Advisory Board member, Alleina.co

H.E. Mr. Solly Malatsi
Minister
Department of Communications and Digital Technologies (DCDT)
South Africa (Republic of)

Chair's Summary

https://www.itu.int/net4/wsis/forum/2025/Files/outcomes/WSIS20HighLevelEvent2025-ChairsSummary.pdf

Ministerial Roundtable
9 July 2025 14:30 – 16:30 CEST

WSIS+20 High-Level Event 2025 Ministerial Roundtable

Summary

The Ministerial roundtable held during the WSIS+20 High-Level Event 2025 brought together ministers representing all the regions of the world. Ministers present reflected on the past two decades of digital development and considered the path forward for digital cooperation based on the priorities set by the World Summit on the Information Society (WSIS) process.
The discussions addressed three key topics:

- National digital priorities & implementation needs
- Emerging digital trends
- WSIS beyond 2025: achieving future milestones together

Topic 1: National digital priorities & implementation needs

The original two-phase summit in 2003 and 2005 established a global vision for inclusive digital development, expressed in the Geneva Declaration and Tunis Agenda. Since then, the International Telecommunication Union (ITU) has led key aspects of the WSIS process, helping to advance connectivity, infrastructure and cybersecurity, with Internet use rising from 16% in 2005 to 68% in 2024.

The WSIS+10 review in 2015 and the upcoming WSIS+20 in December 2025 align with global development goals. Through its multistakeholder approach, the WSIS process led by ITU continues to address digital divides and promote equitable access, innovation, and sustainable progress in the information society.

Some Ministers noted advances in digital public services and financial inclusion, as well as expanding broadband connectivity and national strategies on artificial intelligence (AI). Developing countries count on technical assistance to help them move from planning for digital transformation projects to effective implementation. Infrastructure remains a cornerstone for digital growth, although financing remains a challenge for many countries.

Other participants noted the need for ITU to enhance submarine cable security for equitable digital access, bring countries together to combat fraud and deepfakes, and strengthen cybersecurity. Protecting children online remains crucial as technologies evolve.

Several recommendations emerged from the discussion on this topic:

- The WSIS process – founded on outcomes from the World Summit on the Information Society in 2003 and 2005 – should continue to serve as the framework for digital cooperation at the international, regional, and national levels, encompassing both policy development and implementation efforts.

- The multistakeholder WSIS Forum should continue annually beyond 2025 to keep advancing dialogue, collaboration, and progress on emerging digital challenges and opportunities.

- ITU should maintain its leadership role in implementing the WSIS process, with the annual WSIS Forum fostering inclusive participation and driving progress on the WSIS Action Lines.

- Governments are encouraged to persist in implementing WSIS outcomes in close collaboration with UN lead facilitators.

Topic 2: Emerging digital trends

The technology and telecommunications landscape continue evolving rapidly, with breakthroughs in 5G, AI, the Internet of Things (IoT), and quantum computing, along with satellite communications and the Internet, transforming economies and enabling smarter services. However, digital divides continue widening.

Several ministers called for ITU to maintain strong coordination to ensure robust collaboration among governments and other stakeholders on emerging digital-related issues. Interventions also urged intensified cooperation to ensure responsible development of new technologies based

on shared standards and safeguards. There was acknowledgement that AI offers innovative public and industrial applications, yet raises concerns about governance, fairness, and transparency. AI, quantum and IoT applications introduce new security risks that countries must address to ensure sustainable progress.

The discussion noted that space-based technologies are becoming vital for connectivity. Addressing their complexities and sustainability challenges requires inclusive strategies, robust governance, and international cooperation to ensure equitable and secure digital transformation for all. Participants also noted the need to expand digital skills at all levels, as well as the opportunity to preserve cultures and languages through AI applications.

Based on the discussions on this topic, the recommendations included the following:

- Governments and other stakeholders are encouraged to strengthen collaboration, leveraging the ITU's coordination role and expertise in global standards development, technical assistance, and fostering international cooperation to ensure that the design, deployment, and governance of emerging technologies – such as AI, 5G, IoT, quantum computing, and space technologies – advance digital innovation, equitable access, and long-term benefits of digital transformation.

- The WSIS framework should be further strengthened to support agile policy responses, capacity development, and multistakeholder cooperation on emerging trends, with particular attention to promoting responsible and trustworthy technology use and enhancing the resilience of digital infrastructure.

- International cooperation, facilitated by the UN system, remains essential to shape a safe, inclusive, and sustainable digital future. Joint efforts are needed to advance key priorities such as standard-setting, technical and policy assistance, and knowledge exchange.

Topic 3: WSIS beyond 2025: achieving future milestones together

The WSIS+20 Overall Review, set for 16–17 December 2025, will assess progress on WSIS outcomes with input from all stakeholders, including governments, civil society, and the private sector. It aims to highlight successes, challenges, and best practices to guide future digital development in line with the UN's Pact for the Future and Global Digital Compact, emphasizing coherence and avoiding duplication.

Participants in the session expressed unanimous support for continuing the WSIS process, building on its core strengths as an inclusive, rights-based and technologically neutral multistakeholder platform. As the process continues, it must remain agile and responsive to emerging challenges, embracing innovation while remaining human-centric. Ministers also called for ITU to continue playing a leading role in this process moving forward.

Implementation of the Global Digital Compact needs to align with the WSIS process, the roundtable participants agreed. Existing WSIS structures must be strengthened, with multistakeholder engagement continuing to drive sustainable digital development and ensure that the benefits of digital technologies are accessible to all individuals and communities.

Recommendations emerging on this topic included the following:

- The WSIS process continues to drive sustainable digital development through a human-centric, people-oriented, development-focused, and inclusive approach.
- The Global Digital Compact should align with the WSIS process to avoid duplication.
- Existing WSIS structures must be strengthened through ongoing multistakeholder engagement to drive sustainable digital development and ensure that the benefits of digital technologies are accessible to all individuals and communities.

Overall meeting outcomes

The roundtable reaffirmed the enduring relevance of WSIS as a platform for inclusive digital development. Multistakeholder engagement, international solidarity and global collaboration remain crucial to bridge divides, harness emerging technologies, and build the digital future for all.

Roundtable participants also noted that fully digitized societies and economies depend entirely on connectivity; that ITU should address cable disruptions to guarantee equitable digital access; that AI-powered cyberattacks necessitate rules-based regulation; and that countries and stakeholders must act together against deepfakes and fraud. The meeting confirmed strong support for collaboration among stakeholders on various issues, including cybersecurity and saving languages and cultures.

Furthermore, the dialogue underscored the urgent need for digital technologies to serve equity, peace, and sustainability, particularly as digital divides evolve beyond Internet access to encompass AI, trust, and governance. Ministers reiterated the need to avoid duplication of the existing, UN-mandated, multistakeholder WSIS process as the basis for global digital cooperation.

As the Ministerial roundtable concluded, the participating ministers reaffirmed the need to continue strengthening the multistakeholder approach, adding that they looked forward to reconvening at the next WSIS Forum in 2026.

Regulators Roundtable

Future-Ready Regulation: Transformative technologies enabling Sustainable Development

8 July 2025

https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/495

For the first time, the annual WSIS Forum featured a regulators' roundtable, which brought together around 50 regulators from around the world. This high-level gathering served as a platform to address pressing issues and to develop a forward-looking action plan for the evolving role of ICT regulators in an era of rapid digital transformation. The roundtable focused on three key themes: enabling innovation and mitigating risks, cross-sectoral collaboration and harmonization, and building capacity and future-proofing regulation. Below is a summary of the key issues discussed, tangible outcomes achieved, and recommendations that emerged from the discussion.

Key Issues Discussed: Looking Beyond 2025

- **The Evolving Role of the Regulator:** A strong consensus emerged that the role of the ICT regulator must evolve from a traditional, siloed supervisor into an agile, proactive, and collaborative **"digital ecosystem builder."** This represents a fundamental shift in mindset and operational approach.
- **The Imperative of Cross-Sectoral Collaboration:** The discussion highlighted that digital regulation can no longer exist in isolation. A **"whole-of-government" approach** is now essential, requiring formal collaboration mechanisms (e.g., joint task forces, MOUs) between ICT regulators and authorities in finance, health, data protection, and competition.
- **The Shift to Proactive and Agile Regulation:** There was universal agreement that traditional "wait-and-see" regulation is no longer viable. The session showcased the increasing adoption of proactive tools like **regulatory sandboxes**, pilot projects, and "regulation through data" to understand and guide innovation safely, rather than stifle it.
- **The "Implementation Gap" Caused by Outdated Mandates:** A critical challenge identified by numerous regulators is the constraint of outdated legal and legislative mandates. The slow pace of legislative reform often leaves regulators without the clear authority to address new digital actors and complex issues like data governance and AI.
- **The Borderless Nature of the Digital Economy:** The session underscored the limitations of purely national regulation in a globalized digital world. The borderless nature of technology creates challenges of regulatory arbitrage and highlights the urgent need for

more effective international harmonization and cooperation.

- **The Need for New Capacities and Skills:** To be "future-proof," regulatory bodies require a fundamental shift in human capital. This includes developing internal expertise in data analytics, strategic foresight, and behavioral economics, and fostering a culture of continuous learning.

Tangible Outcomes of the Session

- The session provided a **strong validation for the four pillars** of the draft GSR-25 Best Practice Guidelines (Fostering Innovation, Adapting Capacity, Harnessing Technology, and Cross-Border Cooperation).
- A rich exchange of **concrete national case studies and best practices** from over 30 regulatory authorities, demonstrating diverse and innovative approaches to common challenges.
- The dialogue generated **direct, high-level input from the global regulatory community** that will be used to refine the first official draft of the GSR-25 Best Practice Guidelines, which serves as the world's regulatory blueprint.

Key Recommendations and Forward-Looking Action Plan for the WSIS+20 Review and Beyond

- **Prioritize the Modernization of Regulatory Mandates:** Encourage Member States to initiate processes to update national legal and legislative frameworks, providing regulators with the necessary authority and flexibility to effectively govern the entire digital ecosystem.
- **Strengthen International and Regional Cooperation:** Reinforce the role of international and regional platforms to foster harmonized regulatory approaches, share best practices, and build collective capacity to address the challenges of the borderless digital economy.
- **Promote Principle-Based and "Future-Proof" Regulation:** Advocate for a move towards more agile, principle-based, and outcome-oriented regulatory frameworks that focus on fundamental goals (e.g., competition, consumer trust, inclusion) and can remain relevant as specific technologies evolve.
- **Formalize Structured Peer-to-Peer Learning:** Support the creation of formal platforms and networks for structured learning, where regulators can share detailed case studies on *how* they have successfully implemented institutional and legal reforms.
- **Recognize the Regulator's Role as a National Advocate:** Acknowledge and support the regulator's evolving role as a key advocate for digital development within their own government, championing the need for legislative updates and cross-sectoral collaboration at the highest political levels.

Leaders TalkX: Forging partnerships for purpose: advancing the digital for development landscape

Recording: https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/378

Moderated by High-level Track Facilitator:
Ms. Amrita Choudhury, Director, CCAOI

Speakers:

1. **Special Address ECOSOC:** H.E. Mr. Robert Rae, President President of the Economic and Social Council (ECOSOC) 2025 and Permanent Representative of Canada to the United Nations.of the Economic and Social Council (ECOSOC)
2. **Andorra:** H.E. Mr. Marc Rossell, Minister of Civil Service and Digital Transformation, Principality of Andorra
3. **Mozambique:** H.E. Prof. Americo Muchanga, Minister, Ministry of Communications and Digital Transformation
4. **Brazil:** Mr. Alexandre Reis Siqueira Freire, Commissioner, National Telecommunication Agency (Anatel)
5. **Tunisia:** Eng. Kamel Saadaoui, Président, Instance Nationale des Télécommunications (INTT)
6. **ODET:** Amandeep Gill, USG and Special Envoy for Digital and Emerging Technologies, Office for Digital and Emerging Technologies
7. **CTO:** Ms. Bernadette Lewis, Secretary General, Commonwealth Telecommunication Organization

Executive Summary by High-Level Track Facilitator Ms. Amrita Choudhury

Introduction

The discussion highlighted how digital technologies, along with multistakeholder and multi sectoral partnerships, innovative measures are being adopted to advance socio economic development in countries for development of societies at large in the last 20 years.

Achievements of 20 years of WSIS

The opportunities ushered in by digital technologies was discussed at length. Several examples were citied of the transformation brought in by digital technologies in the last twenty years of WSIS, especially towards connecting people, improving both the demand and supply side of internet adoption, building capacity, providing e-services to citizens, connecting rural schools, encouraging start-ups, adoption of innovative funding mechanisms, public private partnerships to empower people and communities.

Fresh priorities

Closing the digital divide including gender digital divide, providing affordable and meaningful access, ensuring all citizens get access to the citizen centric services, more capacity building continues to be the main priority. Reducing the development divide between countries, facilitating developing countries to leapfrog this technological divide by leveraging tools such as digital public infrastructures, digital IDs, payments etc. needs prioritization. Addressing concerns arising from new technologies such as AI, cyber security concerns, protecting the rights of citizens need urgent focus.

Emerging trends

AI and other technologies have the capability to enhance innovation and be used to address infrastructural challenges of countries. On the other hand, the risks posed by emerging technologies such as AI, other cyber threats will continue to pose challenges that need to be addressed.

Opportunities

Adoption and use of digital technologies including responsible use of AI provide immense opportunity to uplift communities and countries. For developing countries, this can help to reduce the technological divide. Links to WSIS Action Lines: the discussions highlighted alignment to several WSIS Action Lines such as C1, C3, C4, C5, C7.

Case Examples

Some of the examples shared include, embedding the use of digital technologies into national strategies, such as the Internet for All by 2030 adopted by Mozambique to promote health-care, public transportation, education, and better government services through interconnected and interoperable state information systems. The Sustainable Integrated Amazon Program (PAIS), aiming to expand access, capacity in the Amazonian area of Brazil. Andorra's Centre for Well-being and Digital Skills that aims to build digital inclusion by strengthening individual capacities of the citizens. Innovative funding mechanisms were shared such as setting up the digital development fund in Tunisia, incentives to start-ups, etc.

Key challenges

While much have been achieved in last 20 years, concerns were expressed that nearly 40% of the world still needs to be connected. Additionally, even for those connected, the challenges of ensuring meaningful and affordable connectivity persists.

The growing development divide between developed and developing nations, misinformation, cybersecurity concerns leading to erosion of trust online, challenges ushered in by emerging technologies such as AI continue to be challenges across the world.

Additionally, several challenges that hinder the advancement of a unified and effective digital for development landscape were cited. These include fragmented initiatives especially when they operate in silos without a cohesive strategy leads to disjointed efforts; lack of coordination mechanisms that often results in duplicated efforts leads to gaps in service delivery and conflicting objectives was cited as another challenge; and differing mandates and priorities among entities including funding streams, and strategic approaches was observed to be another challenge.

In terms of solutions to address the challenges of connecting the unconnected and for digital inclusion, collaboration between countries, public and private partnerships was stressed to be important. Governments, private sector, civil society, technical community and research institutions need to work together to develop policies and regulations that encourage innovation and contribute to reducing the digital divide.

The need for cohesive multi-stakeholder collaboration in the digital for development ecosystem to enhance effectiveness and avoid fragmented initiatives and greater collaboration amongst stakeholders was emphasized.

At the national level, anchoring all digital initiatives to clearly defined country priorities and establishing mechanisms for aligning international and local strategies, establishing shared frameworks and common platforms for data, standards, and best practices was stressed.

It was opined that cross-sector partnerships that facilitate building alliances between governments, donors, businesses and civil society will facilitate the pooling of resources, align timelines and coordinate delivery. By unifying around shared objectives, can reduce wasteful overlap, close service gaps and drive more focused, sustainable development outcomes, which leads to a cohesive digital future.

Vision for WSIS beyond 2025

In terms of vision for WSIS beyond 2025, closing the digital divide, reducing the development and technological divide between countries, more capacity building, addressing concerns arising from new technologies such as AI, is needed. Leaving no one behind, equal access to knowledge, connectivity and equal opportunities should be the mantra.

It was agreed that transformation cannot be driven by the Government alone. It is a shared challenge and needs the active engagement of the private sector, international organizations, civil society, technical community, academia and every individual citizen. Apart from good governance, nuanced regulation, and public private collaboration are essential levers to move forward.

It was emphasized that today when technology far outpaces regulations, going ahead the mandate of the WSIS needs to be more agile, inclusive, accountable and measurable.

To summarize, while we have achieved a lot in the last twenty years of WSIS, if we want to uplift communities and societies across the globe, especially from the global south and ensure sustainable development, it is essential to renew the WSIS mandate and ensure all stakeholders work together and forge creative ways to use digital technologies for social good to build and equitable society we all aspire for.

ECOSOC

H.E. Mr. Robert Rae
President
Economic and Social Council (ECOSOC)

Special Address:

[MISSING STATEMENT]

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

ANDORRA

H.E. Mr. Marc Rossell
Minister of Civil Service and Digital Transformation
Principality of Andorra

Question:

As Andorra embarks on an ambitious digital transformation journey aligned with European values, could you give us a preview of the key priorities and guiding principles behind the National Digitalization Strategy 2030?

Distinguished authorities,

It is an honor to address you today at such a crucial moment for the future of our country, Andorra. Digital transformation is not merely a strategic choice, but a vital necessity for sustainable development, social cohesion, and competitiveness.

We are an independent state located in the heart of the European continent and we share the values that underpin the European project. From our field of action, we work to ensure that digitalization is inclusive, competitive, and fully aligned with these principles. This is the direction we have chosen, and it is the path we want to walk together.

Our National Digitalization Strategy 2030 is the compass that marks this course. It is a solid and ambitious roadmap, setting concrete objectives for the end of the decade, structured around four strategic pillars: public administrations, companies, infrastructures, and citizens, with a fundamental transversal axis: the defense of digital rights.

I would like to highlight how these pillars will guide our evolution. We are modernizing public administration so that it becomes a true driver of change and an example of efficiency, transparency, and service to society. We are deploying digital services designed to deliver tangible results and to improve the daily lives of people and businesses alike. At the same time, we are promoting the responsible development of artificial intelligence through the creation of the Data Intelligence Agency, ensuring that data is managed ethically, securely, and in ways that benefit the whole community. Cybersecurity has become indispensable to guarantee digital trust, and the launch of our National Cybersecurity Agency is a decisive step to protect us in an increasingly interconnected world. Lastly, we are determined to deploy digital skills throughout the territory to advance toward genuine digital equity. The Andorra Center for Well-being and Digital Skills, which will soon be a reality, will play a key role in ensuring that no one is left behind in this transformation, by fostering digital inclusion, strengthening individual capacities, and promoting access to digital tools and knowledge for all, regardless of age, background, or socioeconomic status

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Andorra is uniquely positioned to host this technological revolution due to its scale, agility, and strong institutional commitment to innovation and sustainability. As a small yet highly connected State, Andorra can rapidly implement forward-looking policies, pilot emerging technologies in real-life contexts, and foster close collaboration between public institutions, the private sector, and civil society. This transformation should not only make us more innovative, secure, and connected, but also fairer, more sustainable, and more resilient. We are determined to harness digital innovations to foster inclusion, reduce inequalities, and drive economic and social progress.

But this transformation cannot be driven by the Government alone. It is a shared challenge that demands the active engagement of the private sector, international organizations, civil society, and every citizen. Governance, regulation, and public-private collaboration are essential levers to move forward. For this reason, we have established a structured digital governance framework that brings together institutions such as the Data Intelligence Agency, the Interoperability Bus to facilitate communication between public systems, the National Cybersecurity Agency, and the new Center for Well-being and Digital Skills, which will also focus on protecting minors online and developing practical tools such as the digital well-being card.

We are fully aware that the challenge ahead is significant, especially considering our size and limited resources. However, it is precisely these characteristics that allow Andorra to act with agility, coherence, and determination. Our strong will for change, our capacity for innovation, and the spirit of collaboration that define our country are not only assets—they are the driving force behind our ability to turn constraints into opportunities and to respond decisively to the demands of this transformative moment

We invite everyone to be part of this process. We are building Andorra's digital future together, with rigor, vision, and a firm commitment to improve our country for present and future generations.

Thank you very much.

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

MOZAMBIQUE

H.E. Prof. Americo Muchanga
Minister
Ministry of Communications and Digital Transformation

Question:

As we approach the WSIS+20 Review and beyond, how can we ensure the WSIS process continues to remain relevant, agile, and aligned with evolving global digital priorities? What reforms, updates, or new areas should be considered?

Topic 1: National Digital Priorities & Implementation Needs

1. **Internet for All: Transforming Rural Economies**

- Our "Internet for All by 2030" program, government-approved, targets universal connectivity, for the unconnected Mozambicans.
- Challenge: 73% cannot afford devices/data, 33% of rural areas lack broadband, and 60% electricity access limits towers.
- Need: WSIS support the use of GIS-based plans that combine telecom, solar energy, schools, clinics, and e-commerce to deliver digital services and infrastructures for the citizens in particular for those who live in rural areas.

2. **Skills for Rural Prosperity**

- With 48% literacy and 10% ICT-skilled workers, Moz-Skills project will train 100,000 rural youth/women by 2027 for e-commerce and AgriTech via 100 mobile literacy camps.
- Challenge: Limited trainers and rural access hinder IFA's impact.
- Need: Innovative approaches to training and learning that accelerate skill and capacity development—specifically, ITU online platforms to train 1 million people by 2030, which would boost village economies.

3. **Streamlining IFA Implementation**

- A Digital Transformation delivery units will coordinate implementation of digital systems (digital signitures, interoperability framework, digital and Mobile ID, Citizens Portal) and digital infrastructures (Data Centers, IFA access networks and centers) with the aim of serving the citizens from where they live or work. Our focus is on speed of delivery and time to market.

- Challenge: Lack of skills, capacity and Financial resources to implement the projects in the public and private sector.
- Need: Private sector support, financial resources, incentives, and training for taskforce experts.

Topic 2: Emerging Digital Trends

1. **Innovative Connectivity for IFA**

- IFA leverages Network as a Service NaaS, TowerCos, infrastructure sharing, micro-towers solutions and satellite small cells to reduce capex and opex.
- Opportunity: WSIS can broker partnerships with the players to enable connectivity of the unconnected population.

2. **Mobile Money and E-Commerce Growth**

- IFA drives mobile money (65% adoption, Vodacom's M-Pesa, Movitel's e-Mola) and digital IDs, enabling e-commerce and e-health in rural areas.
- Trend: Private sector led solutions, like private data center, support for village trade
- Opportunity: WSIS knowledge exchange on e-taxation to scale rural entrepreneurship.

3. **Cybersecurity for Rural Trust**

- Cyberattacks threaten IFA's mobile money services. Our 2023 Cybersecurity Strategy targets a national CERT by 2026
- Opportunity: SADC training for 5,000 officials in 2025, with WSIS facilitating frameworks for rural digital safety.

Topic 3: WSIS Beyond 2025 – Achieving Future Milestones Together

1. **Aligning WSIS with Internet for All**

- IFA demands WSIS address affordability (73% gap), connectivity (33% rural signal gap), electricity (60%), and literacy (48%).
- Proposal: WSIS to champion innovative connectivity (NaaS, TowerCos, micro-towers) and literacy, enabling e-commerce for 22 million disconnected Mozambicans.

2. **Leveraging ITU for IFA's Scale**

- ITU's VaMoz Digital ($2M) supports training, but IFA needs more. ITU can broker partnerships to lower device costs to $20, cutting the affordability gap to 50% by 2030.
- Request: ITU to facilitate 5 private sector deals (Vodacom, IHS, NuRAN) for 200 towers/micro-towers by 2028, connecting 1 million.

3. **Sustainable Model for Rural Growth**

A sustainable model must address rural poverty, low ARPU ($1–2/month), and non-commercial services while ensuring both economic viability and social inclusion. Some ideas include:

- IFA's model ensures inclusion and profitability: NaaS, TowerCos, and shared infrastructure to serve 5,000 users/unit, generating $15,000/year. Share 5–10% revenue with villages ($1,000–$2,000/year), fostering local trade. A $20M Digital Inclusion Fund de-risks 50 units by 2026, with tax breaks for operators.
- Commitment: By WSIS+20 review, we could deploy 50 towers/micro-towers, train 10,000, and if we secure $50M AfDB funding, building sustainable digital villages.

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

- MDAP and AfDB and Partners cover 50% of tower/micro-tower costs ($10,000–$20,000/site), reducing MNO/TowerCo capex. A $20M Digital Inclusion Fund (government, MDBs, private) de-risks 50 towers by 2026.
- **Economic Benefit**: Ensures affordability, raising ARPU to $3–$4/month via bundled services (e-commerce, e-health).
    - **Revenue-Sharing with Communities**:
        - Share 5–10% of revenue (~$500–$2,000/year/tower) with villages via mobile money (M-Pesa, e-Mola), incentivizing protection and adoption.
        - **Economic Benefit**: Adds $1M/year across 50 villages, funding local businesses (e.g., agricultural trade).
    - **Solar-Powered, Low-Maintenance Infrastructure**:
        - Use solar-powered towers/micro-towers/small cells (60% cheaper than diesel) and cyclone-resistant designs (tested in 2019/2023) to address 40% electrification gap and reduce maintenance (~$50/month vs. $200).
        - **Economic Benefit**: Cuts operational costs by $2,000/year/tower, improving MNO margins (20–30%).
    - **Bundled Digital Services**:
        - Integrate e-commerce, e-health, and e-education to drive data usage, supporting non-commercial services (schools, clinics) indirectly. For example, AgriTech apps increase farmer incomes by 20–30% (World Bank).
        - **Economic Benefit**: Raises ARPU to $3–$4/month, generating $15M/year across 200 towers.
    - **Private Sector Incentives**:
        - Reduce spectrum fees by 50% and offer SEZ tax breaks to Vodacom/Movitel. Partner with IHS Towers or local TowerCos for shared infrastructure.
        - Economic Benefit: Attracts $10M in private investment, creating 500 jobs (technicians, assembly).

Closing Remark

Mozambique's "Internet for All by 2030" will transform rural economies through innovative connectivity and private sector leadership. With WSIS+20, we seek partnerships to connect 5 million, train 100,000, and drive $50M in rural economic activity by 2030, creating vibrant digital villages.

BRAZIL

Mr. Alexandre Reis Siqueira Freire
Commissioner
National Telecommunication Agency (Anatel)

Question:

What is the National Telecommunications Agency doing to ensure equitable and affordable access to information and communication technologies (ICT), including in remote and vulnerable communities, while promoting security, environmental sustainability and the development of local capacities to reduce digital inequalities in the country?

Brazil currently has a fiber optic backhaul network serving more than 75% of our municipalities and reaching approximately 95% of the Brazilian population. 4G technology is present in 100% of municipalities and 70% of localities that are not municipal seats.

Despite these numbers, there is still a lot to do to solve the problems arising from the digital divide in Brazil.

Aware of this major challenge, Anatel, seeking to promote significant connectivity, has been carrying out actions that encourage the implementation of telecommunications infrastructure in locations that do not yet have this infrastructure, especially in rural and remote areas.

In parallel with the work on the infrastructure layer, we have been carrying out initiatives to develop digital skills, focusing on the safe use of networks, protecting the online world and digital citizenship, considering that a survey carried out in 2023 revealed that the lack of digital skills is the main reason for non-use of the internet in Brazil.

One measure we have been taking for some years now is the imposition of a commitment to coverage and investments in radio frequency tenders. In the 5G auction, 90% of the amount raised was converted into investment commitments. Among them, I would like to highlight the Sustainable Integrated Amazon Program (PAIS), which aims to expand the communications infrastructure in the Amazon through the implementation of approximately 12 thousand kilometers of high-capacity, low latency fiber optic transport networks, mostly subfluvial along the region's rivers, and metropolitan networks in the municipalities connected to these transport networks, which should connect public establishments.

Currently, the feasibility of a route to expand these networks through neighboring Amazonian countries is being studied, establishing a connection between Atlantic and Pacific. Another instrument that I highlight is the Obligations to Do, a sanction used as an alternative to the application of financial fines.

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In 2024, more than 7 million dolars were invested, because of this kind of saction, to connect remote locations, including indigenous and quilombola communities, as well as schools, with 4G or fiber optics. There was also a sanction that determined the implementation of a training program in citizenship, human rights and digital skills for women in vulnerable situations and refugees, in order to insert them into the job market.

These actions play an essential role in promoting digital inclusion and social development in communities, offering a series of benefits that are fundamental for the exercise of rights and the improvement of quality of life, such as access to education, preservation of cultures, local economic development and the capacity of communication and organization of these communities.

I would like to emphasize that collaboration between countries and the public and private sectors is essential to overcome these challenges. Governments, companies and research institutions need to work together to develop policies and regulations that encourage innovation and contribute to reducing the digital divide.

I appreciate everyone's attention and I am available to discuss in more detail how we can collaborate to make the most of these opportunities.

TUNISIA

Eng. Kamel Saadaoui
Président
Instance Nationale des Télécommunications (INTT)

Question:

While implementing the digital transformation strategy for Tunisia, what was the most challenging obstacles you faced, and how can the local startups contribute in overcoming some of these challenges?

Ladies and gentlemen,

Tunisia, like many other counties, has prepared its digital transformation strategy and action plan, using a multi-stakeholder's and collaborative approach, citizens centric with a clear focus on the SDG.

The strategy was ambitious since participants saw an open window for socio-economic development enabled by technology. It's a chance to improve the quality of life, creating valuable job opportunities and improving health-care, public transportation, education, and better government services implemented through interconnected and interoperable state information systems.

The funds were made available mainly through the digital development fund as well as international financial institutions such as the World Bank, the African Development Bank and many others.

The private sector's contribution was valuable, since they invested in major Datacenters compliant with international standards, built submarine cables, launched several certified training centers, co-financed startup workplaces, rolled out Fiber Optic networks, partnered with major IT companies in advanced fields such embedded software systems, A.I tools, cyber security monitoring …etc.

Civil society had a key role in the digital inclusion efforts by giving assistance and technical support to the digitally illiterate communities in the use of certain applications such as filling in tax forms, paying bills, buying online tickets or requesting social assistance.

The engagement of all stakeholders had a positive impact on the implementation process, which had its share of successes, but also its share of failures, setbacks and lessons learnt:

- Many impactful projects were prioritized such as bridging the digital divide by connecting all schools, connecting all rural communities, launching the e-Gov portals, interconnecting the state Information systems, building national datacenters and clouds, and investing in capacity building and training.

- The Startup Act was an enabler for creating a dynamic ecosystem offering the labeled startups financial incentives, training and a network of incubators and accelerators.
- Tunisia was ranked among the top countries in the A.I Talent Readiness Index for Africa in the report of April 2025.
  The IT community is also proud of "Instadeep", a startup specialized in AI systems for Biotechnology, launched in 2014 and scaled fast to become of Unicorn (or almost) in 2021. This success story is now a model and an inspiration for the new IT generation.

However, the digital transformation action plan is still facing some challenges.

- Resistance to change, mainly by some public sector employees unable to adopt new technologies and the reengineering of processes, and in some cases, not willing to move from their comfort zone.
- The wide gap between the technology providers such as innovative startups and SMEs, and their potential customers in the public sector.
  In fact, the pressure is remarkably high from the young generation by showcasing advanced applications using applied A.I tools for medical diagnostics or Blockchain based patients' medical records management …etc.
- Specific sector's engagement and cross sectors collaboration:
  The ICT sector was able to prepare the common technological framework, but the digital transformation of specific sectors such as healthcare, smart transportation and industry 4.0 would need to be embraced by the sectors themselves.

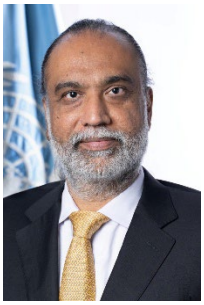
Being aware of these hurdles at the highest state levels, while convinced that solutions are held in the hands of young generations, the "Digital Natives", a new public procurements legal framework is being adjusted to facilitate access to the market by startups and SMEs in advanced fields such as A.I, IoT and others.

Startup Act 2.0 is also under discussion for further empowerment of private initiatives, more incentives and better financial risk management.

Ladies and gentlemen,

Implementing the digital strategy and action plan requires an agile approach, with continuous monitoring and evaluation, updating the KPIs and adjusting the goals while considering the rapid technological advancements.

ODET



Mr. Amandeep Singh Gill
Under-Secretary-General and Special Envoy for Digital and Emerging Technologies
Office for Digital and Emerging Technologies (ODET)

Question:

As we navigate the rapidly evolving digital landscape, what role do you see for multistakeholder digital cooperation in addressing global challenges such as bridging the digital divide, and ensuring inclusivity in technological advancements?

[MISSING STATEMENT]

CTO

Ms. Bernadette Lewis
Secretary General
Commonwealth Telecommunication Organization

Question:

What do you see as major challenge for advancing the digital for development landscape and what measures can be taken to overcome it?

The Commonwealth Telecommunications Organisation (CTO) recognises that the digital for development ecosystem often suffers from fragmented initiatives, largely because development agencies at the international level and governments and other organisations at the national level operate in silos, without a cohesive strategy. Advancing the digital for development landscape demands coherent multi-stakeholder and multisectoral approaches.

Different entities have different mandates, priorities, funding streams, and strategic approaches. The lack of an overarching coordination mechanism can lead to duplicated efforts, gaps in service delivery, and sometimes conflicting objectives which ultimately dilute the overall impact of digital initiatives.

To overcome this, the CTO is advocating for greater collaboration amongst stakeholders to avoid scatter-shot approaches and wasted resources. It is therefore important to anchor all digital initiatives to clearly defined country priorities and establish mechanisms for international and local actors to align their strategies to one national roadmap.

Establishing shared frameworks and common platforms for data, standards, and best practices could help bridge the gaps. Cross-sector partnerships that forge alliances between governments, donors, businesses and civil society will facilitate the pooling of resources, align timelines and coordinate delivery.

By unifying around shared objectives, collaborators can eliminate wasteful overlap, close service gaps and, most importantly, drive more focused, sustainable development outcomes, avoiding scattershot projects and giving way to a cohesive, powerful movement to a digital future.

Leaders TalkX: Information and communication infrastructure: a foundation for universal, sustainable and affordable access

Recording: https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/379

Moderated by High-level Track Facilitator:
Ms. Valeria Betancourt, APC Global Governance Advocacy Lead, Association for Progressive Communications

Speakers:

1. **Algeria:** H.E. Mr. SidAli Zerrouki, Minister, Ministry of Post and Telecommunications
2. **Gabon:** H.E. Mr. Mark-Alexandre Doumba, Ministre, Ministre de l'Economie Numérique, de la Digitalisation et de l'Innovation
3. **Bulgaria:** H.E. Mr. Dimitar Nedyalkov, Deputy Minister, Ministry of Transport and Communications
4. **Georgia:** H.E. Mr. Guram Guramishvili, Deputy Minister, Ministry of Economy and Sustainable Development of Georgia
5. **UAE:** Mohamed Al Kuwaiti, Head of Cyber Security, United Arab Emirates Government
6. **Egypt:** Eng. Mohamed Shamroukh, Executive President, NTRA

7. **Senegal:** Ms. Ndeye Fatou Ndiaye Blondin Diop, Coordinator, Fonds de Développement du Service Universel des Télécommunications (FDSUT)
8. **ICANN:** Mr. Kurtis Lindqvist, President and CEO, ICANN (Contributing Partner)

Executive Summary by High-Level Track Facilitator Ms. Valeria Betancourt

Introduction

With more than 2.6 billion people still offline, many of whom reside in remote, rural and under-served areas, communications and information infrastructure is the key factor for digital inclusion through universal, sustainable and affordable access. The Leaders TalkX2, with a focus on Information and communication infrastructure: a foundation for universal, sustainable and affordable access was held on 9 July 2025 as part of the agenda of the WSIS+20 High Level Event. It explored progress made on the field.

Achievements of 20 years of WSIS

Affordable, universal, resilient infrastructure as well as meaningful connectivity that is linguistically representative are now recognized as baselines that all countries must aspire to. Solutions for making information and communication infrastructure accessible are also recognized as crucial priorities in the framework of the WSIS+20 review.

Fresh priorities

As social and public services and access to markets become digitalised and platformed, the question of what happens next when connectivity is provided is key. Digital literacy, local content, localised/contextual innovation and empowerment of specific groups along with improved institutional capacity (in terms of capabilities) of the government to maintain infrastructures and deliver digital services have to be addressed. Also, capabilities to protect people's personal data. Governments also need to come up with regulatory frameworks that are adapted to particular realities of their countries, addressing persistent challenges but also giving space to innovations that can enable people to exercise their digital age rights and achieve development objectives. Platformed services and solutions can become an exclusionary mechanism if local connectivity fails and if they are not connected to ensuring meaningful access. Setting targets and developing indicators for measuring real impact is needed. There needs to be appropriate international support for local communities to build their own language models, reflecting their right to cultural autonomy. How these new innovation infrastructures can be imagined is a fresh priority that encourages pluralistic visions of what emerging technologies can do.

Emerging trends

Corporate walled gardens are taking away from the serendipity of the internet, hollowing out the diversity of the digital public sphere and pushing global to local democracy into a state of permanent crisis. Many instances of local initiatives are proposing community governed infrastructural alternatives - digital commons like decentralised social media protocols and community networks.

Opportunities

Progress made in the adoption of different approaches for developing information and communication infrastructure is a basis for promoting South-South collaborations. Universal telecommunications service funds, where they exist, continue to be a central pillar for digital inclusion in the global South.

Key challenges

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The right to internet access is seen by many states today as a basic right - this means, the fruits of being connected are inherent to the right to access. Unfortunately, the divides in connectivity infrastructure create a graded system of access, in which sophisticated access is available to a negligible proportion of elites, leaving the vast majority to poor quality connectivity that does not enhance the quality of their life, bring well-being or open up new opportunities. This inequality in opportunity is directly a function of unequal infrastructural distribution in the world. This needs urgent action through public financing initiatives. In addition, progress made in investment, cooperation, and coordination, guided by the original WSIS vision, remains uneven. Fragmentation derived from divergence from globally accepted technical norms is resulting in threats to the internet's core functionality.

Links to WSIS Action Lines

Action Line C1: Common standards for digital public goods that emphasize democratic ownership and control, and transparent and accountable governance of digital public infrastructure.

Action Line C2: Universal access to meaningful connectivity, and steps to dismantle the walled gardens of private platform services, promote interoperable platform architectures for enabling market competition, address fragmentation of network standards, and foster the development of multiple and diverse technologies.

Action Line C11: The +20 review is an opportunity to review shared responsibilities and renew a common commitment to safeguarding an open, globally interoperable internet for all.

Vision for WSIS beyond 2025

An international order where internet access enables the right of all peoples and nations to a flourishing digital future where the planetary boundaries are respected and connectivity and meaningful access are enablers of human dignity, central lever to sustainable development, social inclusion, and economic opportunity and a foundation for dynamic economic ecosystems that enhance global competitiveness.

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ALGERIA

H.E. Mr. SidAli Zerrouki
Minister
Ministry of Post and Telecommunications

Question:

How can we ensure that infrastructure investments in remote and underserved areas not only bring connectivity, but also create long-term local value, resilience, and skills that empower communities—especially youth and women?

In Algeria, we do not see digital infrastructure as a luxury. It is a right. It is a foundation of dignity, access, and national cohesion.

The President of the Republic has laid out a clear vision: digital inclusion must leave no region behind. Guided by this vision, that Algeria is rolling out fiber optics, expanding 4G and 5G coverage, and exploring satellite connectivity across its entire national territory — a vast expanse representing nearly 8% of Africa's landmass — including the most remote southern regions. Our strategy places particular focus on hard-to-reach communities and structurally underserved areas—not simply for the sake of coverage, but to ensure connectivity becomes a lifeline for opportunity.

But we must ask ourselves: what happens after the connection?

Infrastructure is only the beginning. For it to have impact, it must be accompanied by empowerment.

In Algeria, we pair our investments in physical infrastructure with national programs focused on:

- Youth empowerment through digital innovation hubs and free national training skills centers in coding, artificial intelligence, and cybersecurity;
- Public institution enablement, ensuring schools, health centers, and municipal administrations are connected and capable of delivering quality digital services;
- Support to freelancers and startups, through a dedicated legal framework, tailored incentives, and unprecedented financing mechanisms — driven by the vision of the President of the Republic — who has empowered a new generation of entrepreneurs and digital actors. This approach, unique in the region and across the continent, is boosting economic dynamism, fostering self-employment, and accelerating the emergence of a resilient national innovation ecosystem.
- And a national movement to foster local content and service development, so that Algeria's infrastructure can carry Algerian ideas, solutions, and culture to the world.

Because for us, digital inclusion is not a dashboard metric—it is a child in the south of Tamanrasset accessing a coding course online. It's a farmer in adrar receiving weather alerts. It's a young woman launching a tech startup from Ghardaïa. It is this belief that guides our action: that digital infrastructure is the silent enabler of a fairer society.

We therefore call for collective commitment to:

- Build enabling environments where public and private actors can invest confidently and sustainably;
- Define common indicators that go beyond access and measure affordability, speed, quality, and actual usage—especially in rural and marginalized zones;
- Invest in people, not just platforms. Without digital literacy and relevant local content, even the strongest network remains underused.

At the heart of our national strategy is this simple principle: technology must serve the human being—not the other way around. And as we advance together toward WSIS+20, we invite all partners to place the human first, and work to transform cables into chances, megabits into meaning, and bandwidth into belonging.

Let me conclude by restating what I shared during our live exchange:

"Digital infrastructure is not merely about cables and towers—it is the invisible foundation of dignity, access, and opportunity. In Algeria, we believe that no child, no village, and no dream should be out of reach because of a missing signal."

Algeria stands ready to contribute to this shared vision through active cooperation, experience-sharing, and South-South partnerships—because the digital divide is not a fate; it is a challenge we must solve together.

GABON

H.E. Mr. Mark-Alexandre Doumba
Ministre de l'Economie Numérique, de la Digitalisation et de l'Innovation
Ministère de l' Economie Numerique et des Nouvelles Technologies et de l' Information

Question:

A l'aune des grandes mutations du monde, les Technologies de l'Information et de la Communication (TIC) revêtent une importance cruciale pour la prospérité économique de nos États, causant parfois une fracture numérique remarquable entre les États du Nord et du Sud. Dans ce contexte, comment le Gabon façonne-t-il durablement son service universel d'information et de communication afin de réduire ce fossé et de devenir une véritable opportunité de croissance pour le pays?

Monsieur le Président du SMSI+20,

Excellences, Mesdames, Messieurs les Ministres et Chefs de Délégations,

Madame le Secrétaire Général de l'UIT,

Mesdames, Messieurs,

Je voudrais tout d'abord, au nom de Son Excellence Monsieur Brice Clotaire OLIGUI NGUEMA, Président de la République Gabonaise, Chef de l'État, du Gouvernement gabonais et en mon Nom propre, saluer toutes les délégations venues prendre part à cette importante rencontre, remercier par la suite et particulièrement Madame Doreen BOGDAN MARTIN, Secrétariat Général l'UIT pour les efforts inlassables qu'elle déploie afin d'atteindre les objectifs de notre organisation.

Qu'il plaise également au Président, Son Excellence, Monsieur SOLLY MALATSI Ministre du Département des Communications et des Technologies Numériques de la République d'Afrique du Sud, de bien vouloir recevoir nos chaleureuses et vives félicitations quant à sa désignation pour présider les travaux de ce Forum.

Monsieur le Président du SMSI+20,

Le Gabon s'inscrit pleinement dans la mise en œuvre du plan d'action du SMSI, à travers la mise en place d'une politique volontariste visant à faire du numérique un levier stratégique de croissance économique, sociale, durable et inclusive.

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Mon pays le Gabon est d'autant heureux de prendre part à ce Forum afin de partager avec l'ensemble des Membres de l'UIT, ses principales avancées et ses projets en matière de TIC.

A cet effet, le gouvernement gabonais a mis en place le programme Gabon Digital qui est une composante essentielle de la matrice du Plan National de Développement 2024-2026 et s'inscrit dans la vision de rendre notre pays plus moderne, transparent et compétitif.

Il est essentiel de préciser, ici, que ce Plan National de Développement 2024-2026 érige le numérique en un pilier déterminant pour la diversification de l'économie gabonaise ; dans sa dynamique conformément au plan d'Action du SMSI.

La Mise en place du programme Gabon Digitale qui s'articule autour de (04) quatre composantes principales et (13) treize projets clés visent à moderniser l'administration publique, renforcer les infrastructures numériques et améliorer les services aux citoyens.

Au plan réglementaire, après promulgation de la loi sur les communications électroniques, de la loi sur les transactions électroniques, de la loi sur la protection des données à caractère personnel et de celle sur la cybersécurité et la lutte contre la cybercriminalité, le Gabon a adopté de nombreuses lois en faveur de la protection de la femme et de la parité homme-femme pour l'accès à l'emploi et l'égalité sociale.

En outre, le processus de ratification de la Convention de l'Union Africaine sur la cybersécurité dite «Convention de Malabo» vient d'être adopté. Le texte établissant la parité homme-femme pour les postes politiques a été finalisé. Ce cadre juridique et réglementaire est indispensable afin de prévenir les risques et enjeux liés à l'innovation technologique et favoriser l'intégration du genre dans les TIC.

S'inspirant des recommandations des SMSI avec en ligne de mire le cap du SMSI+20, une évidence s'impose à nous, dans un nouveau pacte numérique mondial fondé sur des valeurs essentielles, à savoir : la confiance, la résilience et la solidarité.

Nous voulons à cet égard, saluer et remercier l'initiative du pacte pour l'avenir des Nations unies qui trace pour nos pays les contours d'un futur numérique inclusif et durable.

Ainsi, pour le Gabon, les priorités à cet effet sont claires :

-renforcer les capacités à concevoir, financer et mettre en œuvre nos propres politiques numériques adaptées à nos réalités ;

-placer la jeunesse et l'égalité des genres au cœur de la dynamique numérique car ils sont les vecteurs de transformation les plus puissants.

En matière d'infrastructures, Monsieur le Président, le Gabon poursuit le déploiement de son backbone national en fibre optique en vue d'interconnecter l'ensemble du territoire tout en multipliant les interconnexions transfrontalières. Dans cette perspective, le gouvernement gabonais a entrepris, en partenariat avec des privés, la construction des câbles sous-marins reliant Libreville et Port-Gentil, d'un linéaire de 200 kilomètres. A cela s'ajoute le projet CAB4 d'un déploiement de 1628 kilomètres de fibre optique mis actuellement à la disposition des opérateurs économiques assurant l'interconnexion avec trois pays frontaliers que sont : la République du Congo, la République de Guinée Équatoriale et la République du Cameroun.

En guise de précision, il me plaît de vous indiquer que le taux de couverture actuel de la population gabonaise est de l'ordre de 95% en technologie mobile 3G/4G tandis que l'accès au haut débit fixe, via la technologie FTTH, a été multiplié par 5 en six (07) ans.

Ces performances ont été rendues possibles grâce aux actions du gouvernement gabonais, notamment à travers :

- L'attribution des licences technologiquement neutre aux opérateurs du secteur ;
- L'ouverture à la concurrence du segment de marché d'accès internet filaire ;
- L'abondance des connectivités internationales par l'atterrage de trois câbles

Sous-marin.

Par ailleurs, afin de répondre aux écarts de connectivité dans les zones rurales, le Gabon a mis en place un service universel visant à prendre en compte les besoins de la population rurale qui vit dans des zones sans couverture mobile.

Pour ce qui est des infrastructures en cours de déploiement, le Gouvernement s'est lancé dans un vaste projet de digitalisation de l'administration gabonaise avec la mise en place d'un centre de stockage des données sécurisées.

En effet, mon pays ambitionne de digitaliser globalement ses services administratifs. A titre d'illustration, plusieurs services publics sont opérationnels tels que : le e-visa pour les services de l'immigration, l'e-taxe pour les impôts, l'e-solde dans la gestion de la solde des fonctionnaires, l'e-éducation, et l'application Vectis pour les services du budget de l'État ou encore Sydonia pour les services de la douane notamment. Ces quelques exemples montrent la volonté du Gabon à mettre le numérique au cœur de sa stratégie de développement.

Enfin, pour booster sa transformation numérique, le Gabon a mis en place un centre d'innovation et d'accélération autour des incubateurs numériques, destinée à la formation des jeunes et des femmes en vue de leur accompagnement dans la création de startups innovantes, capable de favoriser l'émergence puis le développement d'un écosystème numérique, utile à la création d'emplois dans notre pays.

Monsieur le Président du SMSI+20,

La présence du Gabon au présent forum montre son ancrage dans la société de l'information.

Pour réaffirmer et démontrer son engagement à participer à la connexion de l'Afrique et à son intégration dans un monde plus global, le Gabon participe activement, avec le secteur privé, à plusieurs programmes ambitieux d'investissement en cours d'exécution à travers l'intégration des pays d'Afrique Centrale dans le cadre du projet « Central Africa Backbone » (BAC), du « Réseau Africain Unique « (RUA) , du Free Roaming en zone CEMAC et de l'Alliance SMART AFRICA qui compte, à ce jour, 39 États membres dont le Gabon est l'un des fondateurs.

Je vous remercie.

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BULGARIA

H.E. Mr. Dimitar Nedyalkov
Deputy Minister
Ministry of Transport and Communications

Question:

What is the role of the meaningful inclusive and accessible digital transformation?

First of all allow me to express our satisfaction with the holding of this WSIS+20 Forum. We strongly believe that the WSIS process that started 20 years ago and promoted the global multistakeholder cooperation among has contributed significantly to expand equitable access to digital technologies and address inequalities in how persons connect and benefit from the digital world

We believe that the benefits of the digital transformation must be equally distributed. Bulgaria considers a digital transformation rooted in human-centric and human rights-based approach as key to progressing towards and achieving the Sustainable Development Goals. We reaffirm our commitment to global digital inclusion, including universal meaningful digital connectivity as one of the central levers to sustainable development, social inclusion, and economic opportunity. While digital divides still persist globally their nature is changing with the development of new technologies.

The technology is an essential prerequisite for strengthening competitiveness and ensuring sustainable progress in the modern world. But at the same time, digital transformation must be inclusive and accessible to all – regardless of geographic location, social status, or age group among others. For Bulgaria, it is of strategic importance that more people and businesses have the opportunity to actively participate in the global digital economy and benefit from its countless opportunities.

We have to underline the role of digital connectivity in this process, as it not only creates new work models but also generates dynamic economic ecosystems that enhance global competitiveness. High-speed connectivity is at the heart of the development of critical sectors such as education and healthcare, which are transforming and improving the ways we work and interact in the society. We believe that through lasting and strategic investments in digital infrastructure, we can overcome existing challenges and ensure not only growth but also social and economic sustainability. In Bulgaria, we recognize the importance of these investments and are committed to building very high-capacity networks, such as optical networks and 5G technologies, especially in regions where market interests are not always sufficient to stimulate private sector investment.

According to the 2024 Digital Decade Report, Bulgaria has established itself as a leader in the European Union in the field of digital infrastructure and connectivity. We are among the top 10 countries with the fastest mobile internet in the world, with ultra-high-speed network coverage reaching an impressive 88.6%, surpassing the European Union's average.

These achievements demonstrate that through united efforts, we can create the conditions for a better future for all. We believe that through large-scale and innovative investments in digital transformation, we can overcome existing inequalities and ensure equal opportunities for every citizen and business. Our effort is not only focused on building modern infrastructure but also on ensuring a sustainable and fair digital future for all.

Finally to summarise, we believe that the WSIS process is an essential tool in helping reduce the digital divides, achieve meaningful inclusive and accessible digital transformation and progress towards the SDGs.

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GEORGIA

H.E. Mr. Guram Guramishvili
Deputy Minister
Ministry of Economy and Sustainable Development of Georgia

Question:

What role is the Georgian government playing in developing the Information and communication infrastructure in both national and international connectivity level? Are there any specific policy or infrastructure initiatives underway?

I am pleased to speak on behalf of Mr. Guram Guramishvili, the Deputy Minister of Economy and Sustainable Development of Georgia and deliver the his message during today's high-level discussion.

Georgia has already taken significant steps to support the development of universal, sustainable and affordable access to broadband infrastructure. Today, the density of a fixed Broadband subscribers per 100 households composed 99.4% and density of mobile Internet subscribers - 133%; 100% population of Georgia is covered by the 4G services and 5G is already launched in the cities and surrounding areas of Georgia. Although, bridging the digital divide remains one of the key challenges and Georgia is no exception in this regard.

In order to maintain and increase the development of the universal, sustainable and affordable access to the broadband services, the Ministry of Economy and Sustainable Development of Georgia is working on various activities, in particular:

- the Government of Georgia adopted the "National Broadband Development Strategy of Georgia" (NBDS) which aims to develop national, regional and international fibre-optic connectivity;
- for the implementation of NBDS, the so called "Log-In Georgia" project has been launched, aiming to increase the coverage of high-speed broadband internet services in rural settlements "white zones" of Georgia, where the population is greater than or equal to 200 and the operators do not plan to build broadband infrastructure in the next 3 years to and to boost the use of digitally enabled services through the training and capacity building programs across the country;
- in order to accelerate deployment of high-speed electronic communications networks, in 2023 was adopted Law of Georgia on "Sharing Physical Infrastructure Used for Telecommunication Infrastructure and Telecommunication Purposes". The Law envisages the measures, such as the sharing and re-use of existing telecom ready physical infrastructure, which are expected to create conditions for more cost-efficient network deployment.

- in order to harmonize Georgia's legislation with the EU *acquis* and simplify the permission granting procedures to support the telecomm operators for deployment of broadband infrastructure in a fastest way, the project "Development of legal and technical framework for broadband cost reduction" has been concluded etc.

Georgia is positioning itself as a Digital Hub in the region, focusing to develop human capital, enhance economic competitiveness, and integrate more individuals and companies into the global digital economy. Its geographic location, well-rated business climate, attractive legal framework, business environment, taxation system, favorable trade regimes, free industrial zones, affordable electricity, along with well-developed broadband infrastructure makes Georgia as a main node connecting Europe and Asia. The Digital Hub, considering under itself the development of submarine black sea digital connectivity and hyper-scale Data Centers, will help to address the challenges of limited international data connectivity and the development of regional ICT capabilities. In this process, Georgia can serve as a conduit, on the one hand, between Europe, the Middle East, and South Asia and on the other hand, between Central and East Asia.

Georgia has finalized technical-economic research for investment attraction for the development of a digital corridor between Europe and Asia via the Black Sea, which defines technical and economic aspects of the submarine internet connectivity development in the region as well as identifies possibilities for development of hyper-scale Data Centers. We would welcome active cooperation between interested countries and boosting investments in this process.

UNITED ARAB EMIRATES

H.E. Mr. Mohamed Al Kuwaiti
Head of Cyber Security
United Arab Emirates Government

Question:

How can we ensure that digital knowledge is not only available but truly accessible, with consideration of UAE cybersecurity standards?

[MISSING STATEMENT]

EGYPT

Eng. Mohamed Shamroukh
Executive President
NTRA

Question:

Given Egypt's significant strides in digital transformation, how is NTRA working to ensure that ICT infrastructure investments reach remote and underserved communities, and what role does public-private partnership play in this effort?" ; "As digital services evolve rapidly, how is NTRA advancing regulatory frameworks to ensure Egypt's digital ecosystem remains inclusive, future-ready, and competitive?

[MISSING STATEMENT]

SENEGAL

Ms. Ndeye Fatou Ndiaye Blondin Diop
Chairwoman
Fonds de Développement du Service Universel des Télécommunications (FDSUT)

Question:

What role does the Universal Service Fund for Telecommunications (FDSUT) play in Africa's political and digital ambitions, particularly in Senegal?

French version : Quel place le fonds du service universel joue-t-il dans les ambitions politiques et numériques en Afrique particulièrement au Sénégal ?

Le Sénégal s'est doté d'une feuille de route ambitieuse, baptisée New **Deal technologique** portée par une vision claire :

« **En 2050, le Sénégal sera une société numérique, un pays de services à forte valeur ajoutée** ».

Cette stratégie s'articule autour de quatre axes majeurs qui reflètent la volonté politique forte d'inscrire le pays dans la révolution numérique mondiale tout en affirmant sa souveraineté et son leadership régional.

-Axe 1 : Souveraineté numérique

Garantir l'indépendance technologique du pays est une priorité. Cela implique la protection rigoureuse des données personnelles et sensibles, le renforcement de la cybersécurité, ainsi que la résilience des infrastructures stratégiques pour assurer la continuité des services numériques face aux menaces externes ou internes.

-**Axe 2 : Digitalisation des services publics**

L'objectif est de transformer profondément l'administration sénégalaise en modernisant ses processus via la dématérialisation. Cette démarche vise à simplifier les démarches administratives, réduire la bureaucratie, et améliorer significativement l'expérience des usagers, en rendant les services plus accessibles, rapides et transparents-

Axe 3 : Développement de l'économie numérique

Le New Deal encourage la transformation économique par l'innovation technologique. Cela passe par la promotion de l'entrepreneuriat numérique, le soutien aux startups et PME innovantes, ainsi que par un environnement favorable aux investissements dans des secteurs clés tels que les fintech, l'intelligence artificielle, la data, et les technologies vertes.

-**Axe 4 : Sénégal, Leadership africain dans le numérique**

Le pays ambitionne de devenir un hub technologique de référence sur le continent africain. Il s'agit de construire un écosystème numérique dynamique qui favorise l'intégration régionale, attire les talents, et place le Sénégal comme un acteur incontournable dans l'écosystème numérique africain et mondial.

Cet agenda de transformation numérique ambitieuse est estimé à un coût de près de **1.100 Milliards de francs CFA**.

Il se décline en 12 programmes et 50 projets concrets, couvrant l'ensemble des secteurs stratégiques.

Parmi ces projets, celui intitulé « infrastructures réseaux et connectivité universelle » avec pour mission de garantir un accès universel à une connectivité de qualité performante à moindre coût.

Le FDSUT joue un rôle fondamental dans la mise en œuvre de cette ambition.

Son rôle est de rendre la connectivité accessible dans toutes les localités, même les plus reculées.

Aujourd'hui nous avons estimé qu'il restait 1550 localités à connecter dont 490 en zones blanches et le reste à migrer vers la 4G.

L'accès universel à l'Internet haut débit est un prérequis indispensable pour l'inclusion numérique et le développement de nouveaux services publics et privés.

Par ailleurs, le programme prévoit également d'équiper en matériel informatique et numérique différentes institutions telles que des administrations territoriales, des établissements scolaires ou de santé afin d'améliorer leurs capacités opérationnelles. Le projet salles multimédia, qui a déjà permis d'équiper plus d'une soixante d'écoles en outils informatiques.

Un autre aspect clé est le développement et l'adoption d'applications numériques adaptées aux besoins spécifiques des populations locales, favorisant ainsi l'émergence d'un écosystème numérique endogène. L'innovation numérique doit être ancrée dans les réalités locales. A cet effet, le programme soutient également la création et l'expérimentation de solutions locales à travers les livings labs, espaces collaboratifs d'innovation ouverts aux citoyens, et aux collectivités

Ce volet vise à encourager l'émergence d'un écosystème numérique endogène, porté par les talents locaux.

Mais au-delà des infrastructures, cette transformation doit être responsable et inclusive.

Elle doit

- respecter environnement : les infrastructures numériques doivent être conçues pour minimiser leur empreinte écologique. Cela inclut l'adoption de solutions écoénergétiques et le recyclage des équipements électroniques.
- garantir l'Équité de genre : il est impératif de garantir une inclusion numérique équitable entre les femmes et les hommes, en luttant contre les inégalités d'accès, de compétences et de représentativité dans le secteur.
- tenir compte des aspects sociaux et culturels : le numérique modifie en profondeur les pratiques sociales, éducatives et professionnelles. Une approche anticipative et inclusive doit accompagner ces mutations pour en maximiser les bénéfices tout en atténuant les risques.

Enfin la réussite de cette ambition nécessite l'engagement de tous :

- Des institutions nationales pour une gouvernance cohérente et agile
- Des partenaires techniques et financiers pour l'appui aux investissements et au renforcement des capacités ;
- Du secteur privé pour stimuler l'innovation, créer de la valeur et des emplois durables ;
- De la société civile pour promouvoir une appropriation citoyenne et inclusive du numérique.

Le Sénégal se trouve à un tournant stratégique. Le numérique n'est pas un luxe, mais une nécessité pour construire un avenir résilient, compétitif et inclusif.

Cette ambition n'est pas seulement technologique : elle est profondément économique, sociale, culturelle et politique. Investir dans le numérique aujourd'hui, c'est investir dans un Sénégal plus fort, plus juste et mieux connecté au monde de demain et **le FDSUT est un pilier central pour que personne ne reste à l'écart de cette révolution.**

ICANN

Mr. Kurtis Lindqvist
President and CEO
ICANN

Question:

How have governments contributed to technical community governance mechanisms for a global, interoperable and stable infrastructure?

Twenty years ago, fewer than 12 percent of the world's population had access to the Internet. Today, that number exceeds five billion, or nearly two-thirds of the global population. This explosive global expansion was not accidental; it reflects a sustained commitment to investment, cooperation, and coordination, guided by the original WSIS vision of multistakeholder governance.

This discussion also takes place in the lead-up to the WSIS+20 Review, which brings renewed attention to the role of technical infrastructure, collaboration, and multilingual access in enabling sustainable digital development.

Yet, this progress remains uneven and vulnerable to fragmentation, policy divergence, and weakening collaboration. Infrastructure is the backbone of access, and it is much more than physical networks; it includes the technical foundation that allows the Internet to operate globally, securely, and at scale.

This foundation consists of domain names, IP addresses, and core systems such as the Domain Name System, or the DNS, and the global root server infrastructure that supports it. Together, these elements form the Internet's global addressing and navigation system, ensuring that users, devices, and services can locate one another across borders, platforms, and networks.

ICANN helps coordinate this layer through a global multistakeholder model. We help maintain the stability and security of the DNS, manage the root server system in cooperation with others, and support root server deployment, in underserved regions, through collaborative initiatives like the Coalition for Digital Africa.

This coordination allows national infrastructure to connect with the global Internet. Without it, even the most advanced physical infrastructure can become isolated. This infrastructure must serve everyone. Multilingual access is not optional; it is essential. Connectivity is not meaningful unless people can access and use the Internet in their own language and script.

That is why ICANN has led work on Internationalized Domain Names and Universal Acceptance, to ensure that all domain names, including those in local scripts, function across applications, email systems, and digital platforms. This supports a core WSIS commitment: enabling multilingualism in Internet development. Today, domain names are available in more than 20 scripts, including Arabic, Cyrillic, Devanagari, Thai, and others. That progress reflects sustained technical coordination—and that work continues.

This also responds to priorities raised by the G77 and other countries confronting access and capacity gaps– who have called for infrastructure that is not only available, but also accessible, resilient, and linguistically representative.

Yet even as we address these challenges, deeper risk threatens continued progress. The most pressing risk we face today is not technical delay; it is fragmentation.

An increasing number of governments are pursuing state-led approaches to Internet governance and infrastructure development. While national interests are legitimate, divergence from globally accepted technical norms threatens the Internet's core functionality.

Fragmentation increases costs, reduces efficiency, and compromises interoperability and resilience, especially for countries with limited capacity.

The multistakeholder model—which brings together governments, the private sector, civil society, and the technical community—has helped keep the Internet stable and interoperable for decades. It is not conceptual; it is practical.

The Internet Governance Forum (IGF) is one of the central global venues where the multistakeholder model is put into practice, alongside organizations like ICANN and standards bodies such as the Internet Engineering Task Force (IETF). It provides a neutral platform for governments, the private sector, civil society, and the technical community to engage on equal footing. The IGF plays a critical role in fostering dialogue, building understanding and shaping effective solutions that can inform action across institutions. It remains a space where multistakeholder cooperation is tested, refined and strengthened over time.

If that space is weakened or replaced by more state-centric models, we risk losing the coordination that allows the Internet to function as a single, global system.

We urge governments to:

- Again recognize that Internet governance must continue to be global and multi stakeholder in nature, with the full involvement of Governments, the private sector, civil society, international organizations, technical and academic communities and all other relevant stakeholders in accordance with their respective roles and responsibilities.
- Recognize the Internet's technical foundation as critical infrastructure within national ICT strategies
- Integrate Universal Acceptance and Internationalized Domain Names into digital transformation and public service delivery plans
- Partner with the technical community to deploy root servers and build local capacity
- Support the Internet Governance Forum as a neutral venue for collaboration
- Avoid unilateral policy approaches that risk fragmenting the Internet's technical core

The future of universal, sustainable, and affordable access depends on a secure, globally interoperable Internet. That future will not be built by any one actor alone. It requires shared responsibility, technical alignment, and a common commitment to strengthening and safeguarding a single, open, globally interoperable Internet for all.

As the WSIS+20 review moves forward, it is essential that the role of technical infrastructure— and the institutions that enable its coordination—remain central to the conversation.

Leaders TalkX: Accelerating global access to information and knowledge in the digital era

Recording: https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/417

Moderated by High-level Track Facilitator:
Prof. Abdulkarim Oloyede, Full Professor of Wireless Telecommunications, University of Ilorin.

Speakers:

1. **Cambodia:** H.E. Dr. Vandeth Chea, Minister, Ministry of Post and Telecommunications
2. **Ghana:** H.E. Mr. Samuel Nartey George, Honourable Minister, MP, Ministry of Communication, Digital Technology and Innovations
3. **Indonesia:** H.E. Ms. Meutya Viada Hafid, Minister of Communications and Digital Affairs, Ministry of Communications and Digital Affairs
4. **Somalia:** H.E. Mr. Mohamed Adan Moalim Ali, Minister of Communications and Technology
5. **Russian Federation:** H.E. Mr. Grigoriy Borisenko, Deputy Minister, Ministry of Digital Development, Communications and Mass Media
6. **Türkiye:** H.E. Dr. Ömer Fatih Sayan, Deputy Minister of Transport and Infrastructure of the Republic of Türkiye
7. **Dominican Republic:** Dr. Guido Gómez Mazara, Chairman, Dominican Institute of Telecommunications (INDOTEL)

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Executive Summary by High-Level Track Facilitator Prof. Abdulkarim Oloyede

Introduction

The WSIS+20 High-Level Event 2025 featured the session Leaders TalkX 3: Accelerating Global Access to Information and Knowledge in the Digital Era, held on 9 July 2025. Moderated by Prof. Abdulkarim Oloyede, the session brought together ministers and leaders from Cambodia, Ghana, Indonesia, Russia, Somalia, Türkiye, and INDOTEL from the Dominican Republic to discuss progress, challenges, and future priorities in bridging the digital divide. The dialogue emphasized the centrality of WSIS Action Line C3 (Access to Information and Knowledge) and underscored the need for inclusive, multistakeholder approaches to ensure no one is left behind in the digital age.

Achievements of 20 years of WSIS

Over the past two decades, WSIS has catalyzed significant advancements in digital access and inclusion. Key achievements highlighted by panelists included:

- **Infrastructure Expansion**: Countries like Russia reported 90% household broadband penetration, while Indonesia's Palapa Ring project extended connectivity to remote regions.
- **Policy Frameworks**: Somalia's National Digital Inclusion Policy and Cambodia's Digital Economy and Society Policy Framework exemplify institutional commitments to equitable access.
- **Capacity Building**: Ghana's One Million Coders Program and Indonesia's Digital Talent Scholarship illustrate investments in human capital to harness digital opportunities.

Fresh priorities

Emerging priorities identified by leaders included:

- **Inclusive Governance**: Multistakeholder collaboration (Action Line C1) to address disparities, as seen in Ghana's public-private partnerships.
- **Localized Solutions**: Community-driven initiatives like Cambodia's Technology Centers and Somalia's grassroots programs for women and youth.
- **Emerging Technologies**: AI integration (e.g., Russia's language models) and 5G rollout (Türkiye's 2026 target) to future-proof economies.

Emerging trends

- **AI and Digital Public Goods:** Russia's AI-powered government services and Cambodia's Khmer-to-Braille tool demonstrated technology's transformative potential.
- **Satellite Connectivity:** Russia's planned high-orbit satellites and Indonesia's High Throughput Satellite aim to bridge last-mile gaps.
- **Regulatory Innovation**: Indonesia's PP TUNAS regulation highlighted cross-sectoral coordination for sustainable digital transformation.

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Opportunities

- **South-South Cooperation**: Knowledge-sharing among Global South nations (e.g., Ghana-UAE AI partnership) to reduce dependency on advanced economies.

- **Affordability Measures**: Subsidized devices and services (Somalia, Dominican Republic) to lower access barriers.
- **Digital Literacy**: Türkiye's nationwide training programs emphasized skills as a cornerstone of inclusion.

Key challenges

- **Persistent Divides**: Geographic (Indonesia's archipelago), gender (Somalia's focus on women), and economic disparities remain hurdles.
- **Funding Gaps**: Russia noted reluctance among developed nations to share technologies and finance equitable access.
- **Fragmentation**: Indonesia's PP TUNAS highlighted the need for aligned policies to avoid duplicated efforts.

Links to WSIS Action Lines

The session reinforced the relevance of WSIS Action Lines, particularly:

- **C1 (Multistakeholder Governance)**: Ghana's partnerships and Indonesia's participatory policymaking.
- **C3 (Access to Information)**: Cambodia's open-data policies and Türkiye's infrastructure investments.
- **C7 (ICT Applications)**: AI and e-government solutions (Russia, Dominican Republic).

Case Examples

- **Cambodia**: Community Technology Centres provide rural access to internet and training.
- **Ghana**: Public-private collaborations (e.g., Huawei, MTN) drive ICT sector growth.
- **Somalia**: National Digital Inclusion Policy targets women, youth, and rural communities with measurable goals.

Vision for WSIS beyond 2025

Panellists called for:

- **Extended WSIS Mandate**: Russia advocated for a renewed 10-year WSIS process to consolidate gains.
- **UN-Centric Governance**: Strengthening ITU and UN agencies to regulate ICTs equitably.
- **Holistic Inclusion**: Beyond connectivity, addressing affordability, literacy, and multilingual content (per Türkiye's emphasis).

Conclusion

The session underscored that digital inclusion is a prerequisite for sustainable development and human rights. As WSIS+20 reviews progress, the collective call was for bold, collaborative action to ensure access to information and knowledge becomes a universal reality not a privilege in the next decade.

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CAMBODIA

H.E. Dr. Vandeth Chea
Minister
Ministry of Post and Telecommunications

Question:

What additional measures has Cambodia taken in addition to foundational measures above, to ensure access to information is available to all, across the digital divide?

In Cambodia, we are seeing a new era of democratization of access to knowledge. Building upon peacebuilding in the late 1990's and marvelous development in the last 20+ years, the Royal Government of Cambodia has committed to using digital technology as a key vehicle for sustainable and inclusive socio-economic development, as evidenced in the Government's top policy document, Pentagonal Strategy Phase Under this, the Cambodia Digital Economy and Society Policy Framework and the Cambodia Digital Government Policy lay out concrete measures for digital transformation, providing increasing access to information and knowledge.

With sweeping reform at the Ministry of Post and Telecommunications, public revenue from this sector quadrupled in the 2020-2025 period as compared to the preceding five years. This allows us to reinvest in digital connectivity throughout the country, provide scholarships for degree and certificate programs to thousands of students and professionals, and support innovative projects that foster inclusivity. For instance, our researcher's AI tool to translate native text in our Khmer language to Braille has helped increased reading materials for the visually disabled.

To contribute to wider the availability of information, MPTC has been preparing the Data Governance and Open Data Policy, to encourage orderly collection, management, and opening of data to support both transparency and innovation.

Through a combined approach of connectivity, human capacity, and data governance, we are confident that our people can fully harness the power of ICT through increased availability of information.

Question: What additional measures has Cambodia taken in addition to foundational measures above, to ensure access to information is available to all, across the digital divide?

Answer: In addition to the measure I have outlined above, we are also deploying Community Technology Centers across the country. Our plan is to establish more than 560 centers adjacent to high schools throughout Cambodia. Right now, 20 pilot centers have been deployed. These centers are multi-purpose hard infrastructure, comprising computer rooms, training rooms, postal kiosks, and a community internet coffee, where students and rural citizens can literally come to access the internet or request for help with digital technology issues. They also serve as the go-to location for training in digital skills in the communities, and even serve the Ministry of Education's online learning initiatives. Through Community Technology Centers, we bring connectivity directly to the people.

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GHANA

H.E. Mr. Samuel Nartey George
Honourable Minister, MP
Ministry of Communication, Digital Technology and Innovations

Question:

How has Ghana's strategic approach to public-private partnerships in the digital sector contributed to economic growth, and what lessons can be shared with other developing nations in implementing WSIS Action Line C1 on multistakeholder governance?

The digital economy is no longer a luxury—it is the foundation of modern development. Ghana recognizes this, and we are intentionally bringing together government, the private sector, civil society, academia, and international partners to drive this transformation. Ghana's multi-stakeholder approach is a strong example of how inclusive partnerships can accelerate digital transformation. By aligning the strengths of government, private sector, civil society, and development partners, Ghana is building a resilient and inclusive digital economy.

Leadership and Policy Framework

Government leadership plays a pivotal role in shaping and accelerating the growth of Ghana's digital economy. By establishing clear policy frameworks, the government of Ghana is championing the strategic direction, legal environment, and institutional support needed to foster innovation, attract the necessary investment, and ensure inclusive access to digital technologies. We cannot address new challenges with old solutions. As a result, the Government of Ghana under the leadership of His excellency the President John Dramani Mahama has initiated various policy reforms that responds to the fast pace at which technology and the economy is changing.

Active collaboration with International/Development partners

No country can achieve a thriving digital economy in isolation. The challenges of infrastructure, innovation, skills development, and cybersecurity require shared solutions and experiences. That is why international partnerships and collaboration with development partners are essential. A visionary deal between the government of Ghana and the government of UAE was signed on May 29, 2025, which marks Ghana's ambition to become a centre of AI, cloud and machine learning, as well as advanced technologies. This compliments our One Million Coders Program, which is targeted at ensuring our youth are trained in AI and other digital skills to access both local and international opportunities. In addition to this, the GIFEC continues its mandate of accelerating rural connectivity expansion in partnership with China Exim bank

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Private Sector Partnerships

The importance of private sector involvement in accelerating our digital transformation program cannot be underestimated. Through collaboration, we have secured commitments from private sector players all aimed at accelerating Ghana's digital transformation. Huawei has committed to train 100,000 out of our 1m coders program, MTN has committed over $1Bn investment in Ghana's ICT sector over the next couple of years.

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INDONESIA

H.E. Ms. Meutya Viada Hafid
Minister
Ministry of Communications and Digital Affairs

Question:

We acknowledge the progress made by the Government of Indonesia in terms of ICT/Digital Development. With this regard, we also noted Indonesia's vast and diverse geographic landscape and demographic challenges. What kinds of programs or initiatives have the Government of Indonesia undertaken to ensure that the ICT development policies remain inclusive, both in terms of digital physical infrastructure and human capacity development?

Thank you Professor Abdulkarim for the questions and allow me to speak on behalf of the Government of Indonesia in this paramount dialog.

Distinguished Chair, Excellencies, Ladies and Gentlemen,

Indonesia is currently at a critical juncture in its digital transformation journey. The Government of Indonesia has recently enacted a Government Regulation on Inclusive and Sustainable National Digital Transformation— called PP TUNAS—marking a major step in institutionalizing our long-term commitment to an inclusive, safe, human-centered, and resilient digital future.

This regulation is envisioned as a cross-sectoral, future-oriented policy instrument that integrates national digital priorities into a coherent and inclusive framework. The core objective of PP TUNAS is to ensure that Indonesia's digital transformation is not only technology-driven, but also human centered, inclusive, safe and sustainable—responding to both developmental gaps and global challenges.

Functionally, PP TUNAS aims to:

- Coordinate national efforts across ministries, sectors, and levels of government;
- Align public and private initiatives to avoid fragmentation;
- And institutionalize inclusivity, ensuring that vulnerable groups, remote regions, and local communities are not left behind.

The formulation of PP TUNAS is participatory and consultative, involving national and local stakeholders, civil society, and the private sector. We believe this inclusive approach is key to ensuring that our policies remain relevant and equitable in an ever-evolving digital landscape.

This regulatory framework carries significant symbolic value as a commitment by the state to embed digital equity into national policy, bridging the digital divide as a matter of rights and opportunity— not just access.

In line with this, Indonesia has made substantial progress in expanding digital infrastructure. Through flagship programs such as Palapa Ring and High Throughput Satellite, broadband access has been extended

to thousands of villages and public institutions in remote and frontier areas, enhancing access to education, health, and e-government services.

On the human capital side, Indonesia continues to invest in inclusive digital capacity building through initiatives like the Digital Talent Scholarship, designed to empower youth, women, persons with disabilities, and rural communities with essential and advanced digital skills.

Indonesia reaffirms its commitment to a digital future that is inclusive, safe, sustainable, and transformative—not only for our citizens but also as part of a broader global vision.

Thank you.

SOMALIA

H.E. Mr. Mohamed Adan Moalim Ali
Minister
Ministry of Communications and Technology

Question:

Honourable Minister, earlier this year, Somalia's Council of Ministers approved the National Digital Inclusion Policy. marking a major milestone in Somalia's digital transformation journey. Could you kindly share how this newly endorsed policy will specifically advance digital inclusion for women, youth, and marginalized communities, and what practical steps are being taken to ensure its effective implementation, especially at the grassroots level?

[MISSING STATEMENT]

RUSSIAN FEDERATION

H.E. Mr. Grigoriy Borisenko
Deputy Minister
Ministry of Digital Development, Communications and Mass Media

Question:

Your Excellency, in today's world many countries are paying increased attention to the issue of accelerating global access to information and knowledge in the digital age. Is there a similar practice in Russia? If so, what policy is being pursued at the State level in this area?

Вопрос от модератора:

Уважаемый заместитель Министра! В настоящее время многие страны уделяют повышенное внимание вопросу ускорения глобального доступа к информации и знаниям в цифровую эпоху. Существует ли подобная практика в России? Если да, то какая политика проводится на государственном уровне в данной сфере?

Ответ.

Основной целью ВВУИО было построение ориентированного на интересы людей и направленного на развитие информационного общества, в котором каждый мог бы создавать информацию и знания, иметь к ним доступ. Отдельное внимание уделялось сокращению цифрового разрыва, особенно между Севером и Югом, во всех аспектах, включая географический и гендерный. К сожалению, эта цель была достигнута не для всех. До сих пор 2.6 миллиарда людей не имеют подключения к Интернету.

К сожалению, сокращаясь в некоторых областях, разрыв имеет тенденцию роста с развитием новых и появляющихся ИКТ, в том числе ИИ. Прежде всего, это связано с отсутствием необходимого финансирования и нежелания Севера передавать такие технологии Югу и проводить необходимое обучение на приемлемых условиях.

В качестве основных барьеров на пути к преодолению технологического неравенства выделяют отсутствие доступа к ИКТ и цифровым платформам, вычислительным мощностям, доступной электроэнергии, а также компетенций и фундаментальных знаний. Зависимость от технологий развитого Севера ставит страны Юга в неблагоприятные условия на пути к научно-технологическому сотрудничеству.

*В России мы осознаем, что **цифровизация** — это **важный** ресурс национального развития и улучшения качества жизни людей. За последние годы в России была проделана **существенная***

*работа для внедрения **новых** технологий и программ для системной интеграции нашей страны в глобальное информационное пространство, обеспечения доступа к информации и знаниям наших граждан.*

*В нашей стране сформирована **современная телекоммуникационная инфраструктура**, более **90 процентов домохозяйств** подключены к **скоростному и дешевому** интернету по **оптическим** каналам.*

***Более 80** процентов абонентов мобильной связи находятся в зоне **уверенного** приема **LTE**.*

***96 процентов** социальных объектов, включая сельские школы и библиотеки, фельдшерские пункты **подключены** к скоростному оптическому интернету, остальные **обеспечены** спутниковым и радиодоступом. При этом для строительства сетей доступа **использовалось** преимущественно **российском** телеком-оборудование и **отечественный** оптический кабель.*

*Вклад **отрасли информационных технологий** в ВВП увеличился более чем в **полтора раза** и **превысил 2,2%**. За последние 5 лет количество сотрудников ИТ-компаний выросло **более чем на 70 процентов** и достигло почти **миллиона** человек.*

*Активно развиваются и внедряются **технологии искусственного интеллекта**. В России существуют **две собственные большие языковые модели**, по качеству сопоставимые с **ведущими международными** аналогами. **Создаются** кластеры специализированных ИИ-вычислений. В целом мы **строим** фундамент для **успешной** конкуренции в будущем в сфере ИИ.*

*Говоря о практическом **применении ИИ в государственном управлении** могу отметить, что российские большие языковые модели уже помогают пользователям **портала Госуслуг** быстро получать необходимую помощь и консультации в диалоговом режиме.*

***Интеллектуальный помощник – робот Макс** позволяет давать гражданам **точные** ответы, **учитывать** их индивидуальные жизненные ситуации, **сохранять** контекст общения.*

***Ежедневно** помощью робота пользуются около **2.5 млн пользователей**, он **обрабатывает 3.5 – 4 млн запросов**, за время своего существования с его помощью было **оказано 2 млрд** консультаций и **1 млрд за 2024 год**.*

***Рекордными** темпами развивается российский **рынок цифровых платформ и маркетплейсов**. Только за прошлый год **рост** составил **около 40%**.*

*В России **достигнут высокий** уровень **цифровизации системы госуправления**:*

*- **более 50** процентов назначений мер всех социальной поддержки граждан оформляются в **электронном виде** или предоставляются в **проактивном режиме** через портал госуслуг.*

*- **почти 80** процентов всех зачислений в детские сады, школы, ВУЗы, кружки и секции также **осуществляется** через портал госуслуг.*

*- **80** процентов ипотечных сделок происходит в **электронном виде** с использованием **электронной подписи**.*

*- **85** процентов всех разрешений и лицензий выдается в электронном виде.*

*Активно развиваются новые перспективные **космические группировки и системы,** обеспечивающие предоставление сервисов **нового уровня**.*

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

*В **2026 году** планируется **вывести на высокоэллиптическую орбиту 4 космических аппарата** широкополосного доступа. Они **обеспечат быстрый интернет** на всех движущихся объектах – **на самолетах и поездах**.*

Процесс ВВУИО тесно связан и является локомотивом выполнения Повестки дня в области устойчивого развития на период до 2030 г. Задачи Глобального Цифрового Договора (ГЦД) полностью инкорпорируются в направления деятельности ВВУИО и нет необходимости в образовании дополнительной специальной организации, так как это приведет к дублированию не только деятельности, но и расходов. Матрицы ВВУИО/ЦУР и ВВУИО/ЦУР/ГЦД, подготовленные МСЭ и ГИО ООН, это наглядно показывают.

Рассматривая вопросы управления цифровой экосистемой в целом, мы должны учитывать накопившийся в рамках процессов ВВУИО опыт и выявленные проблемы. В этой связи выступаем за продление процесса ВВУИО на очередной десятилетний срок.

*В заключении хотел бы отметить, что необходимо **продолжить объединять усилия для демонополизации мирового рынка отрасли ИКТ**. Отсутствие **собственных продуктов и производств** в ключевых сферах экономики делает **развивающиеся** страны **недопустимо уязвимыми**.*

*Именно **ООН должна играть центральную роль в регулировании ИКТ**. Этому призваны способствовать такие профильные учреждения, как **Международный союз электросвязи**, **Комиссия ООН по науке и технике в целях развития**. Готовы к взаимодействию с **заинтересованными** странами в этих форматах.*

Благодарю за внимание!

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

TÜRKIYE

H.E. Dr. Ömer Fatih Sayan
Deputy Minister
Ministry of Transport and Infrastructure of the Republic of Türkiye

Question:

What should be the main policies to accelerate global access to ICT services?

Thank you, Madam / Mr. Chair.

Good morning to all participants. I wish everyone a fruitful and successful session.

Access to information technologies has emerged as a cornerstone of economic development, social equity, and societal well-being in today's world. Ensuring fair and inclusive access to digital services is not merely a technological challenge but also a strategic and humanitarian responsibility. Therefore, it is crucial to take decisive steps towards reducing digital inequality. The WSIS Summits have played a pivotal role in emphasizing the critical importance of ensuring equitable access to digital services worldwide. This year holds particular significance as it marks the 20th anniversary of the WSIS twin summits, with a comprehensive review scheduled for December at the UNGA level.

A robust and sustainable communication infrastructure stands as the foundation for achieving digital inclusion. Expanding broadband access, strengthening mobile networks, and making digital services universally available require a comprehensive infrastructure strategy. In this endeavour, public policies must serve as guiding principles and offer supportive frameworks. Aligned with Türkiye's Century Vision outlined by our President, we are committed not only to adopting technology but also to designing, developing, and exporting it. Our aim is to bolster domestic and national technologies, establish end-to-end communication infrastructure with local capabilities, and reinforce digital independence. As part of this initiative, we plan to implement nationwide 5G technology by 2026, with ongoing trials at locations such as Istanbul Airport.

However, digital infrastructure alone is insufficient. Equipping individuals with digital skills and enhancing digital literacy are essential to ensure that everyone can effectively benefit from these services. Aligning education policies with digital transformation and implementing capacity-building programs across all age groups will make significant contributions. Türkiye remains steadfast in its efforts to enhance digital awareness, offering free training through various platforms on topics such as digital literacy, personal data

security, and responsible use of the Internet and social media, preparing all segments of society for the demands of the digital era.

To ensure sustainable and secure digital progress, strengthening the regulatory framework is another key priority. Effective regulations should foster innovation while safeguarding user rights. Furthermore, ensuring the interoperability of digital services and enhancing data security will enable the digital ecosystem to evolve based on trust.

In conclusion, policies aimed at expanding access to information technologies must be shaped through inclusive, visionary, and multi-stakeholder approaches, not solely relying on technical solutions. We highly value WSIS summits for encouraging collaborative efforts among governments, the private sector, and civil society to create an inclusive digital environment where no one is left behind. Every step in this direction will contribute to building a more equitable, connected, and resilient digital society, and Türkiye will continue to strongly support these collaborative endeavours.

DOMINICAN REPUBLIC

Dr. Guido Gómez Mazara
Chairman
Dominican Institute of Telecommunications (INDOTEL)

Question:

Guido, could you share with us how the Dominican Republic, through INDOTEL, is using ICTs to promote digital inclusion and skill development in traditionally marginalized communities?

In the Dominican Republic, more than 22% of young people between the ages of 15 and 24 are neither studying nor working, according to data from the World Bank and the National Statistics Office (ONE). Considering this reality, at the Dominican Institute of Telecommunications (INDOTEL), we understood that it's not enough to connect communities, we must connect opportunities.

Training to transform destiny

We created the Rapid Skills Centers, spaces equipped with virtual classrooms where young people from vulnerable communities learn programming, data analysis, artificial intelligence, and cybersecurity, alongside soft skills and English. We currently have one center operating in Santiago and four active Rapid Skills Points along the border zone, specifically in some of the poorest provinces in the country, such as Elías Piña and Pedernales. According to the Multidimensional Poverty Index, over 60% of households in border areas live in structural poverty, and less than 35% have internet access. That's why we started there: because where there is more exclusion, there must be more State presence and more innovation.

Our goal is clear: to have the program fully operational in 12 provinces by the end of 2026, impacting thousands of young people through an intensive and transformative educational model.

Canasta Digital with a woman's face

INDOTEL's Canasta Digital provides devices, connectivity, and basic training to facilitate digital participation. According to our records, over 60% of the beneficiaries have been female heads of household or single mothers. This not only bridges the access gap, but also empowers women to educate their children, engage in digital entrepreneurship, and access public services independently.

Leaders TalkX: Future Ready: Enhancing Skills for a Digital Tomorrow

Recording: https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/419

Moderated by High-level Track Facilitator:
Ms. Cheryl Miller, Vice President, Digital Policy, USCIB

Speakers:

1. **Estonia:** H.E. Ms. Liisa-Ly Pakosta, Minister, Ministry of Justice and Digital Affairs
2. **Tanzania:** H.E. Mr. Jerry William Silaa, Minister, Ministry of Communication and Information Technology for the United Republic of Tanzania
3. **United Kingdom:** H.E. Ms. Maggie Jones, Baroness Jones of Whitchurch, Minister, UK Government
4. **Samoa:** Ms. Gisa Fuatai Purcell, Chief Executive Officer, Office of the Regulator
5. **Türkiye:** Mr. Ömer Abdullah Karagözoğlu, Chairman of the Board & President of the Authority, Information and Communication Technologies Authority (BTK), Türkiye
6. **TakingITGlobal:** Ms. Jennifer Corriero, Executive Director, TakingITGlobal

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Executive Summary by High-Level Track Facilitator Ms. Cheryl Miller

Introduction

The Leaders TalkX Sessions at the World Summit on the Information Society (WSIS) + 20 High Level Event took place in Geneva on July 9, 2025. These panels convened Ministers and senior experts in digital policy from across the globe to provide impactful, three-minute interventions on topics critical to the future of the information society and success of the WSIS + 20 Review.

The Leaders TalkX: Future-Ready: Enhancing Skills for a Digital Tomorrow session was moderated by Cheryl Miller, VP for Digital Policy at the US Council for International Business (USCIB).

The UK Experience

Her Excellency, Baroness Jones kicked off the discussion with an overview of how the UK has integrated digital skills into their digital development agenda. Her comments reflected on how the UK's efforts support the WSIS agenda on digital development and inclusivity. The UK's in-country approach is the same that they apply internationally and it is simple-- for ICT's to benefit all aspects of life they must be accessible to all people. The Baroness noted that a third of the world is still not online, and that connectivity must be affordable.

UK's Digital Access Program targets underserved communities across the globe, and it is a shining example of international cooperation as it helps partner countries to reduce their digital gap. Inclusive digital development is the UK's goal. Digital skills are crucial and the UK partners across many programs to increase digital literacy and raise cybersecurity awareness. The UK's Digital Development Strategy partners with developing countries and recognizes that international cooperation and multistakeholder approaches are vital to inclusive and responsible digital transformation. The UK has partnered with ITU since 2020 to advance the WSIS Action Lines.

The Estonian Experience

Estonia's Minister explained how their approach to teaching and skills development has driven high PISA results. Estonia regained independence in 1991, and learning at school during the Russian occupation was a form of resistance. Schools produced heavily skilled students that built a baseline for their digital society. They delivered internet to all of the schools and taught IT skills from the beginning. In the AI era Estonia has now launched a program for schools that targets10th and 11th graders, giving them free access to AI tools. Estonia is positioning itself to be a leader in AI to develop AI for the good of its citizens. This has all supported other learning subjects as well as democratic values.

The Tanzanian Experience

The Honourable Mr. Silaa described the enabling environment that has positioned Tanzania for success in building a digital tomorrow for all. In July 2024 they launched a new digital strategy, and with regard to infrastructure they have heavily invested in 3G, 4G and 5G as well as the last mile. On the policy side they have passed a personal data protection act and have built strong legal protections for online users. They have many international partnerships and a high level of youth inclusion with targeted efforts to engage them in the start-up ecosystem to ensure that they are not left behind. Tanzania also has committed to creating a level playing field to not leva anyone in society behind, with a focus on digital skills. This is implemented from kindergarten through college and the government is designing a digital technology institute where individuals can hone their skills in AI, big data, and other advanced technology subjects.

The Turkish Experience

Mr. Karagözoğlu discussed how Turkey has promoted widespread access to ICT skills and digital literacy. Ensuring nationwide access to digital skills is a strategic goal and is vital for fostering sustainable international cooperation. Digital skills must be inclusive and accessible to all. Equipping businesses with these skills significantly enhances productivity and strengthens international value chains.

Digital literacy is no longer optional and must consider persons with disabilities and older communities. It is a foundational skill and the BTK Academy was launched in 2017 and it is a comprehensive online portal aimed at building online skills and providing internet access. The Academy also targets rural and underserved regions with programs at all levels. It offers subjects in AI, cloud computing, and cybersecurity. It has offered 317 thematic programs and this investment will build a more future ready information society.

The TakeItGlobal Experience

Ms. Jennifer Corriero closed out the discussion by redirecting the audience to focus on the importance of K-12 skills. Experiential hands-on learning opportunities need to inspire kids. She believes we need to increase investment in public education and surround children with role models, offer virtual field trips, and position children for success in the digital transformation. She explained the need to focus on well-being and humanity, so that technology can connect us all as people. Youth-led community-based projects will create a more interactive experience for children.

Emerging Trends Opportunities and Challenges

The panel demonstrated how governments are leaning in on investing in digital skills, starting from kindergarten and through college. There are many opportunities for the private sector, the technical community and civil society to support and partner on some of these efforts. The need for affordable access remains, as well as a focus on underserved communities and populations.

Challenges persist in preserving languages online, serving people with disabilities, combatting affordability, and shrinking the digital divide. Connectivity remains a baseline goal for ensuring the information society can be open and inclusive.

Links to the WSIS Action Lines

Panellists covered a broad range of initiatives providing thoughtful commentary and case studies that mark their progress in supporting the WSIS Action Lines and inspired the audience. The speakers discussed digital skills, access, infrastructure, creating an enabling environment, global cooperation, cultural diversity and the needs of underrepresented populations, applications. This session linked to 10 out of the 11 WSIS action lines:

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

Action Line 2: Information and Communication Infrastructure

Action Line 3: Access to information and knowledge

Action Line 4: Capacity building

Action Line 5: Building Confidence and Security in the Use of ICTs

Action Line 6: Enabling Environment

Action Line 7: ICT Applications

Action Line 8: Cultural Diversity

Action Line 10: Ethical Dimensions

Action Line 11: International and Regional Cooperation

Vision for WSIS 2025 and Beyond

Making sure that these case studies are loaded into the main WSIS database that was developed in 2024 should be a paramount goal, as well as amplifying the work that is being done to achieve the WSIS Action Line Targets. There needs to be a bigger effort to disseminate all of this information in the right places, as well as an attempt at using these examples in a way that can more accurately measure progress.

ESTONIA

H.E. Ms. Liisa-Ly Pakosta
Minister
Ministry of Justice and Digital Affairs

Question:

How to approach teaching and skills-development in a rapidly changing environment? Estonia has been consistently scoring high in the PISA results. What can other countries learn from Estonia?

[MISSING STATEMENT]

TANZANIA

H.E. Mr. Jerry William Silaa
Minister
Ministry of Communication and Information Technology for the United Republic of Tanzania

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Question:

What is the enabling environment that marks Tanzania's readiness for digital tomorrow?

[MISSING STATEMENT]

UNITED KINGDOM

H.E. Ms. Maggie Jones, Baroness Jones of Whitchurch
Minister
UK Government

Question:

How are digital skills integrated into the UK's approach to digital development, and how does that support the WSIS agenda on digital inclusion and connectivity?

[MISSING STATEMENT]

SAMOA

Ms. Gisa Fuatai Purcell
Chief Executive Officer
Office of the Regulator

Question:

How important is the resilience of telecoms infrastructure in addressing the world's critical social challenges?

[MISSING STATEMENT]

TÜRKIYE

Mr. Ömer Abdullah Karagözoğlu
Chairman of the Board & President
Information and Communication Technologies Authority (BTK), Türkiye

Question:

What is the significance of ensuring widespread access to ICT skills and digital literacy in your country? What steps are being taken to address this issue?

Thank you, Madam/Mr. Chair.

Good morning to all participants. I wish everyone a fruitful and successful session.

Ensuring nationwide access to ICT skills and digital literacy is a strategic priority for both individual empowerment and inclusive national development. It is also vital for fostering meaningful and sustainable international cooperation.

First and foremost, basic digital competencies help promote equal opportunities in the labour market. Educational resources and training opportunities must be accessible to all—not just to those who are already digitally skilled or well-connected. Such inclusivity helps narrow regional development gaps and alleviate youth migration pressure from underdeveloped areas.

Moreover, equipping businesses and entrepreneurs with digital skills significantly enhances productivity and facilitates access to global markets, enabling stronger integration into international value chains.

Inclusive ICT education also plays a key role in enabling the full participation of all segments of society, including persons with disabilities and the elderly. In today's world, digital literacy is no longer optional—it is a foundational skill and a core element of any modern education and development strategy.

In line with this vision, the BTK Academy was launched by the Information and Communication Technologies Authority of Türkiye at the end of 2017. It serves as a comprehensive online training portal designed to provide individuals with the knowledge and skills they need to thrive in the digital era.

Beyond online access, the Academy also delivers in-person and camp-based trainings, particularly targeting rural and underserved regions. It offers programmes for all levels—from beginners to professionals—with content developed by experts in areas such as software development, cybersecurity, artificial intelligence, and cloud computing.

As of today, the BTK Academy hosts 317 training programmes, in total 165,000 minutes of content across 12 thematic categories, and serves a growing community of over 2.65 million users.

We believe that investing in digital literacy and ICT skills is investing in a more inclusive, innovative, and future-ready society.

We are proud of the progress achieved so far and remain fully committed to expanding and diversifying our efforts. Our goal is to ensure that no one is left behind in the digital transformation journey—and we believe we are on the right track.

TAKINGITGLOBAL

Ms. Jennifer Corriero
Executive Director
TakingITGlobal

Question:

What approaches are needed in K-12 education to support students in developing their skills for a digital tomorrow?

Distinguished panelists, esteemed colleagues, and fellow advocates for digital inclusion,

It is an honor to join you today at the WSIS+20 High Level Panel to discuss one of the most urgent priorities of our time: equipping young people with the skills they need for a digital tomorrow.

The Imperative for Digital Skills in K-12 Education When I took part in the original phase of the World Summit on the Information Society, I was among the founding members of the Youth Caucus and our generation of young people were the first generation to grow up with the internet. Twenty years later, we have inherited the responsibility of preparing the next generation of children and youth for a digital world.

The world our students are entering is profoundly shaped by digital transformation. From artificial intelligence to global collaboration, the opportunities—and challenges—are unprecedented. To prepare students, we must recognize that the digital divide is still prevalent in many parts of the world, including countries like Canada, where there are many remote communities that do not have cell phone reception and where schools have limited internet connectivity. Digital inclusion must remain a key priority and that also goes beyond infrastructure, internet connectivity and access to hardware or software. We must cultivate digital literacy, critical thinking, creativity, and ethical citizenship from the earliest years through to high school graduation.

Key Approaches for Developing Digital Skills

1. Embed Digital Literacy Across the Curriculum

Digital literacy must be foundational, not optional. This means integrating skills such as information evaluation, ethical online behavior, privacy and security, healthy use of digital tools for wellbeing and creative content production into every subject area and grade level.

- Critical thinking and research skills
- Privacy, security, and digital footprint awareness
- Empathy and ethical participation in online communities
- Healthy use of digital tools to support wellbeing
- Creative use of digital tools for problem-solving and self-expression

2. Foster Global Citizenship and Collaboration

We must empower students to see themselves as global citizens. Educators can unlock the power of virtual exchanges, virtual field trips, access to role models, and collaborative learning projects to broaden perspectives and foster cross-cultural understanding. These experiences help students develop:

- Communication and collaboration skills in digital environments
- Respect for diversity and global interconnectedness
- Leadership and agency to address real-world challenges

3. Prioritize Equity and Inclusion

True digital readiness means ensuring all students—regardless of geography, background, or ability—can access high-quality digital learning opportunities. This calls for:

- Investment in infrastructure and connectivity, especially for remote and underserved communities
- Professional development for educators to confidently integrate technology - Culturally relevant and accessible digital content
- Ensuring sources of content are reflective of communities served

4. Support Wellbeing and Digital Citizenship

As students navigate complex online spaces, we must teach not only technical skills but also digital wellbeing, resilience, and responsible citizenship. This includes:

- Managing screen time and digital stress
- Recognizing and addressing cyberbullying
- Understanding the impact of digital actions on self and community
- Fostering self-awareness and understanding how the digital world influences the real world

A Call to Action

Let us commit to a future where every young person is empowered to use, understand, and create with technology, not just as consumers, but as innovators, leaders, and compassionate citizens. By embedding digital skills in K-12 education, fostering global collaboration, ensuring equity, and supporting wellbeing, we can build a digital tomorrow that is inclusive, ethical, and full of possibility for all.

Thank you.

Leaders TalkX: Towards a safer connected world: collaborative strategies to strengthen digital trust and cyber resilience

Recording: WSIS 2025 - Plenary room C - day 3 - Zoom

Moderated by High-level Track Facilitator:
Prof. Lucien Castex, Director, Advisor to the CEO, Internet Governance and Society, AFNIC

Speakers:

1. **Malaysia:** H.E. Mr. Fahmi Fadzil, Minister, Ministry of Communications
2. **Greece:** H.E. Mr. Christos Dermentzopoulos, Deputy Minister, Ministry of Digital Governance
3. **India:** Mr. Anil Kumar Lahoti, Chairman, Telecom Regulatory Authority
4. **Lithuania**: Ms. Jūratė Šovienė, Chair of the Board, Communications Regulatory Authority
5. **Thailand**: Mr. Trairat Viriyasirikul, Deputy Secretary General, Office of The National Broadcasting and Telecommunications Commission
6. **Internet Society**: Ms. Sally Wentworth, President and CEO
7. **Trust Valley / EPFL Innovation Park:** Ms. Lennig Pedron, CEO and Independent Board Member
8. **Spain:** H.E. Mr. Matías González, Secretario General, Ministerio para la Transformación Digital y de la Función Pública / Ministry for Digital Transformation and Public Administration (remote)

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Executive Summary by High-Level Track Facilitator Prof. Lucien Castex

Introduction

The session entitled « Towards a safer connected world: collaborative strategies to strengthen digital trust and cyber resilience » achieved a good balance between the presentation of concrete use cases and proposals.

The session highlighted the momentum at the WSIS+20 to find ways and means, effective strategies and collaborative solutions to reinforce cyber resilience and trust in the information society. The session also pointed out both the importance of sharing best practices and concrete use cases, as well as the essential need of bold ideas. The discussion emphasized the need for multistakeholder cooperation, pivotal to make concrete progress, public-private partnerships, and of governmental cooperation and, both within the United Nations and across other platforms, to enhance user trust, safeguard rights and strengthen education and digital literacy.

Achievements of 20 years of WSIS

Multi-stakeholder cooperation has been essential to help securing our digital future.

Fresh priorities

- Develop a comprehensive framework for building a secure and trustworthy online experience.
- Build from comparative use cases between countries and stakeholders.
- Strengthen digital literacy, in particular for vulnerable groups of society.

Emerging trends

A rapidly evolving landscape requiring greater international collaboration as online threat increases.

Opportunities

- Cross sectoral cooperation and coordination is essential to build meaningful cyber Resilience against a backdrop of growing online threats and geopolitical tension.
- Cooperation and mutual assistance e.g. Memorandum of cooperation between countries to share threat intelligence and incident information.
- Harmonize certification standards across countries (e.g., ENISA NIST, ISO/IEC…).
- Make use of ITU Global Cybersecurity Index to find gaps and strengthen cybersecurity.
- Country and region wide (e.g. in the EU with the NIS 2 directive and cyber resilience act) coordination on threat detection, crisis response to help achieve cyber resilience.

Key challenges

- To truly harness the potential of ICTs. It is needed to build digital trust and promote a trustworthy, open and inclusive internet for everyone.
- Strengthening digital trust and cyber resilience need to take into account the most vulnerable groups of society. Equipping all citizens, particularly the elderly and other vulnerable groups, with the necessary digital skills.

Links to WSIS Action Lines

C5. Building confidence and security in use of ICTs.

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Case Examples

- ASEAN Guideline on the Safe and Responsible Use of Social Media Platforms which aims at enhancing online safety by promoting stronger standards, support the public aud SMEs by raising awareness and improving digital literacy and strengthen user rights.
- India's Initiatives to address cyber resilience and cyber security in particular, the system for restoration of Telecom Network with a strong cross-sectoral collaboration dimension.
- Trust Valley, public-private partnership, supported over 250 innovative companies in the domains of digital trust and cybersecurity in more than 50 countries worldwide drawing on joint pilot project, flexible financing and administrative procedures.
- Malaysia' Mobile ID platform, which is integrating national ID verification with mobile services, helping prevent identity theft.
- Spain collaboration with the Organization of American States in order to promote joint initiatives for capabilities building (e.g. Cybersecurity Summer Bootcamp) and the creation of a collaborative network among experts.
- Lithuania digital literacy initiative « No One Left Behind » and a key event « Digital Wave », organized on the Safer Internet Day, bringing together over 80 000 elderly people and schoolchildren all over Lithuania.

Vision for WSIS beyond 2025

How do we work together to ensure a safe and open online experience drawing on strong multistakeholder collaboration?

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

MALAYSIA

H.E. Mr. Fahmi Fadzil
Minister
Ministry of Communications

Question:

Malaysia is currently taking a leading role in the development of a Guideline on the Safe and Responsible Use of Social Media Platforms for ASEAN. Could you share what specific outcomes Malaysia hopes to achieve through this guideline, and how you envision it contributing to the broader goal of building a more resilient and digitally responsible ASEAN community?

A very good afternoon, and warmest greetings to all.

Recognising the rapid growth and influence of social media across Southeast Asia, with over 480 million social media users, ASEAN Member States have acknowledged the need for a coordinated regional approach to foster a safer, more responsible online environment. In response to this, ASEAN has endorsed the development of the Guideline for the Safe and Responsible Use of Social Media Platforms for ASEAN, with Malaysia entrusted to lead this important work. This effort is timely and closely aligned with Malaysia's ASEAN Chairmanship 2025 theme: "Inclusivity and Sustainability."

The guideline is envisioned as a non-binding regional reference that provides common principles, best practices, and practical recommendations for governments, platforms, and users. It is structured around four (4) main strategic pillars: Regulatory, Education & Awareness, Collaboration, and Sustainability & Adaptability. Together, these pillars aim to create a cohesive and secure online landscape that upholds ASEAN's values of mutual respect, cooperation, and community well-being.

The approach taken is consultative and inclusive, with Malaysia actively engaging with ASEAN Member States, industry players, and civil society to ensure the guidelines reflect the region's collective concerns and aspirations. Earlier this month, Malaysia has also concluded the second Validation Workshop with ASEAN Member States to review the draft guideline.

For Malaysia, the key outcome is to ensure greater protection and empowerment for the citizens. By participating in and leading this initiative, Malaysia aims to:

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1. Enhance online safety for all Malaysians, particularly children and vulnerable users, by promoting stronger standards for content moderation and harm prevention.
2. Support the public in dealing with misinformation and scams, which are increasingly common and damaging, especially to senior citizens, youth, and small business owners.
3. Improve public awareness and digital literacy, ensuring users are better equipped to navigate social media responsibly and make informed decisions.
4. Strengthen user rights and access to redress mechanisms, so Malaysians can report and resolve harmful content more effectively.

At the ASEAN level, the broader impact is to create a safer and more cohesive online space. This guideline aims to reduce regulatory fragmentation, increase consistency in user protection, and encourage greater accountability from social media platforms. Over time, it will promote regional convergence—similar to the EU's Digital Services Act—while still respecting the cultural and political diversity of ASEAN Member States.

By aligning efforts, ASEAN can better address cross-border harms, respond to emerging technologies like AI-generated content, and build a more digitally resilient, informed, and secure community. This guideline lays the groundwork for long-term cooperation, with potential follow-ups in implementation strategies, regional training, and platform dialogue.

In short, Malaysia's leadership in this guideline is driven by the belief that online spaces must be safe, inclusive, and empowering—not just for policymakers and platforms but for all ASEAN citizens who use social media.

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GREECE

H.E. Mr. Christos Dermentzopoulos
Deputy Minister
Ministry of Digital Governance

Question:

What do you consider the main challenge in implementing the provisions of the NIS 2 Directive of EU in Greece and how do you align with the implementation of the WSIS Action Line C5 for Building Confidence and security in the use of ICTs?

Cybersecurity is a strategic priority for Greece, both as a matter of national security and as a foundation for digital trust, innovation, and sustainable development. Our approach is comprehensive and structured around five key pillars: governance, infrastructure protection, incident response and privacy, a forward-looking investment environment, and capacity building.

At the heart of our efforts lies the National Cybersecurity Strategy 2020–2025, which has provided the necessary framework to secure our digital transformation. It focuses on critical infrastructure protection, institutional resilience, international cooperation, awareness raising, and skills development. We are now preparing the new National Cybersecurity Strategy for 2026–2031, which will incorporate lessons learned, evolving threat intelligence, AI-driven risks, and geopolitical developments. Our ambition is to strengthen digital trust and build a functional, adaptive cybersecurity governance system that enables faster decision-making and accountability.

At the same time, preparations are being made for the publication of the "National Risk Assessment Plan for Information Technology and Communications Systems" and the "National Plan for Responding to Large-scale Incidents and Crises in Cyberspace", as a part of our core actions in implementing the national cybersecurity strategy. With this clear operational framework, the Security Operations Center (SOC) of the National Cybersecurity Authority, operating as a national hub, will provide a real-time picture of the country's cybersecurity situation, while the National Cybersecurity Incident Response Team (CSIRT) will provide immediate assistance in the management of cyber incidents in critical infrastructure.

To that end, Greece has already transposed the NIS 2 Directive (Law 5160/2024), which significantly expands the scope of regulated entities and introduces enhanced cybersecurity risk management, reporting obligations and strongly emphasizes collaboration and information sharing among Member States. We are providing tailored guidance, launching self-assessment tools, and scaling up supervisory and enforcement capacity, particularly for SMEs, public administration and significant critical infrastructure sectors.

A key component of our strategy is the protection of critical infrastructure and the secure deployment of emerging technologies. We are actively implementing cybersecurity projects cofunded by EU instruments such as Digital Europe Programme, Horizon 2020 and the Technical Support Instrument, targeting public service upgrades, cyber threat detection systems, and even sector-specific interventions. These projects also reinforce secure digital innovation and the resilience of operational technologies.

We are in the process of further operationalizing our cybersecurity capabilities. Greece is investing in national capabilities for real-time incident response, hands-on cybersecurity training and public awareness campaigns. We don't just actively support the implementation of the Cyber Solidarity Act for compliance reasons, but because we see it as a crucial legal foundation to further enhance our operational capabilities. Our engagement from trusted SOC capabilities to real-time threat intelligence sharing and cooperation with European Cybersecurity Organisations, such as ENISA, ECCC (European Cybersecurity Competence Center) European Commission (DG CNECT) and cross-border cyber exercises reinforces our crisis readiness and shared situational awareness. Moreover, at operational and technical level, we participate in the relevant networks (eg the EUCyCLONe and CSIRTs Networks), which have a significant role when it comes to large-scale and high impact cybersecurity incidents that require EU-level Coordination. At the same time, we acknowledge the critical role of the Cyber Resilience Act in establishing EU-wide security standards for digital products and supply chains.

Creating a modern cybersecurity investment environment also means supporting research, development, and innovation. Greece promotes public-private partnerships and participates in European initiatives to foster cybersecurity R&D. We are aligning our regulatory, technological and industrial ecosystems to make cybersecurity a lever for digital growth.

Finally, we place strong emphasis on capacity building and public awareness. Greece is developing a national ecosystem for cybersecurity education and training, aligned with European initiatives such as the European Commission's Communication on the Cybersecurity Skills Academy [(COM(2023) 207 final)]. Our aim is to actively engage SMEs, academia, industry, and the public sector in coordinated upskilling efforts, close the cybersecurity talent gap, and cultivate a workforce capable of meeting the growing needs of both public and private sectors.

In short, Greece sees cybersecurity not as a constraint, but as a strategic enabler of trust, innovation, and democratic resilience. Our commitment is clear: to contribute to a more secure, digitally sovereign, and cyber-resilient Europe.

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

INDIA

Mr. Anil Kumar Lahoti
Chairman
Telecom Regulatory Authority

Question:

Cyber Resilience can only be achieved through cross sectoral cooperation and coordination. How true it is from India's perspective?

Cyber resilience is the ability of an organization to enable business acceleration (enterprise resiliency) by preparing for, responding to, and recovering from cyber threats. The three Rs of cyber resilience include Resist, Recover, and Rebuild. Each of these features gives an organization a way to respond when cyber-attacks come their way.

In India, achieving cyber resilience is significantly dependent on cross-sectoral cooperation and coordination. While India has made strides in developing its cybersecurity capabilities, the interconnected nature of modern infrastructure and threats necessitates a collaborative approach across various sectors.

I. **The cross-sectoral cooperation in India is crucial for cyber resilience due to following reasons**:

- **Interconnected Infrastructure:** Modern systems, including critical infrastructure like energy grids, financial networks, and transportation systems, are highly interconnected. A cyberattack on *one sector* can quickly cascade to others, highlighting the need for *coordinated responses* and preventative measures.
- **Evolving Threats:** Cybercriminals are becoming increasingly sophisticated, using advanced technologies and tactics to target various sectors. Cross-sectoral collaboration allows for *better threat intelligence sharing, enabling organizations* to anticipate and *respond* to emerging threats more effectively.
- **Resource Sharing:** No single entity possesses all the *resources and expertise* needed to combat cyber threats. *Sharing knowledge, tools*, and personnel across sectors can significantly enhance overall cyber resilience.
- **Standardization and Best Practices:** Cross-sectoral cooperation facilitates the development and adoption of *common standards* and best practices for cybersecurity, making it easier for organizations to implement robust security measures.

- **Building Trust and Confidence:** By working together, different sectors can build trust and confidence in their *ability to manage cyber risks*, which is crucial for maintaining a secure and resilient cyberspace.

II. **India's Initiatives to address the requirements from the perspective of Cyber Resilience & Cyber Security**

- **National Cyber Security Policy:** India has a National Cyber Security Policy that is a comprehensive framework designed to protect the nation's cyberspace and critical information infrastructure from cyber threats by taking a broader approach by focusing on ability to maintain operations and recover quickly after an incident. India has developed various institutional mechanisms for cybersecurity, including incident response and recovery institutions addressing Cyber Resilience across Sectors
- India has developed **National Cybersecurity Coordination Centre (NCCC)**. It is multi organisational centre which gets inputs from multiple sectors through sensors deployed therein. The result of the analytics is shared with relevant sectors for proactive mitigation.
- In addition, the **Telecom Security Operation Centre (TSOC)** monitors the traffic in the Telecom networks and provides the information on breaches and threats to the affected entities in different sectors and also feeds into the NCCC for analysis and dissemination to relevant respective sectors and entities within sector.
- Similarly, the sectoral **Cyber Security Incident Response Teams (CSIRT)** of say power sector gets feeds from NCCC and TSOC for mitigative actions by entities within the sector. It also feeds in threat intelligence into the NCCC.
- **This is further explained from illustrative examples:**

#A Smart Grid Communication Network Provided a TSP for Power Sector, gets impacted by a Cyber attack at a Power Distribution location. The Communication network being monitored by **TSOC** captures an alarm for the information breach along with affected entities. This incident is reported into **NCCC** , where the experts from various sectors analyse & feeds into various **CSIRTs** including Power Sector's **CSIRT** for immediate action & for future prevention.

India has a well-established system for restoration of Telecom Network with Cross Sectoral Collaboration:

In case of an imminent disaster, the Telecom Networks and broadcasting systems are made use of for disseminating the information to the citizens and entities responsible for taking appropriate action to prevent or minimise the loss to human life and property. NDRF (National Disaster Response Force) that works in coordination with other agencies, including the State Disaster Response Force (SDRF), local administration, and other government bodies, in order to ensure a unified and effective response may provide the assistance to the Telecom Service Providers, in arranging rapid transport of the telecom gear, Power plants, Fuel for the replacement and restoration of the communication network to establish a cyber space providing the minimum service till complete restoration of the services is ensured.

b. ***Additional Question****: Is there a need of availability of tested and certified Network element to build resilient Network? How does nations can collaborate to ensure supply chain security?*

- Yes, there is a need for tested and certified Network element to build resilient Network. As it is said that in the Era of technologies changing by the day it is important to work on the principle of "**Security by Design**" across geographies.
- In order to implement this principle for common yard stick we have to consider that the Network elements comes in from different vendors who may have different levels of expertise, on matters of security. In order to ensure optimal Security, it is essential that there are defined Security

requirements, a mechanism to test the compliance to those requirements and certification of compliance. Since a network comprises of many elements and security of the network is determined by weakest link in the chain. Hence in order to ensure Network security it is essential that all critical equipment are tested and certified for security.

- India has developed a robust framework for testing & Certification including supply chain security:

i. **MTCTE (Mandatory Testing & Certification of Telecom Equipment)** in India caters for the Security Assurance Requirements that are defined by **Indian Telecom Security Assurance Requirements (ITSARs)** and a testing and certification mechanism has been developed with accredited labs. All the critical Network equipment are tested & certified before incorporating into the network.

ii. A further dimension is trustworthiness of vendors especially where inimical actors could corrupt a supply chain. Since the equipment & components are all Global & could come from anywhere, India has also parallelly implemented a **Trusted Source and Trusted Product** Certification regime covered under **National Security Directive on Telecom Sector (NSDTS)** to cater for this dimension of security of networks.

b. (Part II) How does nations can collaborate to ensure supply chain security?

Global Collaboration for Supply Chain Security

- The Nations can collaborate by Certification to certification MOUs that are signed with many countries for sharing threat intelligence and incident information of mutual interest

As an example India have signed CERT to CERT MoUs.

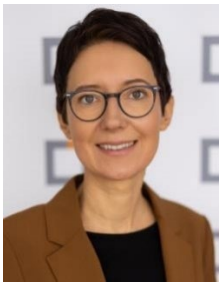
- In addition bilateral Memorandum of Cooperation are also entered into, with entities at appropriate level, in each country for cybersecurity. Nations could exchange information in respect of any supply chain vulnerabilities that they have detected along with skill & cyber security tool development & their utilization.
- Harmonization of certification standards across countries (e.g., aligning India's testing frameworks with EU's ENISA (European Union Agency for Cybersecurity), U.S. NIST (National Institute of Standards and Technology), and ISO/IEC standards).

III. **Conclusion:**

While India has taken steps towards cyber resilience, It is continuous effort required for Sustainable collaboration, skill & information sharing among all stakeholders particularly between the government, private sector, and academia, in order to address the evolving cyber threat landscape effectively.

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

LITHUANIA



Ms. Jūratė Šovienė
Chair of the Board
Communications Regulatory Authority

Question:

What are the main factors of success in strengthening digital trust and cyber resilience, especially for vulnerable groups of society?

- In terms of infrastructure Lithuania has laid down a strong foundation for digital inclusion. Our fibre broadband covers about 90 % of households and for those in remote areas the mobile communication is a helpful solution, so 95 % of the population has access to 5G. The prices are among the lowest in Europe, removing significant affordability barriers to access.
- In the public sector we expect to provide 100 % of key public services online. More and more public services provided to business and the population are conveniently and quickly accessible through one centralized access - the e-Government Gateway.
- However, the true challenge lies in equipping all citizens, particularly the elderly and other vulnerable groups, with the necessary digital skills and confidence to navigate the digital world.
- In the strategic documents on digital development of Lithuania the target is to equip 80% of adults with the skills to perform everyday digital tasks by 2030, so that they have skills to effectively use the latest digital solutions and use digital technologies daily and participate effectively in democratic processes.
- These are ambitious tasks, taking into account that while being among leaders in Europe of digitally skilled people between 16-24 years, we are however slightly behind in the age group of 55-74 years old. Our latest survey showed that in the age group of 55-64 years about 72 % say that they do not have basic digital skills, in the age group of 65-74 years old even 87 % do not have necessary skills. We talk about 600 thousand people when Lithuanian population is less than 3 million.
- This concern is accelerated by the fact that Lithuania is one of the fastest aging societies in Europe. By 2050, 30 % of our population will be aged 65 or older, a significant increase from 20 % in 2023. This demographic shift makes digital inclusion an important priority.
- To address this problem in October 2023 the Communications Regulatory Authority of Lithuania launched the initiative **No One Left Behind** which focuses mainly on improving digital skills among

seniors. The initiative is supported by the President of the Republic of Lithuania. The launching ceremony coincided with our celebration of 100 anniversary of Lithuania's membership in the ITU, with participation of ITU Secretary General Ms. Doreen Bogdan-Martin.

- In one year, this initiative has grown into a robust public-private partnership involving over 160 collaborators, including state authorities, private sector, municipalities, media and other. Now, we can proudly call it whole-Lithuania's project.
- We started with online, hybrid or live seminars at the Third-Age Universities. Now we have 33 municipalities supporting our training efforts by providing facilities and promoting the project locally. Since the end of last year, the network of public libraries became our strong partners, expanding our outreach to even smaller towns and villages. Thus, trainings extended to other vulnerable groups, such as the jobless and socially isolated.
- A significant milestone of this initiative was the **Digital Wave**, organized on the Safer Internet Day (February 11, 2025). Over 80 000 elderly people and schoolchildren all over Lithuania joined activities of the Digital Wave physically or remotely. This was not the first time when digital literacy initiative No One Left Behind united different generations: young volunteers help older people in practical trainings to build necessary digital skills and confidence to navigate in digital space.
- Currently we have 50 topics for trainings with our volunteers' teachers, and since October 2024 started practical session in computer classes.
- The priority topics in our trainings are about safety measures online. Every day, thousands of people are targeted by fraudsters or scam calls. Some are so sophisticated and convincing that even the most careful individuals fall victim. Fraud is no longer just about one scammer and one victim**.** It's a highly organized, constantly evolving global business. No secret that Senior citizens are particularly vulnerable to online scams. The problem is that many victims don't report fraud, making it harder to track the full impact.
- To address this issue, RRT joins the forces with operators and other public institutions involved to change the approach, namely:
  - ✓ Identify and block entire networks of fraudulent traffic instead of chasing each scam individually.
  - ✓ Work directly with telecom providers to prevent scam traffic before it reaches users.
  - ✓ Develop AI-driven monitoring systems that predict fraud patterns instead of reacting after the damage is done.
  - ✓ Public education and awareness – Even the best prevention efforts can't stop every scam. That's why we must ensure people recognize scams before they fall victim.
- Results achieved by our efforts so far:
  - ✓ **8.5** million scam calls & **3.2** million fraudulent messages blocked in 2024.
  - ✓ **€4.7** million in stolen funds prevented & returned to users.
  - ✓ Fraud waves identified & neutralized within hours instead of days.

- Going back to the project **No one left behind**, we plan to expand our activities and develop a platform for online training. We strongly believe that by joining efforts with other Lithuanian stakeholders under the umbrella of this initiative, we can create a safer digital environment for Lithuanian population to embrace the benefits of ICTs.

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

THAILAND

Mr. Trairat Viriyasirikul
Deputy Secretary General
Office of The National Broadcasting and Telecommunications Commission

Question:

As a telecommunications regulatory body in Thailand, what strategies or frameworks have proven most effective in fostering successful collaboration between the public and private sectors to drive inclusive and sustainable ICT development?

Excellencies,

Distinguished Delegates,

Ladies and Gentlemen,

On behalf of Office of the National Broadcasting and Telecommunications Commission of Thailand, it is a great honor to be here with you today at this important session. I welcome the opportunity to share Thailand's progress in strengthening digital confidence and security in the use of ICTs, a journey shaped by commitment, collaboration, and innovation.

In today's digital age, connectivity is no longer just about accessing information. It has become the foundation for opportunity, innovation, and inclusive national development. As the national regulator, our role extends well beyond traditional oversight. We see ourselves not only as regulators, but as enablers of a digital environment that works for the benefit of all people. While fostering fair competition and safeguarding public safety in an increasingly connected world.

To truly harness the full potential of ICTs. It is essential to build digital trust, ensure cyber resilience, and promote safe, inclusive access for everyone. That is why Thailand is transitioning from conventional regulatory models to a more active and forward-looking form of digital leadership. One that aligns with the ITU's Connect 2030 Agenda and the United Nations Sustainable Development Goals.

In this regard, I would like to share how Thailand is working to create a safe and secure digital society for all citizens. Our approach is based on two key strategies:

First, Applications and Platforms to Enhance Digital Security. We promote the development of secure applications that protect users while improving access to digital services. A key example is our Mobile ID platform, which integrates national ID verification with mobile services. This platform streamlines access to both public and private digital systems, reduces paperwork, and helps prevent identity theft — reinforcing the foundation of trusted digital citizenship.

Another important initiative is our "3ชั้น (3 Chan) " system, an application with three-layer protection model. This system allows users to check how many SIM cards are registered under their national ID across all mobile operators. If any unfamiliar numbers are found, users can report them or lock their ID to prevent further unauthorized use. This is a major step in reducing identity theft and SIM-related fraud which is one of the most common digital threats faced by consumers.

Second, Strategies to Protect Users and Secure the Mobile Ecosystem. To help with building on these platforms mentioned above, Office of the NBTC has introduced several key measures to combat online crime and ensure public safety.

We have implemented new call prefixes, +697 for unidentified international calls and +698 for roaming calls from Thai-registered numbers. In addition, users can dial *USSD code 138 to block incoming foreign calls, helping reduce the risk of scam attempts.

To prevent misuse of mobile services, we now require individuals who hold six or more mobile numbers under a single provider to verify their identity or risk having their service deactivated.

In border areas, we have strengthened control measures to prevent illegal usage of telecommunications signals, the use of unlicensed devices, and the unauthorized importation of mobile equipment. These steps are essential for protecting our national telecom infrastructure and user data, particularly in vulnerable regions.

We also promote public awareness through the development of infographics and outreach campaigns to help citizens better understand online threats and learn how to protect themselves in the digital environment.

Other measures also include:

Requiring service providers to suspend suspicious numbers within 48 hours of official notification by Office of the NBTC;

Limiting tourists SIM card usage to three SIM cards per provider, valid for up to 60 days, and requiring registration with a passport only;

Banning unauthorized SIM boxes from connecting to telecom networks to prevent fraud and illegal traffic rerouting.

When it comes to SMS communications, all organizations using sender names must register their sender names with the Office of the NBTC. Names that mimic or resemble well-known institutions, banks, or previously used scam sources are not allowed. SMS messages containing links must first be approved by the National Cyber Security Agency (NCSA) before they can be sent. All sender names must be revalidated on an annual basis.

These actions reflect more than just regulatory enforcement , they represent a broader philosophy of public-private collaboration. We believe that digital trust can only be achieved when all stakeholders work together: regulators, service providers, cybersecurity experts, law enforcement agencies, and the public.

Looking Ahead, Office of the NBTC continues to explore how ICTs can go beyond simple connectivity and serve as tools for meaningful and sustainable development. We are committed to playing a strategic role not only as regulators of networks and services, but as policymakers, collaborators, and facilitators of digital transformation that leaves no one behind.

Above all, we recognize that digital trust and cybersecurity are global challenges. Cyber threats do not respect national borders. For this reason, Thailand remains fully committed to principles of transparency, international cooperation, and knowledge-sharing.

We are ready to learn, to contribute, and to co-create solutions with our international partners to ensure that the digital world we are building is not only more connected, but also more trusted, more inclusive, and more secure for everyone.

Finally, I hope that what I have shared today offers useful insight into how Thailand is working to build confidence and strengthen security in the use of ICTs — for the benefit of all.

Thank you very much.

INTERNET SOCIETY

Ms. Sally Wentworth
President and CEO

Question:

How do we work together to ensure that people everywhere have an Internet experience that is safe, secure, and protects them online?

[MISSING STATEMENT]

TRUST VALLEY, EPFL INNOVATION PARK

Ms. Lennig Pedron
CEO, Independent Board Member

Question:

What is your view on the importance and relevance of public-private partnerships, like Trust Valley, for enhancing trust and security in the digital society?

Thank you Prof. Castex, it's an honor to be part of this conversation today. At Trust Valley, we strongly believe that multi-stakeholder cooperation is essential to securing our digital future. The question of public-private partnerships for digital trust is at the heart of our work.

Trust Valley is a center of excellence in digital trust and cybersecurity on a mission to ensure a safe, secure and more responsible digital economy. We bring together more than 50 patterns from the private, public and academic sectors, engaging with more than 350 organisations across the lake Geneva region.

Over the past 5 years, we've supported more than 250 innovative companies in the domains of digital trust and cybersecurity from Switzerland and over 50 countries worldwide, helping the development of new technologies and solutions in various domains, including data protection, AI and cybersecurity.

What we've learned is simple: Innovation succeeds when different sectors collaborate. Knowledge moves faster, and better solutions are found.

That's why neutral and inclusive platforms like Trust Valley are so important. We act as a neutral platform that strengthens cooperation.

Information sharing is the first step. The next step is orchestration of:

- Joint pilot projects,
- Flexible financing mechanisms,
- And simplified legal and administrative procedures to support real partnerships.

Let me briefly share an example of how we do this at Trust Valley, to act as a catalyst for innovation in digital trust: Just recently, we launched an Innovation Challenge in partnership with the World Bank and the SECO. This initiative focuses on knowledge transfer and co-creation of citizen-centric digital services for governments in developing countries.

This type of partnerships allow us to create a coherent ecosystem strengthening the digital resilience both locally in Switzerland and globally.

Finally, we also organize an annual forum, bringing all the actors together to discuss digital trust and cybersecurity challenges.

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I warmly invite all of you to join us for Trust Valley Day, on December 2nd. We would be delighted to continue exchanging ideas on how we can build a safer and more trusted digital ecosystem.

Thank you

SPAIN (Remote)

H.E. Mr. Matías González
Secretario General
Ministry for Digital Transformation and Public Administration

Question:

What key measures has Spain implemented to become a Tier 1 country in the 2024 Global Cybersecurity Index?

Spain is very proud of his work on cybersecurity. We have been working hard on this topic since the beginning of the information era. Moreover, our constitution establishes the protection of communications as one of Spanish citizens firsts rights.

This is why we take security as a comprehensive issue that encompasses technology, public administration, enterprises, and citizens. Cybersecurity needs to be approached from a holistic point of view, considering both internal and external factors.

As you may know, this index measures different areas. Spain obtains this impressive score thanks to our legal, technical, organizational and cooperation measures.

I would like to focus on our international sphere, to highlight that Spain is committed to spread its success with other countries. We believe cooperation is the key to a safer future.

One of our most important projects is with OAS, Organization of American States. This project promotes joint initiatives for (1) the generation and strengthening of capabilities through different actions, especially the Cybersecurity Summer Bootcamp; and (2) the creation of a collaborative network among experts. After nine editions, more than 4,000 students participated in this international program. There are other projects centered around engaging women in cybersecurity, Women Cyber.

We value our continuous collaboration with the OAS since 2016, conducting several high-impact annual or biennial events. The most notable are Cybersecurity Summer Bootcamp and Women Cyber.

Another important milestone in our international cooperation, is the signature of a Memorandum of Understanding (MoU) for collaboration between the University of Salamanca (USAL) and the Arab Academy for Science, Technology and Maritime Transport (AASTMT), a university sponsored by to the Arab League, with its headquarters in Egypt and operating in the 22 member countries of the coalition.

Last, but not least, Spain participated in the ITU CyberDrill once again in May 2025. With a total of more than 260 participants, the cyber-exercise involved more than 130 countries, making it the largest to date. On this occasion, our national representatives took part in various cyber-exercises designed to improve the

procedures and tools used in response to major incidents. Furthermore, Spain and the ITU reaffirmed its commitment to supporting countries in developing the capacity to enhance the resilience of digital assets.

On the top of what I have just said, Spain is committed with all the countries in supporting their cybersecurity ecosystem. We have a lot of programs with different countries and regions.

Thank you very much for your question again.

Leaders TalkX: Building inclusive and knowledge-driven digital societies

Recording: WSIS 2025 - Plenary room C - day 3 - Zoom

Moderated by High-level Track Facilitator:
Ms. Cerys Stansfield, Analyst, Global Government Advisory, Access Partnership

Speakers:

1. **Somalia:** Mr. Mustafa SHEIK, Director General, National Communications Authority
2. **Uganda:** Mr. George William Nyombi Thembo, Executive Director, Uganda Communications Commission
3. **Zimbabwe:** Dr. Gift Kallisto Machengete, Director General, Postal and Telecommunications Regulatory Authority of Zimbabwe
4. **Jamaica:** Mr. Christopher Reckord, Chairman, National AI task Force
5. **World Association for Christian Communication:** Dr. Philip Lee, General Secretary

6. **Bangladesh NGOs Network for Radio and Communication** | **Global Council for Responsible AI:** Mr. AHM Bazlur Rahman, Chief Executive Officer | Global Ambassador for the Global Council for Responsible AI
7. **Leadership Panel of the Internet Governance Forum:** Dr. Vinton Cerf, Chairman (remote)

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Executive Summary by High-Level Track Facilitator Ms. Cerys Stansfield

Introduction

Session 430, the Leaders TalkX entitled, "Building inclusive & knowledge-driven digital societies", took place on the third day of the WSIS High Level Event 2025. The panel features representation from the Somalian, Ugandan and Zimbabwean telecommunications and ICT regulators, the Jamaican National AI Task Force, the World Association for Christian Communication, the Bangladesh NGOs Network for Radio & Communication, and the Leadership Panel for the Internet Governance Forum.

Achievements of 20 years of WSIS

The panellists reflected on national efforts by regulators and governments to foster inclusive digital societies through clear regulations and policies, targeted investments and public-private partnerships. All participants, from both the public and NGO sector, recognized the importance of cooperation among all stakeholders in the promotion of ICTs for development, as articulated in Action Line One. The WSIS Process over the past twenty years has been a key platform to shape our shared understanding of sustainable digital development, to influence national actors, and to increase accessibility, affordability and accountability in the digital sector.

Fresh priorities & Links to WSIS Action Lines

The discussion underlined two core foundations that are required to build digital societies that are both inclusive and knowledge-driven in nature: digital infrastructure and digital literacy. To capitalize on the benefits offered by participation in the digital society, individuals must not only have strong, secure access to the digital ecosystem, but also be equipped with the necessary skills to navigate it. This can be directly linked to Action Line Two and Action Line Four.

Emerging trends, Opportunities & Challenges

There are key opportunities globally directly linked to these two prerequisites for fostering inclusion in the digital sphere. In expanding digital infrastructure and deploying digital upskilling programs, panellists drew attention to the importance of reaching remote and rural communities, women, the youth population, people with disabilities, and other marginalized groups within society and showcased the range of initiatives and programs that have already been set up to reach these groups. This includes widespread investment, including in partnership with the private sector, by governments across the globe to expand digital infrastructure, and digital upskilling programs, such as the Girls in ICT program in Zimbabwe and digital literacy courses for marginalized groups in Uganda and Somalia. The World Christian Association called for the development of strong community-led media ecosystems, governed by robust, equitable media regulations, data governance, to create a global digital economy based on fairness, inclusivity and accountability.

Artificial Intelligence is a key emerging technology referenced repeatedly by the panel. This requires more advanced infrastructure and specialized training programs for communities to harness its benefits and ensure it used in a safe, secure manner. The Jamaican AI Task Force has compiled a report highlighting opportunities for the integration of AI in public services, where a key area of focus is the education sector, and the Leadership Panel for the Internet Governance Forum reflected on the various technologies that render the digital world accessible to people with disabilities, who would otherwise be excluded.

Case Examples

For all the progress that has been made, the panel did not shy away from the reality that the global digital divide remains: 7.5 million Ugandans are still offline, and, in some geographies, this divide is increasing. Policy fragmentation and inconsistent regulation, in direct connection to Action Line Six, are key challenges that can delay and undermine progress towards bridging the divide, in addition to technical and investment challenges. Inclusivity must be accounted for at all levels of the digital ecosystem: from the users and designers of digital technologies to the policymakers and regulators, and the World Association for Christian Communication highlighted that too often on digital platforms, the voice of civil society, and, especially those from the Global South, are diminished. This was echoed by the Bangladesh NGOs Network for Radio & Communication, who highlighted that corporate and commercial interests play a dominant role in the ICT and media sector, and this can sometimes be at the expense of inclusive development.

Vision for WSIS beyond 2025

The future vision of the WSIS Process, as articulated by the Panel, is twofold: firstly, the WSIS Process should continue its work in steering national policies that focus on digital infrastructure, digital upskilling, and inclusion for all, regardless of age, gender or (dis)ability. Secondly, the WSIS Forum should act as a strong connecting point between the broader UN and international fora and national actors, to help create localized action plans for nations to enact the principles of the WSIS Action lines and accelerate progress towards building inclusive, knowledge-driven societies.

SOMALIA

Mr. Mustafa SHEIK
Director General
National Communications Authority

Question:

In your view, how can international cooperation frameworks better support post-conflict and developing nations in creating inclusive digital access ecosystems that are resilient, locally driven, and future-ready?

[MISSING STATEMENT]

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

UGANDA

Mr. George William Nyombi Thembo
Executive Director
Uganda Communications Commission

Question:

Uganda has made significant progress in expanding digital infrastructure and policy reform. How is the country combining inclusive policies, community access initiatives, digital skilling, and efforts to improve affordability to ensure that ICTs and media truly expand equitable access to information particularly for unserved and underserved communities?

Uganda recognizes that the true transformative power of ICTs and media lies in their ability to empower all citizens with equal access to information, especially those historically left behind.

Over the past 20 years, we have steadily advanced this agenda through deliberate policy interventions, including the Digital Uganda Vision, our National Development Plans (NDPs) I, II, III & IV, the Access to Information Act (2005), and most recently, the Digital Transformation Roadmap (2023– 2028). These have fostered a robust ecosystem that connects over 76% of government offices through the National Backbone Infrastructure, digitizes public services, and integrates underserved populations via community ICT access centers and digital literacy programs.

Yet we are not blind to our challenges. 7.5 million Ugandans are offline and off air and only 40% of the population own smartphones. To bridge this divide, we are focused on three key strategies:

1. **Equitable Infrastructure Expansion:** Through the Universal Service Access Fund (UCUSAF), we are targeting Northern and North-Eastern Uganda with new broadband infrastructure, solar-powered digital labs, and satellite licensing frameworks to reach remote communities.

2. **Policy and Legal Enablement:** Uganda is actively promoting open and pluralistic media and advancing legislation on access to public data. These efforts complement our push to establish digital libraries and scientific knowledge repositories that are inclusive and accessible to all.

3. **Inclusive Digital Literacy & Affordability:** We are scaling programs that have already trained over 50,000 citizens, including women, SMEs, youth and persons with disabilities. Furthermore, we are working to reduce the cost of devices and expand mobile digital literacy using community-based models.

We believe that expanding equitable access to information isn't just about connectivity, it's about dignity, inclusion and opportunity. That is why we are also fostering an ecosystem that supports independent media, local content creation and diverse voices, particularly at the community level.

We call upon our global partners to support our efforts through technology transfer, funding for rural infrastructure and digital skilling collaborations.

Uganda is committed to ensuring that no one is left behind as we build an informed, empowered, and digitally inclusive society.

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ZIMBABWE

Dr. Gift Kallisto Machengete
Director General
Postal and Telecommunications Regulatory Authority

Question:

What is the role of telecommunication/ICT Regulatory authorities in building inclusive and knowledge driven digital societies?

To answer this question, allow me to zero in on the specific interventions by the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) to promote inclusivity and the transition toward a knowledge-based society.

Through a range of strategic initiatives, POTRAZ is ensuring that all segments of the population—regardless of geography, ability, gender, age, or economic status—can participate meaningfully in the digital economy.

One of the major barriers to digital inclusion in Zimbabwe is the lack of telecommunications infrastructure in remote and economically disadvantaged areas. To address this, POTRAZ has implemented a Tower Relocation Program, which involves financing the relocation of collocated towers to underserved and unserved regions, including border areas. These towers, once relocated, are shared by multiple network operators, making them viable for service delivery despite low commercial returns. This initiative has brought essential connectivity to marginalized communities, enabling access to digital services, education, and information.

Recognizing the unique challenges faced by persons with disabilities, POTRAZ offers basic, intermediate, and advanced ICT training programs tailored to their needs. These programs not only enhance digital literacy but also empower PWDs to become trainers themselves through "Train the Trainer" workshops. This inclusive approach fosters self-sufficiency and creates a ripple effect of knowledge transfer within the community of persons with disabilities.

To further support PWDs, POTRAZ has facilitated the distribution of assistive 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, communication, and employment opportunities.

POTRAZ has also taken significant strides in promoting gender inclusivity in the tech space through initiatives such as the Girls in ICT program and the introduction of SHeTech. These programs aim to inspire

and equip girls and young women with the skills and confidence to pursue careers in ICT. By challenging stereotypes and offering hands-on learning experiences, POTRAZ is helping to bridge the gender digital divide.

To ensure that economic hardship does not limit access to ICT education, POTRAZ offers scholarships to academically gifted but financially disadvantaged students, both girls and boys. These scholarships cover ICT-related studies, thereby nurturing a generation of skilled professionals who might have otherwise been excluded from the digital economy.

Inclusivity efforts also extend to the elderly through the establishment of 230 Digital Centres across the country. At these centres, senior citizens receive free internet access and basic ICT training, allowing them to stay connected with loved ones and access critical information. Additionally, the centres provide access to postal services and pension-related banking services, further enhancing their quality of life. These Digital Centres are open to all citizens, promoting intergenerational learning and universal access to digital services.

To make ICT services and devices more accessible, POTRAZ has been actively lobbying the government for the reduction of taxes on ICT gadgets and telecom services. This policy advocacy aims to reduce the cost burden on consumers, thereby expanding access to digital tools and connectivity across all demographics.

Overall, POTRAZ's multi-faceted 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, technological support, gender empowerment, financial aid, and policy advocacy, the Authority is laying the foundation for a more equitable and digitally empowered Zimbabwe.

JAMAICA

Mr. Christopher Reckord
Chairman
National AI task Force

Question:

What is one quick, affordable action a government can take this year to jump-start AI use in public services?

[MISSING STATEMENT]

WORLD ASSOCIATION FOR CHRISTIAN COMMUNICATION

Dr. Philip Lee
General Secretary

Question:

When we speak of inclusive and knowledge-driven digital societies, what prominence should be given to communication and information issues? What position does an international non-governmental organisation like yours take?

WACC and its partners around the world work to advance communication rights and media freedoms as fundamental to just, democratic, inclusive, and peaceful societies.

Looking back on two decades of actions aimed at creating an equitable 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's 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 – not only by political repression, but by the collapse of international aid and shrinking funding streams. Digital technologies are dominated by the Global North, and digital platforms are used to amplify some voices while marginalizing others.

At this critical juncture, WSIS+20 is formulating bold proposals to rethink understandings of development, to elevate national actors, and to 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 – 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 call 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, but prioritized.
- **Democratic data governance** that respects people's sovereignty over their own information.
- **New public and non-profit ownership** of digital infrastructure that upholds the public good.
- **A fair global knowledge regime**, where truth is not dictated by power.
- **A realignment of the global digital economy and its financial architecture** based on principles of fairness, inclusivity, and accountability.

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

https://waccglobal.org/	https://ccrvoices.org/
https://waccglobal.org/resources/digital-justice/progressive-decolonial-approach-digital-ecosystems	

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BANGLADESH NGOs NETWORK FOR RADIO AND COMMUNICATION (BNNRC) | GLOBAL COUNCIL FOR RESPONSIBLE AI

Mr. AHM Bazlur Rahman
Chief Executive Officer | Global Ambassador for the Global Council for Responsible AI

Question:

What are the key challenges we face in implementing the WSIS Action Line C9 in Bangladesh and South Asia, particularly concerning the vital role of independent and pluralistic media in fostering informed societies?

At the outset, after two decades of implementing the WSIS Action Lines, we recognise the tremendous opportunities presented by widespread connectivity, enhanced mobility, user-friendly interfaces, and emerging transaction channels. These advancements encourage us to expand government services beyond traditional online and mobile platforms.

It's concerning to see the emergence of a significant aspect of the digital divide, which is unfolding alongside our access to information and knowledge. Unfortunately, this divide appears to be widening each day, rather than improving. It's essential for us to acknowledge this challenge and collaborate to find solutions that enable everyone to benefit from the digital world.

The Access to Information and Knowledge sector is now fully commercialized and entirely dominated by the corporate sector, as observed after 20 years. Therefore, where are the voices of underserved communities in Access to Information and Knowledge? But voices need to be heard. This situation is regrettable for us, given our two decades of collaboration with the corporate sector.

The essential objectives of the WSIS mandate have yet to be fully realised, as outlined in the Geneva Plan of Action and the Tunis Agenda for Action.

There is a pressing opportunity to enhance the WSIS Forum to better address both longstanding and emerging challenges. Such an improvement would facilitate the exploration of potential solutions and

support localisation efforts, while also fostering active engagement with the **UN Resident Coordinator (RC) at the country level.**

Currently, a notable gap appears to exist between the UN Resident Coordinator's office and the issues concerning WSIS and the IGF at the country level. Strengthening this link could foster greater collaboration and enhance the effectiveness of our initiatives.

What is urgently needed is a permanent, reinforced, and even stronger WSIS and IGF Secretariat, with sustainable funding at both the Secretariat and country levels through three areas.

- **Develop a localised action plan that aligns global WSIS** commitments with national priorities. We need a centreal reporting system from the UN.
- **Capacity Building and Awareness** (Promote ICT education and digital skills.

  Encourage the use of ICTs for inclusive development & run awareness campaigns on the benefits of an information & knowledge society.
- **Create a multi-stakeholder engagement platform** that facilitates regular consultations, shares progress updates, and fosters innovation and collaboration

What are the key trends and opportunities that may emerge beyond 2025 in the pursuit of fostering inclusive and knowledge-driven digital societies in Bangladesh and South Asia?

- Legal and Institutional Constraint

  Cyber Security Law: Misaligned with the International Standard and open to abuse.

- Economic Pressures and Media Market Distortions

  Media Machine hijacked by the corporate sector

  Media concentrate: One house owns all types of media

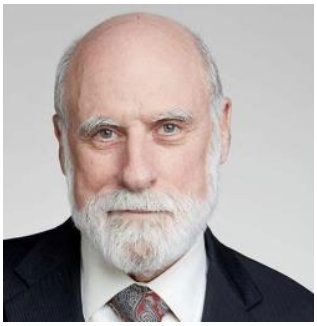
  [English, Bangla, TV & Radio stations, Online portal]

- Poor Working conditions for the Journalists
- Journalist Safety and Security
- Weak self-regulation at the media houses.
- Marginalisation of the Community Media

  [Community Advertise, Lack of sustainable Funding and Unrecognised indigenous Community Media by the Government]

- Eroding Public Trust and Changing Media Use: Implications for Information Integrity. Therefore, growing numbers of media outlets have been forced to cut down on staff or close their doors permanently, with a loss of revenue to digital giants

LEADERSHIP PANEL OF THE INTERNET GOVERNANCE FORUM (REMOTE)



Dr. Vinton Cerf
Chairman

Question:

How can artificial intelligence improve access to digital resources for people with disabilities?

[MISSING STATEMENT]

Leaders TalkX: ICT application to unlock the full potential of digital - Part I

Recording: WSIS 2025 - Plenary room C - day 3 - Zoom

Moderated by High-level Track Facilitator:
Ms. Meni Anastasiadou, Digital Policy Manager, International Chamber of Commerce

Speakers:

1. **Regional Commonwealth in the Field of Communications:** Ms. Maria Bolshakova, Deputy Director General
2. **Atlantic Council**: Mr. Graham Brookie, Vice President and Senior Director
3. **Open Health Network**: Ms. Tatyana Kanzaveli, CEO
4. **IIM Indore**: Prof. Himanshu Rai, Director
5. **SAMENA Council**: Mr. Bocar Ba, CEO & Board Member
6. **International Federation for Information**: Ms. Moira de Roche, IFIP IP3 Chair

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Executive Summary by High-Level Track Facilitator Ms. Meni Anastasiadou

Key Issues discussed: Looking Beyond 2025

- Over the past 20 years, ICT applications have played a key role in expanding access, inclusion, and innovation. Global Internet connectivity improved significantly, with the number of unconnected people decreasing from 5.7 billion in 2003 to 2.6 billion in 2025.
- The multistakeholder model has proven essential for digital governance, providing a platform for diverse actors to jointly shape policy responses and technological development.
- Rapid developments in AI, quantum computing, and other emerging technologies create both new opportunities and governance challenges. The digital policy environment must adapt quickly to manage risks and deliver societal benefit.
- Achieving equitable outcomes from digital transformation requires a shift in mindset—from scaling technologies to solving real-world problems. Investments must focus on underserved areas and avoid reinforcing existing inequalities.
- ICTs have demonstrated potential to improve public service delivery, enhance learning, and support local economic development, particularly when tailored to local needs and infrastructure constraints.
- Safety, trust, and ethical governance are increasingly critical. Connectivity alone is insufficient without protections for mental health, safeguards against misinformation, and mechanisms to ensure fairness in digital systems.
- The digital economy must align with sustainability goals. Infrastructure and services should be designed to minimise environmental impact while extending access to those currently excluded.
- Policymaking must be technology-neutral, predictable, and investment-friendly. Enabling environments that reduce regulatory uncertainty and support long-term planning are critical to unlock digital value across sectors.

Tangible Outcomes of the session

- Key achievements: (a) Reinforced relevance of the WSIS Action Lines over two decades., (b) Showcased diverse, practical ICT use cases that deliver social and economic benefits., and (c) Highlighted inclusive and sustainable digital models in education, public health, and infrastructure.
- Agreements/commitments as an outcome of the session: (a) Affirmed the continued importance of multistakeholder approaches, (b) Emphasised the need for stronger integration of ethical principles and inclusive design in digital policy and infrastructure, (c) Called for increased alignment of policy frameworks with sustainability and equity goals.

Key Recommendations and Forward-Looking Action Plan for the WSIS+20 Review and Beyond

- Ensure that policies prioritise inclusion, equity, and impact: Policies must focus on measurable outcomes for underserved populations by embedding equity and problem-solving at the core of technology development and deployment.
- Strengthen the enabling policy environment for digital innovation: Governments should adopt clear, consistent, and technology-neutral regulations that attract investment, promote ethical governance, and enable long-term planning.
- Advance universal, meaningful connectivity as a baseline: Universal access should be treated as a public good and a prerequisite for all other digital benefits. Connectivity efforts must go hand in hand with digital literacy and safety.
- Embed sustainability and trust in digital systems: Infrastructure and policy must support low-carbon, energy-efficient deployment while building public trust through transparency, safeguards, and accountability mechanisms.
- Promote collaboration through structured, coordinated models.

- Transition from fragmented initiatives to strategic, co-designed partnerships that leverage strengths across stakeholders and avoid duplication.

REGIONAL COMMONWEALTH IN THE FIELD OF COMMUNICATIONS

Ms. Maria Bolshakova
Deputy Director General

Question:

How are preparations for WSIS+20 being carried out in the CIS at the regional level? What is the role of the RCC in these preparations?

The Regional Commonwealth in the Field of Communications **is an interstate coordinating body in the field of communications and informatization** that serves as a platform for discussing priority tasks and practical solutions, both at national levels and in the international arena, and promotes the coordinated position of the countries of Commonwealth of Independent States in the International Telecommunication Union and the Universal Postal Union, as well as other international organizations.

The RCC unites "digital" ministries of Azerbaijan, Armenia, Belarus, Kazakhstan, Kyrgyzstan, Mongolia, Russia, Tajikistan, Turkmenistan, and Uzbekistan and provides a platform for diverse cooperation among the regional and external telecom operators, representatives of research organizations/higher education institutions of the communications/ICT industry, equipment manufacturers, software developers and other organizations operating in the field of communications.

In November last year the RCC Executive Committee initiated **the regional preparation process** that resulted in the RCC Declaration on WSIS+20.

The Declaration provides an assessment of the efforts done as set out by each of the WSIS Action lines and of the key provisions of the Tunis agenda unsettled yet and provides the directions of the further steps to be taken.

The Document in general:

- reiterates commitment to the provisions and principles set out in the Geneva Declaration of Principles and the Tunis Agenda for the Information Society and supports the continuation of IGF and WSIS Forum

- advocates against the practice of adopting more and more similar documents, and calls for focusing on the implementation of already agreed documents noting the necessity to increase the level of coordination of efforts between the New York and Geneva headquarters in initiating and implementing global processes,

- states that responsible behavior by States in the use of ICTs will become increasingly important in the interests of international peace and security, bearing in mind that stakeholder cooperation is the foundation for an inclusive, safe and secure digital space.

The document was **agreed upon by** the "digital ministers" of the RCC and then opened for joining by the private sector and academia not only from CIS Region but around the world. Now we are happy to have more that 40 parties of the Declaration and call the parties interested to join.

To conclude with the RCC kindly **requested the distinguished Chair** of the Forum to include the RCC Declaration in the outcome document of the WSIS+20 High level event to be submitted to the UN GA this year.

DECLARATION

of the Regional Commonwealth in the Field of Communications

on the preparation for the overall review of the implementation of the outcomes

of the World Summit on the Information Society in 2025

We, Heads of the Communications Administrations – Members of the Regional Commonwealth in the Field of Communications and Members of the Commonwealth, as well as representatives of international organizations, governments, business, civil society, academic and technical communities,

I. Assessment of the Current Situation

recognizing that over the 22 years since the start of the World Summit on the Information Society (WSIS) process, digitalization has deeply penetrated all spheres of societal life at the international, national, regional, local, and individual levels, significantly impacting sustainable development by transforming industry, agriculture, education, healthcare, business, and public administration,

noting that the world's dependence on information and communication technologies (ICTs) continues to grow, and responsible state behavior in the use of ICTs is of critical importance for maintaining international peace and security,

recognizing that ICTs are becoming increasingly integrated into all spheres of life, we emphasize the importance of coordinated efforts and responsible behavior by all stakeholders, including international organizations, governments, businesses, civil society, academia, and the technical community, to ensure the safe and mutually beneficial use of these technologies,

acknowledging that the adoption of new ICTs such as artificial intelligence, the Internet of Things, cloud computing, blockchain, and broadband wireless technologies enabling global connectivity has integrated not only large corporations but also small and medium-sized businesses and individual entrepreneurs into the digital economy, unlocking their economic potential and fostering commercial activities in new formats,

being convinced that one of the key enablers of sustainable development remains the advancement of accessible, secure, and inclusive telecommunication/ICT infrastructure to achieve universal digital inclusion, and recognizing that the COVID-19 pandemic has underscored the critical importance of ICTs in sustaining all societal processes,

recognizing that an open, global, interoperable, reliable and secure Internet serves as a foundation for enhancing the well-being and development of individuals, societies and our planet, while also accelerating

progress towards the Sustainable Development Goals, mindful of the goal to build an inclusive, open, sustainable, equitable, safe and trustworthy digital future for all,

recognizing that digital development has revealed not only new opportunities but also new challenges and risks for the international community in its efforts to ensure universal inclusion in the digital economy, eliminate wealth and gender inequality, integrate digital development and environmental sustainability, and address cybersecurity threats, including cybercrime,

emphasizing the significance of international information security as a key element of the regional security system,

noting the importance of developing financial support mechanisms and refraining from the application of unilateral economic, financial and trade measures that are inconsistent with international law and the Charter of the United Nations, particularly in ensuring access to telecommunication and ICT technologies and related services and applications, as well as reducing the cost of Internet access for developing countries, especially the least developed countries, with a view to bridging the digital divide between the Global South and the Global North,

taking into account the potential of ICTs to address environmental protection challenges, including through the development of environmentally sound technologies, the application of ICTs for climate change adaptation and mitigation, the promotion of sustainable use and conservation of natural resources, and the preservation and protection of biodiversity and other environmental protection domains,

mindful also that the more effective and sustainable functioning of agricultural production requires the application of advanced ICTs for its automation and comprehensive mechanization,

reaffirming the belief that ICTs contribute to the achievement of inclusive education through the provision of educational tools, teacher training and professional skills development, and enhance the current capabilities of scientists both in obtaining up-to-date scientific information and in enhancing professional communication, and their introduction into science, and stimulate the emergence of new forms of research organization, which are essential components in the production of new knowledge,

being confident that cultural diversity and cultural identity, linguistic diversity and local content constitute not only essential conditions for the development of the information society as a whole, but also form the foundation for advancing modern intelligent systems being deployed worldwide, enhancing their applicability, user-centric orientation and, consequently, their contribution to improving people's quality of life,

recognizing the urgent need to ensure information security, combat cybercrime in all its forms, protect personal data and the inviolability of private life, and enhance trust and security in the use of ICTs, against the backdrop of pervasive digital penetration into all spheres of human life,

reaffirming in this regard the central role of the United Nations, particularly the Open-ended Working Group on Security of and in the Use of Information and Communications Technologies 2021-2025, in the global negotiation process on international information security,

welcoming the adoption of the United Nations Convention against Cybercrime and calling upon all Member States of the United Nations to sign and ratify the instrument to facilitate its earliest possible entry into force,

recognizing the role of mass media in facilitating global access to and exchange of information, we regretfully note that in today's world they are increasingly being used as instruments of public opinion manipulation,

emphasizing the need for special attention to identifying risks and threats posed by new technologies to the exercise of human rights and fundamental freedoms, particularly incitement to violence, racism and hate crimes targeting ethnic and religious groups, as well as the spread of disinformation, and supporting in this context the WSIS vision of building a "people-centered, inclusive and development-oriented Information Society", with particular focus on protecting human rights in the digital space,

observing the direct correlation between technological advancement and healthcare quality, particularly how healthcare technology adoption enables teleconsultations for patients and medical staff, secure inter-institutional patient data exchange, remote physiological monitoring, and real-time surgical oversight, thereby enhancing service quality, significantly improving operational efficiency, reducing patient costs, and fostering healthy lifestyle practices,

supporting the substantial efforts undertaken and being implemented by the overwhelming majority of countries to meet the global indicators for growth in ICT connectivity and access to the use of ICTs,

noting with satisfaction that the majority of countries worldwide have adopted digital development strategies and are transitioning to digital economies, thereby establishing the technical and regulatory foundations for advancing a "people-centered, inclusive and development-oriented Information Society",

being convinced that the collective will and commitment of the entire international community and all WSIS stakeholders are essential to achieve the goals and objectives established through the WSIS process,

reiterate our commitment to the provisions and principles set out in the Geneva Declaration of Principles and the Tunis Agenda for the Information Society, which remain fully relevant today, noting, however, that much remains to be done to implement them and to achieve the goals and objectives of the WSIS process based on them,

II. Foundation for Joint Efforts

bearing in mind that the WSIS Action Lines set out in the Geneva Plan of Action serve as a key framework for advancing progress towards the United Nations Sustainable Development Goals (SDGs), addressing eleven key areas where technology is a key enabler for sustainable development,

considering that the Tunis Agenda for the Information Society focuses on financial mechanisms to bridge the digital divide, Internet governance and related issues,

considering the adoption of the Global Digital Compact (GDC), which implementation should not replace or contradict the processes established pursuant to the final documents of both phases of the WSIS,

emphasize that the development, transfer and use of ICTs in any given state should be carried out in strict compliance with national legislation as well as international law,

encourage international and regional cooperation among all stakeholders to reduce the digital divide by, inter alia, providing real assistance to developing countries in terms of financing ICT development and applications, affordable technology transfer and digital literacy, with priority attention to the special needs of marginalised and vulnerable groups,

note the need for full implementation of the WSIS Action Lines taking into account the proposals contained in Section II "Further Improvement of the Action Lines" of the WSIS+10 Vision for WSIS beyond 2015 (WSIS+10 High-Level Event, Geneva, 2014) to support the achievement of the SDGs by 2030,

call for the implementation of the provisions of the Tunis Agenda for the Information Society, including the rights and responsibilities of stakeholders with regard to public policy issues pertaining to the Internet,

recognising the development of digital governance, we stress the importance of continuous improvement and cooperation among all stakeholders to adapt to new challenges and opportunities,

believe that the structure and parameters of digital governance will be of key importance in the subsequent long-term system of geopolitical and economic relations,

note the importance of taking into account the complementary nature of international processes aimed at expanding and improving the use of telecommunications/ICTs to support the achievement of the SDGs by 2030 and beyond,

see an urgent need to harmonise the processes of the WSIS, SDGs and GDC, as well as the International Telecommunication Union and the UN Commission on Science and Technology for Development and taking into account the interests of all stakeholders, not only transnational companies, in the Internet governance system, while clearly harmonising the efforts of their secretariats and avoiding duplication of efforts,

advocate against the practice of adopting documents similar to existing ones, but of a declaratory nature, while focusing on the implementation of already agreed documents noting the necessity to increase the level of coordination of efforts between the New York and Geneva headquarters in initiating and implementing global processes,

support the continuation of the Internet Governance Forum (IGF) and the WSIS Forum on an annual basis beyond 2025:

a) by focusing their discussions: for example, the WSIS Forum could review the implementation of the Geneva Plan of Action on an annual basis, while the Internet Governance Forum discussions should provide a basis for informed decision-making on Internet-related issues within the framework of the Tunis phase of the WSIS;

b) by holding them according to common schemes and agendas at the regional level, with the results being heard at the global level, so that the outputs of global events are as informed and fair as possible in representing the views of developed and developing countries,

note with satisfaction and support, as Members of a regional telecommunication organization of the International Telecommunication Union, its leadership role in the implementation of the WSIS outcomes and its high-level engagement in this activity, as the lead facilitator in the implementation of key WSIS Action Lines for an increasingly digitalised world: C2 (Information and communication infrastructure), C4 (Capacity Building), C5 (Building confidence and security in the use of ICTs) and C6 (Enabling environment), as well as a co-facilitator of a number of other important WSIS Action Lines.

III. Looking Ahead

noting that digitalisation has become a key aspect of societal development, necessary to effectively address emerging challenges, and that new and emerging digital technologies create and provide the necessary conditions for human and individual development, regional and international cooperation is key to a secure, stable and innovative digital future and to overcoming emerging regional and international challenges,

being convinced that in this context attention should also be paid to the younger generation, assistance and support for vulnerable populations, including persons with disabilities and special needs and older persons,

being convinced that the application of telecommunication/ICT technologies should be human-centred and humanistic, respecting human free will in decision-making, the right to choose and the preservation of intellectual capacity, and that responsible behavior by States in the use of ICTs will become increasingly important in the interests of international peace and security, with the participation of other stakeholders in the process,

recognise that stakeholder cooperation is the foundation for an inclusive, safe and secure digital space and should be flexible and adaptable to the rapidly changing digital landscape,

call upon all stakeholders to take this Declaration into account in the preparation of the vision for WSIS beyond 2025.

List of Signatory Parties

1. The Ministry of the High-Tech Industry of the Republic of Armenia

2. The Ministry of Communications and Informatization of the Republic of Belarus

3. Ministry of Digital Development, Innovations and Aerospace Industry of the Republic

of Kazakhstan

4. Ministry of Digital Development and Innovative Technologies of the Kyrgyz Republic

5. The Ministry of Digital Development, Communications and Mass Media of the Russian Federation

6. The Communication Service under the Government of the Republic of Tajikistan

7. Turkmenaragatnashyk Agency

8. Ministry of Digital Technologies of the Republic of Uzbekistan

9. "Belpochta" RUE (Republic of Belarus)

10. "Beltelecom" RUE (Republic of Belarus)

11. "MegaFon" PJSC (Russian Federation)

12. "Morsviazsputnik" FSUE (Russian Federation)

13. "Rostelecom" FSUE (Russian Federation)

14. "Kazakhtelecom" JSC (represented by its branch – Corporate Business Division) (Republic of Kazakhstan)

15. "ER-Telecom Holding" JSC (Russian Federation)

16. National Radio Technical Bureau" JSC (Russian Federation)

17. Saint-Petersburg State University of Aerospace Instrumentation (Russian Federation)

18. Moscow Institute of Physics and Technology (National Research University) (Russian Federation)
19. The Bonch-Bruevich Saint Petersburg State University of Telecommunications (Russian Federation)
20. The Russian Presidential Academy of National Economy and Public Administration (Russian Federation)
21. "Mobile TeleSystems" JLLC (Republic of Belarus)
22. All-Russian Scientific and Technical Information Institute of Russian Academy of Sciences (Russian Federation)
23. Coordination Center for TLD .RU/.РФ (Russian Federation)
24. "Telecom Armenia" OJSC (Republic of Armenia)
25. Mother Africa International (United States of America)
26. Digital Agenda for Tanzania Initiative (United Republic of Tanzania)
27. Geopolitics360 (Republic of Singapore)
28. Fadwa AlBawardi Consulting (Kingdom of Saudi Arabia)
29. Indonesia National Youth Coalition To Climate Action (Republic of Indonesia)
30. Indian Chamber of International Business (Republic of India)
31. Zorozion Prime
32. GMS Consultants (Pvt) Ltd (Republic of India)
33. Myanmar Digital Economy Association (Republic of the Union of Myanmar)
34. Ghana Russia Center for Commerce and Relations (Republic of Ghana)
35. Octagon Uganda Limited (Republic of Uganda)
36. Mirror Digital Limited (Republic of Uganda)
37. Association of Young Leaders United for Sustainable Development (AJLUDD) (Republic of Burundi)
38. Kawil Group Holding Limited (Republic of Uganda)
39. Nuru Trust Network (Republic of Kenya)

ДЕКЛАРАЦИЯ

Регионального содружества в области связи

по вопросам подготовки к общему обзору хода осуществления решений Всемирной встречи на высшем уровне

по вопросам информационного общества в 2025 г.

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Мы, главы администраций связи – участников Регионального содружества в области связи и члены Содружества, а также представители международных организаций, правительств, бизнеса, гражданского общества, академических и технических кругов,

I. Оценка текущей ситуации

признавая, что за 22 года с момента начала процесса Всемирной встречи на высшем уровне по вопросам информационного общества (ВВУИО) цифровизация глубоко проникла во все сферы жизни общества на международном, государственном, региональном, местном и индивидуальном уровнях, оказав существенное воздействие на устойчивое развитие, трансформируя промышленность, сельское хозяйство, образование, здравоохранение, бизнес и государственное управление,

отмечая, что зависимость мира от информационно-коммуникационных технологий (ИКТ) продолжает расти, и ответственное поведение государств при использовании ИКТ приобретает исключительно важное значение для поддержания международного мира и безопасности,

признавая, что ИКТ все больше интегрируются во все сферы жизни, мы подчеркиваем важность скоординированных усилий и ответственного поведения всех заинтересованных сторон, таких как международные организации, правительства, бизнес, гражданское общество, академические и технические круги для обеспечения безопасного и взаимовыгодного использования этих технологий,

понимая, что внедрение таких новых ИКТ как искусственный интеллект, Интернет вещей, облачные вычисления, блокчейн, широкополосные беспроводные технологии, обеспечивающие связь в любой точке мира, позволило подключить к цифровой экономике не только крупный, но средний и малый бизнес и частных предпринимателей, способствуя раскрытию их экономического потенциала и развитию коммерческой деятельности в новых форматах,

будучи убежденными, что одним из ключевых факторов устойчивого развития остается развитие доступной, безопасной и инклюзивной инфраструктуры электросвязи/ИКТ для обеспечения всеобщего цифрового охвата, и пандемия коронавирусной инфекции подчеркнула критическую важность ИКТ для поддержания всех общественных процессов,

признавая, что открытый, глобальный, совместимый, стабильный и безопасный Интернет является основой для повышения благополучия и развития людей, обществ и нашей планеты, а также ускорения в деле достижения Целей в области устойчивого развития,

учитывая также, что наша цель – создать инклюзивное, открытое, устойчивое, справедливое, безопасное и надежное цифровое будущее для всех,

признавая, что цифровое развитие выявило не только новые возможности, но и новые вызовы и риски для международного сообщества в рамках стремления обеспечить всеобщую интеграцию в цифровую экономику, устранить материальное неравенство и гендерное неравенство, объединить цифровое развитие и экологическую устойчивость и устранить угрозы кибербезопасности, включая киберпреступность,

придавая важное значение международной информационной безопасности как одному из ключевых элементов системы региональной безопасности,

отмечая важность развития финансовых институтов поддержки, отказа от практики введения односторонних экономических, финансовых и торговых мер, которые не соответствуют международному праву и Уставу ООН, в части обеспечения доступа к технологиям электросвязи и ИКТ и основанным на них услугам и приложениям, а также снижения стоимости доступа в Интернет для развивающихся стран, особенно, наименее развитых, для сокращения разрыва в цифровых технологиях между глобальными Югом и Севером,

принимая во внимание потенциал ИКТ для решений проблемы в области охраны окружающей среды и перспективы разработки «зеленых» технологий и использования ИКТ для адаптации к изменению климата и смягчению его последствий, а также в целях рачительного использования и сбережения природных ресурсов, сохранения и защиты биоразнообразия и других областей охраны окружающей среды,

учитывая также, что для более эффективного и устойчивого функционирования сельскохозяйственного производства необходимо применять передовые ИКТ для его автоматизации и комплексной механизации,

подтверждая уверенность в том, ИКТ способствуют достижению всеобщего образования путем предоставления образовательных средств, подготовки преподавателей и совершенствования профессиональных навыков и расширяют современные возможности ученых как в получении актуальной научной информации и в расширении профессионального общения, и их внедрение в науку,
так и стимулируют появление новых форм организации исследований, которые являются необходимыми составляющими деятельности по производству нового знания,

будучи уверенными, что культурное разнообразие и культурная самобытность, языковое разнообразие и местный контент являются не только необходимыми условиями развития информационного общества в целом, но и основой развития внедряемых повсеместно современных интеллектуальных систем, повышения уровня их применимости и ориентированности на пользователя, а, значит, их вклада в повышение качества жизни людей,

осознавая неотложную необходимость обеспечения информационной безопасности, повсеместной борьбы с киберпреступностью, защиты персональных данных и неприкосновенности частной жизни и укрепления доверия и безопасности при использовании ИКТ в целом на фоне всестороннего проникновения «цифры» во все области жизни человека,

подтверждая в данной связи центральную роль ООН, в частности Рабочей группы открытого состава по вопросам безопасности в сфере использования ИКТ и самих ИКТ 2021–2025, в глобальном переговорном процессе по международной информационной безопасности,

приветствуя принятие Конвенции по борьбе с киберпреступностью и *призывая* к ее подписанию и ратификации всеми государствами-членами ООН для скорейшего вступления документа в силу,

признавая роль средств массовой информации в обеспечении доступа и обмена информацией на глобальном уровне, с сожалением отмечаем, что в современном мире они зачастую становятся инструментом манипуляции общественным мнением,

подчеркивая необходимость особого внимания к выявлению рисков и угроз, исходящих от новых технологий, в отношении осуществления прав человека и основных свобод, в частности, подстрекательства к насилию, расизму
и преступлениям на почве ненависти к этническим и религиозным группам, а также распространения дезинформации и поддерживая в этой связи видение ВВУИО по созданию «ориентированного на

людей, инклюзивного и ориентированного на развитие информационного общества», с особым фокусом на защиту прав человека в цифровом пространстве,

наблюдая прямую связь уровня развития и внедрения технологий с уровнем качества медицинской помощи, в частности то, что внедрение технологий в сферу здравоохранения позволяет реализовать проведение телеконсультаций пациентов и персонала, обмен информацией о больных между различными учреждениями, дистанционное фиксирование физиологических параметров, контроль за проведением операций в реальном времени, тем самым улучшая качество обслуживания, заметно ускоряя работу персонала и снижая затраты на обслуживание для пациентов, а также способствуя формированию навыков и привычек здорового образа жизни,

поддерживая значительные усилия, которые предприняты и предпринимаются в подавляющем большинстве стран для выполнения глобальных целевых показателей роста уровня подключения и доступа при применении ИКТ,

с удовлетворением отмечая, что большинство стран мира приняли стратегии цифрового развития и переходят к цифровой экономике, и таким образом, уже существует техническая и регуляторная база для развития «информационного общества, ориентированного на интересы людей, открытого для всех и направленного на развитие»,

будучи уверенными, что нужны воля и желание всего мирового сообщества, всех заинтересованных сторон процесса ВВУИО для достижения поставленных в рамках процесса целей и задач,

вновь заявляем о приверженности положениям и принципам, изложенным в Женевской декларации принципов и Тунисской программе для информационного общества, которые и сегодня остаются полностью актуальными, отмечая, однако, что многое еще предстоит сделать в плане их реализации и достижения поставленных целей и задач строящегося на них процесса ВВУИО,

II. Основа совместных усилий

памятуя о том, что Направления действий ВВУИО, изложенные в Женевском плане действий, служат ключевой основой для продвижения прогресса в достижении Целей устойчивого развития Организации Объединенных Наций (ЦУР), отхватывая одиннадцать ключевых областей, где технологии выступают в качестве основного инструмента для устойчивого развития,

учитывая, что Тунисская программа для информационного общества сосредоточена на финансовых механизмах для преодоления «цифрового разрыва», управлении использованием Интернет и связанных с этим вопросах,

принимая во внимание принятие Глобального цифрового договора (ГЦД), реализация которого не должна подменять и противоречить процессам, созданным во исполнение положений заключительных документов обоих этапов ВВУИО,

подчеркиваем, что разработка, трансфер и использование ИКТ в тех или иных государствах должны осуществляться в строгом соответствии с национальными законодательствами, а также международным правом,

ратуем за развитие международного и регионального сотрудничества всех заинтересованных сторон для сокращения цифрового разрыва путем, в том числе, оказания реальной помощи развивающимся странам в части финансирования развития ИКТ и соответствующих применений, передачи технологий

по доступным ценам и повышения цифровой грамотности с уделением первоочередного внимания особым потребностям маргинализированных и уязвимых групп населения,

отмечаем необходимой полную реализацию Направлений действий ВВУИО с учетом предложений, содержащихся в разделе II «Дальнейшее совершенствование направлений действий» Разработанной ВВУИО+10 концепции ВВУИО на период после 2015 года (Мероприятие Высокого уровня ВВУИО+10, г. Женева, 2014 г.) в целях содействия достижения ЦУР к 2030 г.,

призываем к выполнению положений Тунисской программы для информационного общества, в том числе, в части прав и обязанностей заинтересованных сторон в отношении государственной политики, касающихся Интернет,

признавая развитие цифрового управления, мы подчеркиваем важность постоянного совершенствования и сотрудничества между всеми заинтересованными сторонами для адаптации к новым вызовам и возможностям,

полагаем, что структура и параметры цифрового управления будут иметь ключевое значение в последующей долгосрочной системе геополитических и экономических отношений,

отмечаем важность учета взаимодополняющей природы международных процессов, нацеленных на расширение и повышение эффективности использования электросвязи/ИКТ для выполнения целей в области устойчивого развития на период до 2030 г. и далее,

видим острую необходимость в согласованности процессов ВВУИО, ЦУР и ГЦД, а также Международного союза электросвязи и Комиссии ООН по науке и технике в целях развития и при учете интересов всех заинтересованных сторон, а не только транснациональных компаний в системе управления Интернетом при четкой гармонизации усилий их секретариатов и избегания дублирования усилий,

выступаем за отказ от тенденции к принятию схожих с существующими, но имеющих декларативный характер документов при концентрации на реализации уже согласованных документов, отмечая необходимость повышения уровня скоординированности усилий Нью-Йоркской и Женевской штаб-квартир ООН при инициировании и реализации глобальных процессов,

выражаем поддержку проведению Форума по управлению Интернетом и Форума ВВУИО на ежегодной основе и после 2025 г.:

а) сфокусировав проходящие на их площадках дискуссии: так, Форум ВВУИО мог бы на ежегодной основе рассматривать ход реализации Женевского плана действий, тогда как дискуссии в рамках Форума по управлению Интернетом могут использоваться для обоснованного принятия решений по вопросам, касающимся Интернет, в рамках подходов, заложенных Тунисским этапом ВВУИО;

б) проводя их по единым схемам и в рамках единых повесток на региональном уровне с заслушиванием результатов на глобальном уровне с тем, чтобы выходные документы глобальных мероприятий были как можно более обоснованными и справедливыми с точки зрения представления взглядов развитых и развивающихся стран,

с удовлетворением отмечаем и поддерживаем, как члены региональной организации электросвязи Международного союза электросвязи, его лидирующую роль в реализации решений ВВУИО и высочайший уровень вовлеченности в эту деятельность как основного координатора

реализации ключевых Направлений действий ВВУИО для с каждым днем все более цифровизирующегося мира: С2 (Информационная и коммуникационная инфраструктура), С4 (Наращивание потенциала), С5 (Укрепление доверия и безопасности при использовании ИКТ) и С6 (Благоприятная среда) и сокоординатора ряда других важных Направлений действий ВВУИО,

III. Взгляд в будущее

отмечая, что цифровизация стала одним из ключевых аспектов развития общества, необходимым, чтобы эффективно решать возникающие проблемы, а новые и появляющиеся цифровые технологии создают и предоставляют необходимые условия для развития человека и личности, региональное и международное сотрудничество имеет ключевое значение для безопасного, стабильного и инновационного цифрового будущего и преодоления возникающих региональных и международных вызовов,

будучи уверенными, что в этом контексте следует также уделять внимание подрастающему поколению, оказанию помощи и поддержки уязвимым слоям населения, включая людей с ограниченными возможностями и специальными потребностями и лиц старшего возраста,

будучи убежденными, что в вопросе применения технологий электросвязи/ИКТ должен исповедоваться человеко-ориентированный и гуманистический подход, а также уважение свободы воли человека в принятии решений, право выбора и сохранение интеллектуальных способностей, а ответственное поведение государств при использовании ИКТ будет приобретать всё большее значение в интересах международного мира и безопасности, при участии других заинтересованных сторон в этом процессе,

признаем, что сотрудничество заинтересованных сторон является основой создания инклюзивного, безопасного и надежного цифрового пространства и должно быть гибким и адаптируемым к быстро меняющемуся цифровому ландшафту,

призываем все заинтересованные стороны учесть положения настоящей Декларации при подготовке концепции ВВУИО на период после 2025 г.

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Список присоединившихся сторон[1]

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2. Министерство связи и информатизации Республики Беларусь

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6. Служба связи при Правительстве Республики Таджикистан

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8. Министерство цифровых технологий Республики Узбекистан

9. РУП «Белпочта» (Республика Беларусь)

10. РУП «Белтелеком» (Республика Беларусь)

11. ПАО «МегаФон» (Российская Федерация)

12. ФГУП «Морсвязьспутник» (Российская Федерация)

13. ПАО «Ростелеком» (Российская Федерация)

14. АО «Казахтелеком» (в лице филиала – Дивизиона по корпоративному бизнесу) (Республика Казахстан)

15. АО «ЭР-Телеком Холдинг» (Российская Федерация)

16. АО «Национальное РадиоТехническое Бюро» (Российская Федерация)

17. Санкт-Петербургский государственный университет аэрокосмического приборостроения (Российская Федерация)

18. Московский физико-технический институт (национальный исследовательский университет) (Российская Федерация)

19. Санкт-Петербургский государственный университет телекоммуникаций им. проф. М.А. Бонч-Бруевича (Российская Федерация)

20. Российская академия народного хозяйства и государственной службы при Президенте Российской Федерации (Российская Федерация)

21. СООО «Мобильные ТелеСистемы» (Республика Беларусь)

22. Федеральное государственное бюджетное учреждение науки Всероссийский институт научной и технической информации Российской академии наук (ВИНИТИ РАН) (Российская Федерация)

[1] По состоянию на 15 июля 2025 года

23. АНО «Координационный центр национального домена сети Интернет» (Российская Федерация)
24. Team Telecom Armenia (Республика Армения)
25. Mother Africa International (Соединенные Штаты Америки)
26. Digital Agenda for Tanzania Initiative (Объединённая Республика Танзания)
27. Geopolitics360 (Республика Сингапур)
28. Fadwa AlBawardi Consulting (Королевство Саудовская Аравия)
29. Indonesia National Youth Coalition To Climate Action (Республика Индонезия)
30. Indian Chamber of International Business (Республика Индия)
31. Zorozion Prime
32. GMS Consultants (Pvt) Ltd (Республика Индия)
33. Myanmar Digital Economy Association (Республика Союз Мьянма)
34. Ghana Russia Center for Commerce and Relations (Республика Гана)
35. Octagon Uganda Limited (Республика Уганда)
36. Mirror Digital Limited (Республика Уганда)
37. Association of Young Leaders United for Sustainable Development (AJLUDD) (Республика Бурунди)
38. Kawil Group Holding Limited (Республика Уганда)
39. Nuru Trust Network (Республика Кения)

ATLANTIC COUNCIL

Mr. Graham Brookie
Vice President and Senior Director

Question:

How has the multistakeholder model facilitated the unlocking of the full potential of digital transformation?

[MISSING STATEMENT]

OPEN HEALTH NETWORK

Ms. Tatyana Kanzaveli
CEO

Question:

In a world increasingly shaped by AI and digital tools, how can we ensure that investments in emerging technologies like GenAI actually reduce—not deepen—global inequities in healthcare, education, and employment? What bold steps must leaders take today to make tech a true equalizer?

We are at an inflection point. Technology—especially Generative AI—has the potential to be the great equalizer… or the ultimate divider. The choice is ours.

I've spent my career building AI solutions across healthcare, government, and underserved communities. And here's the brutal truth: most current investments in AI are not solving the problems of the majority. They're scaling convenience for the privileged, not access for the underserved.

If we want GenAI to reduce global inequities, we must do three things:

1. Shift from tech-first to problem-first thinking.
   We don't need another AI to write emails faster—we need systems that can reach a mother in a rural village and help her detect cancer early, or connect a child in a war-torn area to education.
2. Co-design with the communities we claim to serve.
   Inclusivity isn't a panel topic—it's a product requirement. If we're not building with diverse voices at the table, we're coding bias into the future.
3. Incentivize impact, not just profit.
   Governments and multilaterals must align funding and policy around outcomes that prioritize health equity, climate resilience, and workforce inclusion.

The future isn't about AI replacing humans—it's about AI amplifying the right ones. And that means investing in bold, inclusive systems—designed not just to scale, but to heal, uplift, and connect.

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

IIM INDORE

Prof. Himanshu Rai
Director

Question:

How does ICT contribute to higher education? How can it be used to create social impact?

Coding Classrooms, Decoding Society: ICT in Action at IIM Indore

The Indian Institute of Management Indore (IIM Indore) has consistently integrated digital technologies to enhance learning, empower communities, and shape policy outcomes. From pioneering digital education initiatives during the COVID-19 pandemic to applying data-driven approaches in traffic management, combating misinformation, and supporting rural entrepreneurship, IIM Indore stands at the forefront of ICT-enabled transformation in India. These efforts reflect not only the institute's academic leadership but also its deep commitment to societal impact through innovation and collaboration.

1. Teaching Beyond Bandwidth: IIM Indore's WhatsApp-Based Training Empowers 3 Lakh Rural Educators

During the COVID-19 pandemic, IIM Indore partnered with the Government of Madhya Pradesh, a central state in India, to survey over 39,000 schoolteachers, uncovering low levels of well-being and time-management capacity. In response, IIM Indore developed six short video-based training modules, covering stress, time, and self-management, delivered via WhatsApp and the CM Rise portal (*a flagship education initiative launched by the Government of Madhya Pradesh to improve the quality of school education across the state*). Designed for low-bandwidth environments, these 7-minute videos, paired with reading materials and quizzes, reached over 3 lakh government schoolteachers across the state. This low-tech, high-impact initiative demonstrates how low-bandwidth ICT solutions can bridge digital divides, ensuring continuous learning in crisis times and enforcing professional development among government school teachers.

By focusing on skills supplementation (such as stress and time management) and delivering content in formats optimized for limited connectivity, IIM Indore showcased how technology can transform public education, especially in underserved regions.

It's a strong example of ICT leveraged for equity, empowerment, and capacity building in higher education-related outreach.

2. Threading Tradition into Digital: IIM Indore's ICT Push for Artisans and Bamboo Entrepreneurs

Under India's One District One Product (ODOP) scheme, IIM Indore has championed grassroots digital empowerment for rural artisans. In Lucknow, Uttar Pradesh, the institute partnered with the district administration to uplift the traditional Chikankari embroidery sector. After surveying over 280 stakeholders, IIM Indore identified key gaps in income, design quality, and digital access, revealing that over 70% of artisans earned under ₹40,000 annually. Their five-point action agenda proposed improvements in product quality, digital marketing, and artisan capacity building. Notably, they facilitated artisan onboarding onto e-commerce platforms and launched an IEC campaign to build consumer awareness. The institute also authored and released *Chikankari: A Complete Guide for Artisans and Stakeholders* in January 2025 to provide accessible, step-by-step guidance.

In Harda, Madhya Pradesh, IIM Indore collaborated with the local administration to support bamboo producers. A comprehensive study submitted in mid-2023 recommended digital product cataloguing, value-chain integration, and training to enhance market linkages. The emphasis was on expanding rural reach through micro-enterprises and e-markets.

3. Fact-Checkmate: IIM Indore and ABP News Tackle the Misinformation Menace

To counter the growing threat of misinformation and its impact on public trust, IIM Indore partnered with ABP News, a national news channel in India, to explore the psychological and systemic roots of fake news. This unique collaboration combined academic research, media insights, and digital innovation to better understand why misinformation spreads, examining the roles of bias, emotion, and social stress in how false narratives take hold.

Together, the teams co-developed conceptual frameworks for technological interventions, including fact-checking tools, user alerts, and AI-based content filters, aimed at interrupting the origin, spread, and societal impact of misinformation. Beyond technology, the project also focused on policy recommendations, like addressing both legislators and digital platforms to create a more transparent and accountable information ecosystem.

IIM Indore's approach, rooted in data and collaboration, emphasizes the importance of cross-sector partnerships in building societal resilience against the fake news epidemic and protecting the integrity of democratic discourse.

4. Signals of Change: IIM Indore's ICT-Driven Blueprint for Traffic and Crowd Management

Facing mounting urban congestion and crowding at pilgrimage sites, IIM Indore has emerged as a key advisor to civic authorities in Indore, the industrial hub of the central state of India – Madhya Pradesh, and Ujjain, a spiritual city in Madhya Pradesh, applying ICT-based strategies to design smarter, safer public spaces. In 2019, at the request of Indore Traffic Police and Smart City officials, the institute conducted a data-driven traffic flow study across major intersections. Their analysis revealed inefficiencies in signal timing and road use. IIM Indore proposed a comprehensive 5E model: Education, Engineering, Enforcement, Emergency, and Environment, leading to smarter traffic signal algorithms, lane reengineering, and public education campaigns, using roadside sensors and real-time traffic analytics.

In 2024, IIM Indore extended its expertise to Ujjain's Mahakal Temple, where daily footfalls can exceed 200,000, especially in the run-up to Simhastha Kumbh Mela 2028. Through round-the-clock field studies,

the team mapped entry/exit congestion, crowd flow bottlenecks, and sanitation challenges. The resulting 20-year roadmap included ICT recommendations such as GPS-based vehicle tracking, sensor-aided queuing, digital signage, and mobile wayfinding apps to reduce congestion and enhance the pilgrim experience.

Through targeted, ICT-enabled interventions across education, heritage, governance, and public safety, IIM Indore exemplifies how academic institutions can drive inclusive digital transformation—bridging gaps, building capacity, and shaping resilient, future-ready communities.

SAMENA COUNCIL

Mr. Bocar Ba

CEO & Board Member

Question:

How can Digital technologies lift trade, extend healthcare, create decent work and improve the state of the planet?

Your Excellencies, distinguished delegates, dear colleagues,

Today we are here to explore a hopeful but urgent question: How can digital technologies lift trade, extend healthcare, create decent work and improve the state of the planet? The first step is still the simplest: a signal, a connection. The latest ITU figures show that 2.6 billion people—one-third of humanity—were offline in 2024. Until they are connected, every promise we discuss here risks becoming a privilege, not a right.

SAMENA Telecommunications Council unites operators, technology firms and public-interest actors across South Asia, the Middle East and North Africa to ensure that connectivity becomes exactly that—a right. Our Council's foremost advocacy is to unlock diversified, predictable financing for broadband. Working through the UN Broadband Commission, we helped craft the Universal Broadband Financing Framework, a blueprint endorsed in 2023 that calls on all beneficiaries of the digital economy—including global platforms and cloud providers—to share responsibility for the networks they depend on, blending public funds, private equity and development-finance guarantees to reach un- and underserved communities.

Yet money alone does not build a digital society. The networks and services we finance must earn the public's trust and safeguard their well-being. Artificial-intelligence applications, whose traffic now surges through our cables, must be governed by ethical principles— transparency, fairness, accountability—and must serve people before profits. ITU's AI for Good governance dialogues provide a UN platform for moving such principles from paper to practice.

Trust also means protection and well-being. OECD's 2024 synthesis of evidence on digital technologies and well-being shows that hate or harassment is already a routine experience for almost half of internet users—48 % across 22 countries—with women and adolescents most exposed; unmanaged screen time likewise correlates with higher anxiety and depression among young people. The same study stresses that

confidence in the digital environment hinges on three pillars: (i) proactive measurement and mitigation of cybersecurity risk, (ii) implementation of the OECD's updated 2024 AI Principles—human-centricity, fairness, transparency, robustness and accountability—and (iii) strong privacy and data-protection safeguards. Guided by ITU's Child Online Protection Guidelines , SAMENA therefore advocates that every new broadband deployment embeds "safety-by-design" features, community digital-literacy and mental-health support programmes, and transparent AI governance, so that the networks we build empower users without exposing them to harm.

Connectivity must also be compatible with our climate goals. Guided by ITU-T Recommendation L.1470, the ICT sector has adopted a science-based trajectory to cut Scope 1 & 2 emissions 45 per cent between 2020 and 2030; many SAMENA-region operators are aligning their own targets accordingly. Regulators can accelerate progress by embedding energy-efficiency criteria into spectrum awards, by speeding permits for renewable power at base-stations and data centres, and by directing universal-service funds toward low-carbon rural sites.

Finally, policy itself must become an enabler, not a hurdle. Investors commit for decades only when rules are technology-neutral, predictable and harmonised across borders. Affordable, timely spectrum; "dig-once" civil-works policies; regulatory parity, coherent taxation of digital services; and evidence-based oversight that asks a single question—does this decision narrow the divide?—are the foundations on which meaningful connectivity and its use are built.

Colleagues, the transformative power of ICT applications will be realised not in code alone but in future-proof, climate-aligned broadband; in a financing ecosystem that shares the load across the entire digital value chain; in policies that invite investment and innovation; and in solutions designed for people, with ethics, safety and inclusion at their heart. If we act together—governments, industry and development partners— the next time WSIS convenes we can report that every woman, man and child in the SAMENA region, and far beyond, can log on, participate and thrive.

Thank you!

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

INTERNATIONAL FEDERATION FOR INFORMATION

Ms. Moira de Roche
IFIP IP3 Chair

Question:

What is the IFIPs role in supporting how emerging and innovative technologies can accelerate the development of economies and societies? How does the scientific and professional IFIP community research and develop the use of technology as a catalyst. How can all parties: Government, International Organisations, Civil Society, and Business collaborate meaningfully to improve socio-economic conditions – working together rather than in competition or repeating work which is already underway?

Here's how IFIP aligns with the exploration of **technology as a driver for socio-economic progress** across various sectors. True collaboration isn't just about sitting at the same table—it's about **designing the table together**. When each sector respects the others' strengths and commits to shared outcomes, we move from fragmented efforts to **collective transformation**.

Technology & Inclusive Sustainable Development

The **Stockholm Declaration**—a joint statement by the IFIP Board and Swedish Computer Society—highlights the powerful role of digital technology in supporting the **UN Sustainable Development Goals (SDGs)**. The initiatives outlined resonate directly with key areas of socio-economic transformation.

Education & Human Capital

- **Quality Education for All (SDG4)**
  - Emphasis on **digital skills at all life stages** aims to reduce skill gaps, improving employability and lifelong learning.

This fosters **employment opportunities**, builds **human capital**, and reduces socio-economic inequality.

Collaborative Global Action

- **International cooperation** is vital to shape tech policies that are equitable and forward-looking.
- Institutions like IFIP aim to go *beyond the SDGs*, advocating a **post-2030 vision** built on inclusive, secure, and sustainable tech ecosystems.

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

✨ Big Picture

IFIP's Stockholm Declaration reinforces how **strategically implemented technologies**—coupled with inclusive policymaking and skill-building—can unlock:

- More resilient economies
- Broader social participation
- Environmental innovation

It's a **vivid reminder that tech isn't just tools and wires**—it's a powerful lever for shared progress across the globe.

To collaborate meaningfully and avoid duplication or competition, **governments, international organizations, civil society, and businesses** must shift from siloed efforts to **strategic co-creation**. We must:

🤝 Establish Shared Vision & Goals

🧭 Define Complementary Roles

🛠️ Build Collaborative Infrastructure

🌐 Foster Trust & Long-Term Engagement

- Encourage **adaptive governance**—flexible structures that evolve with changing needs.

📚 5. Learn from What Works

- Study successful models like:
    - The **First Movers Coalition** (business + government for climate tech)
    - **UNDP's Umbrella Programme** in Saudi Arabia (government + UNDP for inclusive development)
    - **Coalitions for Reform** by the World Bank (cross-sector partnerships for governance reform)
- Promote **peer learning** and **cross-sector mentorship** to scale proven approaches.

Thanks

Leaders TalkX: Local to global: preserving culture and language in a digital era

Recording: WSIS 2025 - Plenary room C - day 3 - Zoom

Moderated by High-level Track Facilitator:
Ms. Caroline Vuillemin, General Director, Fondation Hirondelle

Speakers:

1. **Latvia:** Mr. Gatis Ozols, Deputy State Secretary for Digital Transformation, Government CIOMinistry of Smart Administration and Regional Development
2. **AFNIC**: Mr. Pierre Bonis, Chief Executive Officer
3. **Internet Trademark Association**: Ms. Elisabeth Stewart Bradley, Chair of the Board of Directors and Executive Committee
4. **WSA World Summit Award | ICNM - Internatinal Center for New Media**: Prof. Peter A. Bruck, Chairperson
5. **CMAI Association of India**: Prof. Narendra Kumar Goyal, President
6. **EC MEDICI Framework**: Prof. Alfredo Ronchi, Secretary General

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Executive Summary by High-Level Track Facilitator Ms. Caroline Vuillemin

Introduction

The session was about inclusion and representation of all the human cultural diversity in today's digital world. It is not a new question. It was first raised at the birth of the Internet and the first WSIS: how will the new technologies integrate all the languages? How to make sure people speaking rare languages can access the Internet in their own language? How can we prevent the monopoly of one language above the others?

Languages are not just about words. They are about culture, visions of the world, representation of how I see the world and project myself, with my socio-cultural background and my intellectual analysis's capacities, formatted according to my mother tongue. One can describe his/her culture only if she/he has his/her language to do so.

Achievements of 20 years of WSIS

Mixed achievements:

1. On the right hand: huge progress with the diversity on line over the past 20 years, protection, recognition and promotion of indigenous cultures and rights, as well as promotion of multilingual URL. and domains' names. Some countries like Latvia have developed strategies to digitalize the Latvian language to ensure its comprehensive inclusion in digital and AI-driven technologies.
2. On the other hand, we failed in the recognition, presence and promotion of diverse cultural realities and languages on line: on the internet over the past 20 years, and today with AI. Today there is a monopoly of one language (English) and a monopoly of roughly 5 America Big Tech' that control the platforms, the channels, the algorithms and as such the contents people can access, in their native language or not (most of the time not). There is also a lack of harmonized national frameworks to ensure the proper balance between cultural preservation and innovation.

Fresh priorities

- Develop AI in low resources languages.
- Stop the monopoly of American Big Tech' and their unwillingness and lack of capacities to work in local languages
- Impose transparency of algorithms and data collection from digital actors to stop profiling people, limit choices and as such views on cultural and social diversities -> improve discoverability of contents
- Empower locally host producers and domain names

Emerging trends

- Diversity must be a core principle: the industry must integrate it, legal requirement backed by political will.
- Develop curriculum and dictionary to help capacity building

Opportunities

1. WSIS review should (re)prioritize the cultural and languages diversity as an issue at the heart of today's development of AI, if we want it to really be for all, for good, inclusive, accessible and helping the most vulnerable.

2. Change in international relations where the US is isolating itself -> opportunity for Europe, India, and others to create global, alternative digital platforms and tools, including LLM based on public good and respecting human rights.
3. Tax the digital big tech' so that they finance the development and implementation of tools favouring diversity and local languages.

Key challenges

- Political will to address the American Big Tech
- Funding to create alternative/ new models
- How to stop the current speed of AI? If prompts replace search engines, all the work done to build the internet over the past 20 year must be done all over again.

Links to WSIS Action Lines

Action Line 8 -> diversity + Action Line 9 -> media (key actor to produce and broadcast in local languages and provide contents for the internet and AI LLM in low resources languages)

Case Examples

Learn from Latvia and India's experience and how these governments are tackling the issue with development of services in local languages for their people as part of the E-governance efforts, as well as making sure that the people can access the internet in their own languages.

Vision for WSIS beyond 2025

- A diversified set of actors providing AI and Digital services to the global population, outside of only US actors, with a confirmed commitment to digital services as a public good and a set of tools respecting and serving cultural diversity and multiple languages (i.e. respecting human rights).
- Keeping the human above the machines, with the ultimate human decisions on choices of contents, with transparent rules.

LATVIA

Mr. Gatis Ozols
Deputy State Secretary for Digital Transformation
Government CIOMinistry of Smart Administration and Regional Development

Question:

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

[MISSING STATEMENT]

AFNIC

Mr. Pierre Bonis
Chief Executive Officer

Question:

How do you perceive the importance of preserving cultural and linguistic diversity through the lens of the French Internet Registry?

[MISSING STATEMENT]

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

INTERNATIONAL TRADEMARK ASSOCIATION

Ms. Elisabeth Stewart Bradley
Chair of the Board of Directors and Executive Committee

Question:

INTA is well-known for representing the interests of brand owners. It is dedicated to the protection intellectual property (IP) to foster consumer trust, economic growth, and innovation. It is also committed to building a better society through brands. How does the protection of linguistic identity and local content fit into your organization's mission?

Thank you for this question. First, I would also like to thank ITU Secretary General Doreen Bogdan-Martin, the WSIS sponsors and organizers, and my fellow high-level panelists. It is an honor to be here with you today.

INTA's mission seeks sustainable answers to global challenges. This is complementary to the SDGs as our work primarily focuses 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 issues are still top of mind, there is now an even greater focus on how AI affects the preservation of culture and language.

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 or appropriated without proper recognition or 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 a dedicated Indigenous Rights Committee that includes a globally diverse membership, and we actively participate in discussions at WIPO. Our goal within the global community is to harmonize and balance how Indigenous culture and language may be protected and incorporated in the development of new products and services.

Notably, there have been positive advancements in recognition and safeguarding of Indigenous Rights, including legal reforms and greater awareness of Indigenous issues. However, challenges persist, like the lack of harmonized national frameworks to ensure the proper balance between cultural preservation and innovation. Rapid advancements in technology have raised concerns about Indigenous heritage use by AI, lack of representation and lack of consultation.

In terms of the implementation of AI to help protect IP, including Indigenous rights, INTA supports policies based on 5 foundational principles that include: recognizing human vs. machine contributions to inputs and outputs; 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 the purpose of 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 global perspectives via its thousands of members from around the world. INTA recently adopted AI-based technology to provide universal translation services for participants at its meetings. Our most recent Annual Meeting hosted more than 10,000 participants. Until the implementation of AI based translation programs, organizations like INTA could not afford translation services. Providing greater access through translation allows participants to return to their countries with powerful information to help preserve their valuable inventions.

WSA / ICNM

Prof. Peter A. Bruck
Chairperson

Question:

You are the Chairperson of the World Summit Award (WSA), which you initiated during the first WSIS Conference in Geneva in 2003. How has the challenge of preserving culture and language in the digital era changed since then?

The main difference is that the happy ICT optimism of 2003 has given way to dark pessimism given their misuse, addictive ubiquity and historically unprecedented monopolisation of power. Every day we see more and more negative sides to the digital area.

In 2003, people thought that ICTs will be a key to preserving cultural heritage and nurturing of local content. Today, people realise that cultural heritage is squashed by social media, that images and videos can be fakes, that reality and facts matter not to most powerful presidents and most mean war makers, that content is created by global machines which cut out local voices.

Here at WSIS, we need to address that the huge achievement of social media has turned against preserving cultural heritage. Rather cultural diversity is reduced if not eliminated around the world, abolishing diversity, distorting the world. Algorithmic media favour extremist emotional, cultural and political content, push nonsense, lies, hate speech and fake news. Online data track and profile people, trap people in personalized bubble. What serves as convenience, limits perception and choice.

User data is collected from every corner of the world and gives no more than seven big tech companies unprecedented power. The rule of law is upstaged by the rule of the masters of attention.

Ironically, the need for the World Summit Award is greater today than it was in 2003. WSA identifies and highlights outstanding, impactful digital solutions and authentic local content from across up to 182 UN member states. It acts as a catalyst for cultural diversity, democratic values, and humancentric technology.

WSA promotes collaboration over competition—setting aside hierarchies to foster an interdisciplinary, multicultural learning community. Today, WSA is a unique global network of changemakers who learn from one another, sharing best practices with a common purpose: achieving the UN Sustainable Development Goals, closing digital divides, and strengthening digital democracy.

Every year, WSA showcases 45 exceptional digital impact solutions, selected by over 160 Online Jurors and 24 Grand Jurors for their innovative, high-impact contributions—addressing climate justice, improving healthcare, empowering underserved communities, advancing gender equality, and fostering civic participation.

Please: Connect4Impact with WSA in any way you can.

CMAI, INDIA

Prof. Narendra Kumar Goyal
President

Question:

Prof NK Goyal, with your experience of 54 years in Telecom, ICT, what do you think way out to Preserving Language and Culture in the Digital Era?

[MISSING STATEMENT]

EC MEDICI FRAMEWORK

Prof. Narendra Kumar Goyal
President

Question:

Can the digital age jeopardize cultural and linguistic diversity?

"We cannot describe our culture and our land if we do not have language."

Preserving culture means nurturing the spirit and identity of communities from within.

The new generation is forgetting our traditional culture, our languages, our heritage, while just five tech companies seem to be trying to do everything for us. In light of this, my association, which has 74 partners and a large base of 48,000 permanent members, discussed among ourselves: what is the way forward to preserve cultural heritage?

We came up with two key statements and four brief points.

The statements are:

1. We cannot describe our culture and our land if we do not have our language.
2. Preserving culture means nurturing the spirit and identity of communities from within.

Now, the four points:

First, use AI as a cultural ally.

- Digitize endangered languages through speech recognition and transcription.
- Enable access with AI-powered translation and language learning tools.
- Build curriculam and living dictionaries to preserve oral traditions.

Second, empower local voices.

- Support creators working in native languages with all kinds of digital tools and storytelling.
- Promote intergenerational exchange through tech-enabled mentorship.
- Celebrate culture online, including customs, folk fairs, and music.

Third, tackle the challenges.

- Address data gaps for lesser-known languages.
- Ensure cultural sensibility in AI design.
- Bridge the digital divide through infrastructure and education.

Fourth, create an inclusive ecosystem.

- Champion multi-language content across media platforms.

- Push for language equity in technical tools.
- Fund preservation projects at government and grassroots levels.

Within the next 30 seconds, I also want to briefly share the Indian experience.

India has 22 officially recognized regional languages. Our government has launched a program called

Bhashini to support Indian languages. In fact, speeches by our leaders are being translated into 27 languages across the country, reaching more than 3 billion users.

Leaders TalkX: When policy meets progress: paving the way for a fit for future digital world

Recording: https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/426

Moderated by High-level Track Facilitator:
Dr. Lidia Stepinska-Ustasiak, President Polistratos Institute

Speakers:

1. **Greece:** Dr. Konstantinos Masselos, President Hellenic Telecommunications and Post Commission
2. **Portugal:** Prof. Sandra Maximiano, President of the Board of Directors, Autoridade Nacional de Comunicações (ANACOM)
3. **Nigeria:** Dr. Aminu Maida, Executive Vice Chairman, Nigerian Communications Commission
4. **South Africa:** Mr. Mothibi Ramusi, Chairperson, Independent Communications Authority of South Africa
5. **Georgia:** Ms. Ekaterine Imedadze, Commissioner and outgoing Chairperson, Georgian National Communications Commission & EaPeReg EU Eastern Partnership
6. **Costa Rica:** Mr. Federico Chacon Loaiza, Council President, Superintendence of Telecommunications
7. **CIRA:** Dr. Charles Noir, Vice-president, Canadian Internet Registration Authority

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Executive Summary by High-Level Track Facilitator Dr. Lidia Stępińska-Ustasiak

SESSION GATHERS GLOBAL LEADERS TO REFLECT ON TWENTY YEARS OF WSIS AND SHAPE A PEOPLE-CENTRED DIGITAL FUTURE

On 9 July 2025, the World Summit on the Information Society (WSIS+20) High-Level Event featured Session 426, which convened senior digital policy leaders from around the world. Moderated by Lidia Stępińska-Ustasiak of the Polistratos Institute, this high-level Leaders TalkX session marked two decades of the WSIS process with a timely and forward-looking dialogue on shaping a digital future that is secure, inclusive, and resilient. A broad diversity of perspectives was represented across stakeholder types and global regions, with speakers from Africa, Europe, North America, and Latin America sharing national experiences and collective aspirations. The panel featured high-level representatives including Dr. Konstantinos Masselos, President of the Hellenic Telecommunications and Post Commission (Greece); Prof. Sandra Maximiano, President of the Board of Directors at ANACOM and Digital Services Coordinator under the EU Digital Services Act (Portugal); Dr. Aminu Maida, Executive Vice Chairman and CEO of the Nigerian Communications Commission (Nigeria); Mr. Mothibi Ramusi, Chairperson of the Independent Communications Authority of South Africa (South Africa); Ms. Ekaterine Imedadze, Commissioner and outgoing Chairperson of the Georgian National Communications Commission and EaPeReg (Georgia); Dr. Charles Noir, Vice-President of Community Investment, Policy and Advocacy at the Canadian Internet Registration Authority (Canada); and Mr. Federico Chacón Loaiza, Council President of the Superintendence of Telecommunications (SUTEL) of Costa Rica.

COUNTRIES REPORT SIGNIFICANT ACHIEVEMENTS DRIVEN BY WSIS VALUES AND ACTION LINES

Participants reflected on the significant achievements made possible under the WSIS framework. Georgia described its journey from a monopolistic telecommunications environment to a fully liberalized and competitive market, where over 99 percent of households are now connected to fixed broadband, and 5G covers 75 percent of the population. South Africa highlighted how digital transformation is framed within the values of its Constitution, ensuring equity and dignity as part of access to technology. Nigeria has transitioned to a transparent and data-driven regulatory approach that enhances both competition and consumer protection. Portugal presented its dual-track strategy of supporting market efficiency while safeguarding public trust, using behavioral insights to better protect vulnerable digital users. Canada's CIRA underscored its work as a technical operator in advancing trust and infrastructure resilience through DNS security tools and international governance partnerships. Costa Rica's regulator, SUTEL, shared its experience in using the National Telecommunications Fund (FONATEL) to extend internet access to underserved and rural populations. This publicly managed fund has helped close the digital divide by supporting broadband infrastructure, subsidized service plans, and school connectivity projects across the country.

SPEAKERS OUTLINE FRESH PRIORITIES TO GUIDE FUTURE DIGITAL GOVERNANCE

Emerging regulatory priorities showcased how countries are aligning digital transformation with ethical governance, technological change, and social inclusion. Portugal emphasized the need for future-proof regulation that anticipates the risks and opportunities of artificial intelligence and quantum computing, while also applying behavioral research to address how online environments influence user decision-making. Greece called for a reevaluation of traditional communications policy in light of the convergence of networks, cloud, and computing. Simplifying regulatory processes, fostering investment, and ensuring long-term sustainability were framed as critical priorities. Georgia reaffirmed its focus on placing people and trust at the center of regulatory innovation. Nigeria is embedding transparency and real-time data into oversight practices to make regulation more efficient and responsive. South Africa highlighted the need to ensure

meaningful and affordable access for all, especially those in rural or marginalized communities. Canada's CIRA stressed that technical operators must not only provide secure infrastructure but also engage directly in shaping governance spaces to preserve trust. Costa Rica illustrated how regulatory frameworks can promote both market competition and social equity by targeting public investment through FONATEL to deliver services to remote, Indigenous, and low-income populations.

EMERGING TRENDS INDICATE THE NEED FOR RESPONSIVE AND TECHNICALLY GROUNDED POLICYMAKING

Speakers highlighted key shifts shaping the regulatory landscape. Greece observed that the interplay between connectivity and computing is becoming central to future service delivery, especially for areas like autonomous vehicles and telemedicine. Nigeria is moving from traditional quality-of-service benchmarks to user-generated quality-of-experience data, collected at scale and made available for public comparison, thereby empowering consumers and driving service improvement. South Africa emphasized that digital policy must now account for infrastructure resilience and cybersecurity by design, especially in the face of environmental threats. CIRA noted that the legitimacy of the multistakeholder model depends on active participation from technical actors who can ensure decisions are informed by operational realities. Costa Rica shared that the deployment of FONATEL-supported networks has not only expanded connectivity but created partnerships between public institutions and telecom providers, demonstrating a practical model for bridging digital divides.

COUNTRIES IDENTIFY OPPORTUNITIES TO STRENGTHEN CROSS-BORDER CONNECTIVITY, ETHICAL TECHNOLOGY AND SMART GOVERNANCE

The dialogue also highlighted multiple opportunities. Georgia's growing role as a digital hub between Europe and Asia presents a case for smaller nations to lead in infrastructure coordination and cross-border standards. Portugal's focus on embedding ethics into technology design opens regulatory pathways for proactive and rights-based governance. Nigeria's digital tools have enabled more agile and transparent oversight, creating market incentives for performance without heavy enforcement burdens. Greece linked digital infrastructure to broader economic development, citing opportunities to enable smart services across transport, health, and public administration. South Africa is using its digital transformation roadmap to improve government efficiency and community wellbeing. Costa Rica's experience with FONATEL shows how universal service funds, when strategically managed, can deliver broadband to rural schools, remote villages, and vulnerable communities while still encouraging private sector competition.

KEY CHALLENGES INCLUDE BALANCING INVESTMENT AND COMPETITION, ADDRESSING AFFORDABILITY AND ENHANCING INSTITUTIONAL AGILITY

Several ongoing challenges were acknowledged. Greece pointed out the policy tension between encouraging long-term investment in infrastructure and preserving market competition. South Africa and Georgia warned that inflationary pressures and geographic disparities still pose barriers to affordability. Portugal and Canada stressed the importance of institutional agility to keep pace with emerging technologies while maintaining public trust. Costa Rica's model demonstrates that universal service funds can be effective, but require strong governance, clear accountability, and coordination across ministries and regions to ensure implementation reaches the most excluded populations.

INTERVENTIONS ALIGN CLOSELY WITH WSIS ACTION LINES, ESPECIALLY ACTION LINE C6 ON ENABLING ENVIRONMENTS

The interventions clearly aligned with WSIS Action Lines. The role of governments in shaping enabling environments (Action Line C1), improving access to information and digital literacy (C3), and ensuring trust and security in digital systems (C5) were at the core of each national strategy. In particular, the session

reinforced the importance of Action Line C6 – Enabling Environment. Countries emphasized the need for forward-looking legal and institutional frameworks that support innovation while protecting public interest. This includes reducing regulatory fragmentation, designing flexible oversight mechanisms, and creating the right balance between openness, investment incentives, and consumer rights.

COUNTRIES SHARE INNOVATIVE CASE EXAMPLES THAT OPERATIONALIZE WSIS PRINCIPLES LOCALLY

Several speakers shared national initiatives that brought these principles to life. Georgia's Digital Adoption Program has helped thousands in mountainous regions gain digital skills and access public services. Nigeria's Major Incident Reporting Portal publishes real-time data on network outages, increasing transparency and accountability. South Africa's Digital Transformation Roadmap launched in May 2025 outlines a whole-of-government approach to public service modernization. Canada's CIRA has deployed DNS firewalls and supported open governance through global technical coalitions. Portugal is using behavioral research to adapt regulation to actual user behavior online. Costa Rica's FONATEL program has subsidized access for hundreds of thousands of low-income households and connected public institutions in regions that would otherwise be commercially unviable.

THE FUTURE OF WSIS REQUIRES TRUSTWORTHY, INCLUSIVE AND SUSTAINABLE DIGITAL TRANSFORMATION

Looking to the future, the session affirmed that digital development must be designed to serve people first. A digital society that is truly fit for purpose must be inclusive from the start, with services that are affordable, accessible, and tailored to diverse communities. It must also be trustworthy, built on transparent governance, secure infrastructure, and ethical principles that respect privacy and human rights. At the same time, digital transformation must be sustainable—economically, socially, and environmentally—so that its benefits can extend across generations. None of these goals can be achieved in isolation; rather, they require deep cooperation across governments, regulators, technical communities, private companies, and civil society.

BOLD AND BALANCED REGULATORY LEADERSHIP IS ESSENTIAL TO BUILD A FIT FOR FUTURE DIGITAL WORLD

Shaping a fit-for-future digital world depends on bold yet balanced regulatory leadership. Policies must be anchored in trust, designed for inclusion, and rooted in long-term resilience. Creating an enabling environment, as defined under WSIS Action Line C6, is essential: legal and institutional frameworks must be agile, inclusive, transparent, and innovation-friendly. Whether through data-led oversight, ethics-guided rules, or multi-stakeholder engagement—as seen in Costa Rica's efforts through SUTEL and FONATEL—this balanced approach forms the foundation for equitable digital transformation. In moving forward, international cooperation and shared accountability will remain central to building an open, secure, and people-centered digital future.

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GREECE

Dr. Konstantinos Masselos
President
Hellenic Telecommunications and Post Commission

Question:

The deployment of digital and connectivity infrastructure is essential for the digital transformation and the progress in digital space. However complex trade-offs among investments, competition and innovation do exist in this context. What kind of policy/regulatory frameworks we need to address these challenges?

Rapid global digitalization has made digital infrastructure a key driver of economic growth and competitiveness. Countries worldwide are intensifying efforts to integrate digital and physical economies, implementing policies to promote the development of digital infrastructure. This digital infrastructure—including connectivity, cloud services, computing, security, storage, and software as a service—enables digital transformation, increases productivity, and fosters innovation.

Digital technologies are advancing rapidly, and we now observe the convergence and integration of networks, cloud and computing. Connectivity and computing have always been considered a 'cooperating dipole'. Computing, as a pendulum swinging between its centralized-decentralized extremes, pushed connectivity forward or connectivity by making decentralized computing possible pushed computing forward instead. The mainframe of the '70s (centralized) the PC of the '90s (decentralized), the cloud computing of late 2000's (centralized) and the edge-computing (decentralized) dynamics of today (put simply, our smartphones) counted on Connectivity to 'swing' decentralized each step along the way. If the name of the game in computing and connectivity today is efficiency - power and cost efficiency in specific – then 'connectivity' is the tool that allows us to meet current and future efficiency targets by enabling us to strike the right balance between local and remote computing.

- Future networks will shift focus from speed to the new services they enable—complex, socioeconomically transformative services. For example: Autonomous Vehicles:Disruptive, requiring secure, predictable, and continuous electronic communication. Vehicles need reliable network access for most of their journeys, with high predictability along each kilometer traveled.
- E-Health and Telemedicine: Transformative services demanding reliable, resilient networks capable of maintaining multiple active data paths between doctors and patients at all times.
- Instant Messaging and VoIP: Requiring telephony-quality, circuit-switching-level reliability—no call drops or interruptions. Predictability, low latency, and reliability are essential.

What these services share is the need for not just faster networks, but secure, resilient, Software-Defined Networks supporting 'Network Slicing' and different type of Quality of Service that goes beyond Best Effort Networks. Future networks will also need to get hardware-level supply-chain traceability to avoid having ultra-flexible ICT infrastructure from getting 'poisoned' in its very own 'silicon roots', compromising all concepts of cybersecurity.

Deploying digital and connectivity infrastructure is capital intensive, necessitating policy and regulatory frameworks that encourage investment. At the same time, they must ensure infrastructure access for end users through competitively priced services, making long-term investment viable. Achieving a balance between pro-investment and pro-competition policies is challenging. Those investing rightly expect to have reasonable returns of investment but effective competition is required to enable maximum benefits in terms of choice, price and quality. This is a tough trade-off for our ex-ante and ex- post frameworks.

These policy challenges as well as the technological advances (in particular the convergence of networks, computing and cloud) call for a reevaluation of traditional electronic communications regulatory frameworks. This should involve:

- Simplifying regulatory frameworks e.g. by reducing reporting obligations, removing unnecessary overheads, optimizing administrative procedures for network deployment and reducing legislation fragmentation through promoting more integrated frameworks
- Limiting ex-ante regulation to a case by case basis and only where real market failures exist
- Increasing predictability, e.g., through long spectrum licenses duration or by setting clear deadlines for copper network switch-off
- Promoting infrastructure deployment friendly policies e.g. adopting spectrum assignment procedures that balance spectrum costs for coverage, supporting spectrum sharing, promoting infrastructure sharing
- Ensuring a level playing field among stakeholders of the converged ecosystem
- Updating regulatory frameworks to reflect technological advances e.g. as regards specialized services requiring guaranteed QoS
- Promoting harmonization of regulatory frameworks e.g. authorization, spectrum allocation, and security frameworks to reduce fragmentation and achieve economies of scale at regional level

Sustainability must underpin modern regulatory frameworks, focusing on delivering a future-proof digital infrastructure that is:

- Environmentally sustainable: Reducing energy consumption
- Financially sustainable:Infrastructure that does not depend on subsidies for operations and maintenance.
- Socio-economically sustainable: To the benefit of the societies and the economies. Sustainable by making our cities smarter and safer, together with enabling small businesses to innovate and large businesses becoming more efficient.

PORTUGAL

Prof. Sandra Maximiano
President of the Board of Directors
Autoridade Nacional de Comunicações (ANACOM)

Question:

As the Chairwoman of ANACOM, the National for Regulatory Authority in Portugal, and simultaneously the Digital Service Coordinator in the scope of the EU Digital Services act, what could you tell us about the role of regulation in those fields?

In a context of rapid technological transformation and increasing complexity in digital markets, regulation plays a central role as a guarantor of competition, inclusion, innovation, and, above all, public trust. For ANACOM, Autoridade Nacional de Comunicações (Portugal), promoting competition is both a legal mandate and a key tool to ensure well-functioning markets, consumer protection, and the stimulation of investment and innovation. This is pursued through regulatory measures on both the supply and demand sides.

On the supply side, these include fair access to essential resources such as radio spectrum and numbering,

On the demand side, regulation needs to empower consumers to make informed decisions. In this context, it is essential that regulators understand and respond to how behavioral biases are exploited online. Behavioral insights should be used to protect users, especially vulnerable ones, and regulatory Authorities should be aware how to make use of such insi .

At the same time, ensuring territorial and social cohesion is crucial, so that technological progress reduces — rather than exacerbates — the digital divide.

In parallel, the rapid development of emerging technologies — such as artificial intelligence and quantum computing — presents undeniable benefits but also complex challenges. These require coordinated national and international responses. A forward-looking regulatory approach must embed ethical principles into the design of technology, ensuring it serves human well-being and protects fundamental rights.

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NIGERIA

Dr. Aminu Maida
Executive Vice Chairman
Nigerian Communications Commission

Question:

How can governments leverage digital transformation to adopt a data-driven regulatory approach that fosters market competition among operators and enhances consumer protection to close the digital divide?

At the Nigerian Communications Commission (NCC), we understand that connectivity is not just a service; it's the backbone of national progress. Digital services now underpin everything—business, healthcare, education as well as governance. But to make connectivity truly transformative, we must focus not only on building infrastructure but also on strengthening trust.

Over the years, we are increasingly confronted with the limitations of the traditional command-and-control approach—characterized by rigid rules and punitive enforcement. While this model has its place, particularly in high-risk or foundational regulatory areas, it often struggles to keep pace with the dynamism of today's digital and innovation-driven sectors. It can stifle flexibility, impose high compliance and enforcement costs, and generate resistance among regulated entities. More importantly, it may fail to build the trust and transparency necessary for sustainable regulatory outcomes. Nigeria is vast, with a population of over 250 million, and a land mass that is 22 times the size of Switzerland, scaling the command-and-control approach in a cost-effective manner is increasingly proving challenging.

The scale of the problem has made us to rethink how we approach regulation with a shift in focus from prescribing behaviour to empowering markets, consumers, and civil society with transparent data. Our regulated entities are already submitting key operational and compliance metrics to us—such as service quality, coverage gaps, pricing structures, or customer complaint trends—using these data we are enabling smarter oversight, incentivizing responsible competition, and enhancing accountability without overreach. Crucially, digital transformation is the enabler of this model.

How are we going about this?

At the Nigerian Communications Commission (NCC), we are embedding information disclosure at the heart of our regulatory transformation, enabled by digital tools and platforms. Through initiatives like our Major Incident Reporting Portal, we now publish real-time data on network disruptions across the country—naming causes, tracking resolution timelines, and identifying responsible parties. This not only improves

transparency and accountability but also mobilizes media and citizen engagement in protecting telecom infrastructure.

We have also shifted from traditional Quality of Service (QoS) metrics to crowdsourced Quality of Experience (QoE) data, collected independently from millions of users across the country. This real-time data provides insight into actual network conditions—such as speed, coverage, and latency—across geographic locations. Crucially, this information will be made publicly available to consumers, allowing them to compare networks and make informed choices based on the service quality they actually experience, not just what is advertised. This elevates competition by putting power in the hands of users.

In parallel, we're deploying public-facing indices such as the Customer Satisfaction Index, QoS Index, and Compliance Index, offering a comprehensive view of how operators perform against regulatory standards and consumer expectations. By digitizing our oversight and mandating transparent reporting, we are 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, and more inclusive regulation. Ultimately, we are not just disclosing information—we are democratizing access to it, empowering consumers, and strengthening regulatory legitimacy in Nigeria's digital economy.

Thank you.

Dr. Aminu Maida

Executive Vice Chairman/CEO, Nigerian Communications Commission (NCC)

SOUTH AFRICA

Mr. Mothibi Ramusi
Chairperson
Independent Communications Authority of South Africa

Question:

How do we ensure that a 'fit for future digital world' is not just defined by technology, but by its ability to transform the daily lives of ordinary citizens—and especially those in underserved areas?

Two minutes on ICASA mandate, and I will first engage the audience on the definition of what it means for a fit for future digital world to an ordinary citizen, a narrative to a child from a marginalised community.

CONTEXT

This Bill of Rights is a cornerstone of democracy in South Africa. It enshrines the rights of all people in our country and affirms the democratic values of human dignity, equality, and freedom. Everyone is equal before the law and has the right to equal protection and the benefit of the law. The state may not unfairly discriminate directly or indirectly against anyone on one or more grounds, including race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language, and birth.

Resulting from these Bill of Rights, one of our role as a Regulator is to ensure that we facilitate and develop a regulatory program as informed by policy a digitally inclusive, resilient, and sustainable future that should ensure that everyone regardless of geography, income, age, gender, or ability must have equitable access to and must in a meaningfully way benefit from digital technologies. It therefore calls for policymakers and regulators to proactively develop a sustained policy and regulatory frameworks that should ensure that digital transformation programs must enhance human well- being, strengthen social and economic systems and most importantly, protect the planet for future generations. South Africa has shown its commitment to the fit for the future world through the launch of a Digital Transformation Roadmap on May 12, 2025.

This is meant to modernise government services and improve public service delivery through digital means.

In the main, a digitally inclusive world should be based on the following principles:

- **Universal Access**: All citizens, including those in rural and underserved areas, must have affordable access to high-speed internet and digital tools.
- **Digital Literacy for All**: Citizens must be empowered with the skills to participate in the digital economy and access digital services.
- **Accessible Technologies**: Digital services that are to be offered must be designed for users with different abilities, languages, and literacy levels.

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- **Closing the Digital Divide**: Targeted efforts ensure that women, youth, elderly, people with disability and marginalised groups are not left behind.
- **Robust Infrastructure**: Networks and systems must be built to withstand natural disasters, cyberattacks, or system failures, something that we have recently experienced in South Africa, flood in one of the provinces (Eastern Cape)
- **Cybersecurity by Design**: Strong security frameworks must be developed to protect user data and critical infrastructure.
- **Data Sovereignty and Trust**: Citizens must have control over their data, and the government has, in our case, ensured that ethical data use is in place, this has been managed through the Data and Cloud Policy.
- **Institutional Agility**: Policies and regulatory systems are currently being reviewed to ensure that we adapt quickly to emerging technologies and digital disruptions.

In practice, this future must include:

- A child in a rural village accessing world-class education through e-learning.
- A start-up in a township leveraging e-commerce and cloud computing to reach global markets.
- A regulator, government entities using real-time data to respond to community and business needs.

In preparing for the future, there are some regulatory and policy characteristics frameworks that are required for the enablement of the environment. "As a first step, it is essential to advance inclusive connectivity for all through targeted regulatory interventions, guided by the following key principles:

- **Universal Coverage**: Ensure that coverage is extended to underserved and rural areas, covering the marginalised communities.
- **Affordable Access**: Ensure that the services that are provided are cost- effective for all socio-economic communities.
- **Technology-Neutral Platforms**: Regulatory intervention must support multiple access technologies. What is good is that my Authority is also providing regulatory leadership in a technology neutral regulatory environment.
- **Interoperability**: Considering the advent of e-commerce Seamless integration across platforms, devices, and networks (e.g., cross-border digital ID, payments).
- **Open Standards**: Promotes vendor neutrality and innovation.

CONCLUSION

In conclusion, we must be mindful of emerging trends and technologies such as, the Intelligent and adaptive services. The working model of the future requires enhanced performance, prediction, and personalisation of offered services. Notably, it is going to be important to implement automated systems that are geared to detect and respond to unscheduled events, for example, the development of dynamic decision-making and automation in our working environments.

These interventions are meant to drive and promote a citizen-centric and user-friendly environment, and in the South African context, linking all these futuristic initiatives to our Constitutional mandate.

Finally, this journey cannot be undertaken in isolation; it requires a well-developed multistakeholder collaboration framework, one that extends beyond local actors to include global partners, particularly those committed to development, openness, transparency, shared vision, and progress.

GEORGIA

Ms. Ekaterine Imedadze
Commissioner and outgoing Chairperson
Georgian National Communications Commission & EaPeReg EU Eastern Partnership

Question:

Based on Georgia's example, how can national regulators champion future-ready regulatory frameworks that successfully balance the drive for investment and competitive digital growth with the imperative to place people, trust, and resilience at the heart of digital progress

As we mark two decades of the WSIS process, one lesson is clear: values, trust, inclusion, and accountability, rather than simply infrastructure and innovation, are essential to digital transformation. Based on Georgia's experience, national regulators can serve as catalysts of sustainable digital ecosystems by adopting future-oriented, people-centered frameworks that enable both investment and equity.

At ComCom, Georgia's independent regulatory authority, we have embraced this responsibility. Our mission extends beyond compliance—we serve as enablers of transformation, ensuring that digital growth is resilient, inclusive, and aligned with global good practices. Over the past two and a half decades, ComCom has guided Georgia's transition from a monopoly-like telecom environment into a dynamic, fully liberalized, and competitive market. Through clear legal mandates, transparent processes, and institutional independence, we have built a regulatory culture anchored in openness, inclusion, and innovation.

Today, Georgia's telecom sector demonstrates the outcomes of this long-term vision:

- Mobile penetration stands at 177%, with over 6.1 million subscribers in a country of 3.7 million people;

- Fixed broadband penetration exceeds 99% of households, with 90% using fiber connections;

- Our 5G rollout, launched in 2023, now covers all major cities and economic corridors, reaching 75% of household coverage. This was backed by a national QoS benchmarking framework and spectrum licensing that fostered infrastructure competition while ensuring service standards.

- ComCom's holistic market analysis introduced a new generation of SMP remedies, including MVNO access, national roaming, cost-oriented pricing, co-location rules, and geographic segmentation, and restructured wholesale access markets. These innovative moves are ensuring service diversity, network efficiency, and consumer affordability.

- To enhance transparency and infrastructure efficiency, ComCom is developing Single Information Platform, a national broadband infrastructure map that serves as a single information point for operators and investors.

Georgia's geographic position and digital ambition make it an emerging regional digital hub. With the only direct subsea fiber connection to the EU in the Caucasus and robust terrestrial corridors toward Central Asia, Georgia is increasingly viewed as a reliable gateway between Europe and Asia. ComCom supports this vision through cross-border infrastructure coordination, investment facilitation, and regulatory harmonization with EU and international standards.

Yet, digital transformation must also be human-centered. ComCom complements infrastructure and policy reforms with citizen-focused initiatives. The Digital Adoption Program, which is part of the Log-in Georgia Project, has been actively implemented by ComCom in the regions of Georgia since 2022. As of now, DAP has about 8,500 beneficiaries in digital literacy, safe use of the internet, and access to state electronic services, especially in highland regions, reinforcing trust and safe participation in the digital space.

To protect infrastructure and trust, the development of Georgia's Critical Information Infrastructure (CII) regulatory framework is in line with the EU NIS2 Directive, advancing national cybersecurity, service continuity, and digital resilience.

Together, these strategies advance Georgia's commitments under the WSIS Action Lines and directly contribute to the UN Sustainable Development Goals, particularly through resilient infrastructure, reduced inequalities, institutional trust, and multistakeholder cooperation.

While these achievements are meaningful, the path forward presents challenges: ensuring rural affordability in the face of inflationary pressures, balancing rapid innovation with long-term sustainability, and navigating the evolving complexity of cross-border digital governance. The future belongs to those who can balance innovation with integrity and growth with equity. But it is precisely through inclusive dialogue—such as the one fostered by WSIS+20—that we find the solutions we need.

Georgia's journey shows that with bold vision, strong institutions, and collaborative partnerships, even small nations can become meaningful contributors to global digital progress. ComCom remains committed to working with the ITU and the regional and international partners and communities to shape a digital future that is fair, trusted, and fit for all.

Thank you.

COSTA RICA

Mr. Federico Chacon Loaiza
Council President
Superintendence of Telecommunications

Question:

Based on SUTEL's experience in promoting access and universal service through the National Telecommunications Fund (FONATEL), which plays a key role in reducing Costa Rica's digital divide, how does SUTEL manage the balance between a regulatory framework that fosters competition and the need to ensure connectivity in rural areas and vulnerable populations?

Good afternoon.

First, I would like to thank the International Telecommunication Union for giving us the opportunity to share SUTEL's experience in this important forum.

For us, effective regulation should promote competition, protect user rights, and guarantee service quality. However, it should also align with a more equitable and inclusive national vision.

At SUTEL, we seek this balance through a comprehensive approach. On one hand, we promote competition through clear rules, transparent public tenders, and efficient spectrum management. On the other hand, we administer the National Telecommunications Fund (FONATEL) to expand connectivity to areas the market does not reach on its own, including rural areas, indigenous territories, and vulnerable communities.

Thanks to technical and transparent management, FONATEL has financed key projects to close the digital divide. The Connected Communities program, for example, has deployed more than 700 connectivity sites in rural districts, benefiting over one million people, with an investment that has exceeded USD 100 million.

Through the Connected Homes program, more than 287,000 subsidies have been granted to low-income families, reducing the digital divide by 22 percentage points, with a total investment exceeding USD 220 million. Additionally, over 123,000 devices have been delivered to schools, health centers, and daycare facilities.

These projects are executed through public tenders, involving national and regional operators and cooperatives, which also fosters competition in the use of the Fund's resources.

However, our goal is not only to "connect," but to "connect with purpose." That is why we collaborate with institutions such as the Ministry of Education, the Costa Rican Social Security Administration, and the Ministry of Science, Innovation, Technology and Telecommunications to ensure that this connectivity supports the development of distance learning, telemedicine, financial inclusion, and digital government.

A recent example of this approach is the public tender for 5G networks, which aimed not at revenue collection, but at awarding frequencies to bidders offering the broadest network deployment and

committing to cover all districts with low connectivity. In this way, we ensure that fifth-generation telecommunications also reach the areas of greatest need.

In summary, at SUTEL, 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.

CANADIAN INTERNET REGISTRATION AUTHORITY (CIRA)

Dr. Charles Noir
Vice-president
Canadian Internet Registration Authority

Question:

In your view, what is the role of technical operators in supporting the broader goal of cultivating trust and security in the digital environment?

Technical operators like domain name registries, registrars and registries for internet numbers

play a critical—if often invisible—role in cultivating trust and security in the digital environment.

The integrity and resilience of the global internet depends on the infrastructure they manage, the standards they uphold and the values they embed in their day-to-day operations.

At CIRA, we see this responsibility as core to our mandate. As the operator of the .CA domain and a provider of DNS infrastructure in Canada, we've made sustained investments in tools like

Domain Name System Security Extensions (or, DNSSEC), Distributed Denial of Service (or, DDoS) mitigation and national DNS firewalls—technologies that prevent malicious traffic before it reaches the user. These aren't just technical functions; they're trust-building ones.

But the role of technical operators doesn't stop at infrastructure. We also have a responsibility to show up in governance spaces, to ensure decisions about internet security and trust are grounded in operational realities and informed by technical expertise.

That's a key message of a Technical Community Coalition for Multistakeholderism (or, TCCM), a global coalition of technical operators—including CIRA—that works to uphold multistakeholder, bottom-up internet governance. We're focused on ensuring that the processes shaping the internet's future remain open, accessible and rooted in shared responsibility.

Critically, technical operators should lead by example: through transparent security practices, respect for open standards and a 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 itself.

In a moment where digital trust is under strain—from state-led internet fragmentation to rising cybersecurity threats—technical operators have both the tools and the credibility to help safeguard the open, secure internet we all depend on. That requires stepping up—not just technically, but in key conversations about the future of internet governance as well.

Leaders TalkX: Moral pixels: painting an ethical landscape in the information society

Recording: https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/431

Moderated by High-level Track Facilitator:
Ms. Anriette Esterhuysen, Chair, African School on Internet Governance

Speakers:

1. **Belgium:** H.E. Ms. Vanessa Matz, Minister for Modernization of Public Administration, in charge of Public Enterprises, State Property Management, Digitization and Science Policy
2. **Libya:** H.E. Mr. Abdulbaset Albaour, Minister, General Authority for Communications and Information Technology
3. **Cuba:** H.E. Mr. Ernesto Rodríguez Hernández, First Vice-Minister, Ministry of Communications of the Republic of Cuba
4. **Kenya:** Mr. Stephen Motari Isaboke, Principal Secretary, Ministry of Information, Communication and the Digital Economy - State department for Broadcasting and Telecommunications
5. **Poland:** Mr. Jacek Oko, President, Office of Electronic Communications (UKE)
6. **eWorldwide Group:** Prof. Salma Abbasi, Founder, Chairperson and CEO, eWorldwide Group

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Executive Summary by High-Level Track Facilitator Ms. Anriette Esterhuysen

Introduction

This Leaders TalkX looked at how to infuse universally held values, human rights and ethical dimensions into the digital. Speakers connected right and ethics to digital inclusion and accessibility, and highlighted the importance of awareness and education. They discussed measures to ensure a respectful, rights-respecting safe and secure digital environment. The panel also encouraged member states and all stakeholders to not be overwhelmed by fear of the potential risks and harms of AI and pointed out the potential of tech to help us solve problems, for example by using AI to help build the human skills and capacities needed for a safe digital environment.

Summary

The global dialogue on ethical digital transformation highlighted shared priorities across nations, though with region-specific emphases. Belgium champions inclusive digital governance, mandating non-digital service alternatives for vulnerable groups while pioneering ethical AI through its AI4Belgium ecosystem and algorithmic transparency observatory. Libya focuses on regulatory safeguards, developing AI frameworks that combat bias and protect data sovereignty through cross-sector collaboration. Cuba exemplifies a state-led approach, constitutionally mandating an inclusive digital society backed by extensive tech education programs—like its 642 Youth Computer Clubs training millions—and curricula embedding ethical tech use. Poland proposes turning AI risks into solutions by deploying AI itself as an educational tool to combat disinformation, while leveraging EU regulations like the Digital Services Act. These national perspectives converge with Prof. Salma Abbasi's urgent warnings about unchecked AI threats—from algorithmic bias to cultural erasure—and her call for enforceable global standards prioritizing transparency, human oversight, and equitable representation of Global South voices. Across all interventions, three imperatives emerge: protecting youth in digital spaces, bridging the gap between technological innovation and social values, and fostering multistakeholder cooperation to ensure digitalization serves humanity equitably. As Poland's delegate noted, the challenge isn't rejecting AI but harnessing it wisely—using its power to "teach about itself" while anchoring systems in universal ethics.

Achievements of 20 years of WSIS implementation

a. Multistakeholder governance and collaboration:

- Belgium's AI4Belgium – Public-private ecosystem for ethical AI governance.
- Libya's emphasis on collaboration – Government, private sector, and civil society partnerships for data protection and AI fairness.
- Cuba's constitutional mandate – Institutionalizing ICT development with a people-centred approach.

b. Digital inclusion and capacity building

- Cuba's Youth Computer and Electronics Clubs – 642 centres training 5M+ citizens, focusing on youth.
- Cuba's Computer Science University – 17,000+ graduates in digital fields.
- Belgium's non-digital service alternatives – Ensuring access for vulnerable groups.

c. Regulatory and ethical frameworks

- Poland's adoption of the EU Digital Services Act – Combating disinformation and ensuring platform accountability.
- Libya's data protection laws – Aligning AI and digital policies with societal values.
- Cuba's Digital Transformation Policy (2024) – Integrating ethics into national tech strategies.

Fresh priorities for the next decade

a. Ethical AI and algorithmic accountability

- Belgium's Observatory for AI – Monitoring algorithmic transparency in public services.
- Libya's anti-bias measures in AI – Ensuring fairness in automated decision-making.
- Prof. Salma Abbasi's call for explainable AI – Demanding auditable algorithms and bias testing.

b. Youth and vulnerable group protections

- Belgium's focus on youth risks – Addressing ethical challenges for digital-native generations.
- Cuba's digital citizenship education – Teaching privacy, source verification, and anti-discrimination in schools.
- Poland's AI literacy for seniors/disabled – Personalized learning tools for marginalized groups.

c. Global equity in tech governance

- Prof. Abbasi's push for Global South inclusion – Challenging Northern-dominated AI standards.
- Libya's data sovereignty efforts – Localizing infrastructure to reduce dependency.

Emerging trends shaping the future

a. AI as an educational and social tool

- Poland's AI-powered digital literacy programs – Using AI to teach about AI risks (e.g., deep fake detection).
- Cuba's integration of tech ethics into curricula – Mandating critical thinking in digital spaces.

b. Cultural and linguistic preservation

- Prof. Abbasi's warning on AI's cultural blind spots – Highlighting the loss of indigenous knowledge in datasets
- Mr. Oko in Poland's use of AI to build media and cultural literacy

c. Behavioural governance and mental health

- Prof. Abbasi's alert on algorithmic manipulation – Social media's impact on youth mental health.
- Poland's "safe internet" vision – Combating behavioural influence through transparency.

Opportunities for accelerating progress

a. Public-private synergies

- Libya's shared regional data centres – Cost-efficient infrastructure for interoperability.
- Belgium's AI4Belgium – Leveraging private expertise for public-sector AI ethics.

b. Digital sovereignty and local innovation

- Cuba's Digital Agenda – Homegrown solutions aligned with socialist values.
- Libya's peering databases and IXPs – Reducing reliance on foreign infrastructure.

c. AI for inclusive development

- Poland's adaptive learning tools – AI for seniors and disabled populations.
- Cuba's mass digital literacy programs – Scaling through community networks.

Key challenges requiring urgent action

a. Misinformation and disinformation

- Prof. Abbasi's deep fake warnings – AI-generated content distorting geopolitics.
- Poland's disinformation challenges – Despite the DSA, synthetic media outpaces regulation.

b. Regulatory fragmentation

- Divergent AI laws – EU (strict) vs. Global South (nascent) frameworks creating compliance gaps.
- Libya's struggle with cross-border data flows – Balancing openness with sovereignty.

c. Infrastructure and resource gaps

- Prof. Abbasi's critique of Global South exclusion – Lack of funding for local data ecosystems.
- Cuba's need for tech upgrades – Despite training, hardware/connectivity limitations persist.

d. Power asymmetries in tech

- Prof. Abbasi's "weaponized automation" alert – Corporate/governmental misuse of AI.
- Libya's call to confront bias – Tech giants' algorithms reinforcing inequalities.

Links to WSIS action lines

Action Line C1 (The Role of Governments and Stakeholders) was addressed by all speakers. For example, Belgium's AI4Belgium which is a public-private collaboration, Libya's call for government-private sector-civil society partnerships and Prof. Abbasi's demand for inclusive global governance that includes the global South.

Action Line C4 (Capacity Building) was addressed by: Cuba, Poland, Libya. Examples include Cuba's Youth Computer Clubs and university programs, Poland's proposal to use AI for digital literacy (e.g., seniors, disabled learners) and Libya's focus on regulatory infrastructure strengthening.

Action Line C5 (Building Confidence and Security in ICTs) was addressed by: Belgium, Libya, Prof. Abbasi. For example, Belgium's Observatory for AI which provides algorithmic transparency, Libya's data protection laws and anti-bias measures and Prof. Abbasi's warnings about surveillance and manipulation risks.

Action Line C6 (Enabling Environment) was addressed by: Belgium, Cuba, Poland. Belgium's non-digital service guarantees for inclusion and Cuba's constitutional mandate for equitable access are examples as is Poland's Digital Services Act.

Action Line C7 (ICT Applications: E-government) was addressed particularly by Belgium through the training of civil servants to improve digital public services and transparent AI use in government algorithms.

Action Line C9 (Media and Content Diversity) was addressed by Prof. Abbasi and Poland. Example are efforts to combat AI-generated disinformation (deep fakes) and Poland's use of AI in media literacy programmes.

Action Line C10 (Ethical Dimensions of the Information Society) was addressed by all speakers

All speakers addressed the Action Lines on inclusion.

Cross-cutting observations

From Access to Ethics: WSIS 2003 focused on connectivity; 2024 priorities centre on human rights in tech (e.g., Cuba's constitutional reforms, Belgium's youth safeguards).

Education as a Lifeline: All speakers stressed digital literacy—whether through Cuba's clubs, Poland's AI tutors, or Prof. Abbasi's transparency demands.

The Sovereignty Paradox: Nations like Libya and Cuba seek data localization, yet depend on global cooperation (e.g., IPv6 standards, AI governance).

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BELGIUM

H.E. Ms. Vanessa Matz
Minister for Modernization of Public Administration, in charge of Public Enterprises, State Property Management, Digitization and Science Policy
Belgian Federal Government

Question:

Comment la Belgique met en œuvre une politique éthique dans la société d'information ?

Mesdames et messieurs,

La question de l'éthique dans la société de l'information est une priorité essentielle que je porte au sein du gouvernement fédéral belge. C'est un sujet qui nous concerne tous, tant au niveau national qu'international.

L'éthique ne se limite pas aux principes, elle s'incarne aussi dans l'accessibilité et l'inclusion. Il est impératif que les services numériques soient accessibles à tous, sans exception. Cela inclut les groupes vulnérables, pour lesquels, en Belgique, nous voulons toujours prévoir des alternatives non numériques à chaque service en ligne. C'est ainsi que nous garantissons une véritable égalité d'accès.

J'accorde également une grande importance à l'amélioration des services publics numériques. Des initiatives comme la formation des fonctionnaires de première ligne à l'accompagnement des citoyens et la promotion de l'inclusion numérique en sont des exemples concrets.

L'éthique doit aussi guider le développement des technologies. Prenons l'intelligence artificielle : en Belgique, nous avons créé un écosystème, AI4Belgium, qui réunit les acteurs publics et privés du secteur. Cet écosystème offre des conseils sur les aspects éthiques et juridiques de l'IA, veillant à ce que son déploiement respecte les normes et régulations, tout en assurant une gouvernance transparente.

La transparence est cruciale, en particulier en ce qui concerne les algorithmes utilisés dans les services publics. C'est pourquoi nous avons lancé un Observatoire de l'IA et des nouvelles technologies numériques, afin de renforcer cette transparence et faciliter le dialogue entre les citoyens et les décideurs.

Enfin, nous devons prêter une attention particulière aux jeunes, qui sont particulièrement vulnérables aux défis éthiques liés à la numérisation. La technologie doit avant tout être au service de l'humain, en étant sûre, éthique et inclusive pour tous.

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La numérisation ne se fait pas de manière isolée. Elle doit être le fruit d'un dialogue permanent et d'une coopération active entre toutes les autorités compétentes, à tous les niveaux. Il est essentiel de promouvoir la collaboration. Ce sommet représente une occasion unique de renforcer cette coopération internationale et de veiller à ce que la numérisation bénéficie à tous, dans le respect des principes éthiques qui guident nos actions.
Merci.
La Ministre de l'Action et de la Modernisation publiques, Vanessa Matz

LIBYA

H.E. Mr. Abdulbaset Albaour
Minister of Telecommunications and Chairman
General Authority for Communications and Information Technology

Question:

Could we be delegating our ethical decision-making to machines? And if so, who should determine the moral framework guiding these systems—tech companies, policymakers, or society as a whole?

Today in this vital discussion on the challenges and opportunities of modern technology in our Arab nations, particularly in my home country Libya, with a special focus on artificial intelligence.

In Libya, we aspire to build an advanced digital society under the umbrella of an ambitious strategy developed and adopted for this purpose. We firmly believe that protecting citizens' data and ensuring the fair use of technology are among our top priorities. While digital technologies offer promising opportunities, they also present challenges such as privacy violations and bias in AI algorithms.

As a regulatory body, we are committed to establishing legislation that safeguards individual rights and promotes technological transparency. We aim to achieve this through:

1. Developing legal frameworks to protect citizens' data in alignment with our societal values.

2. Combating bias in AI systems to ensure fair treatment for all.

3. Strengthening our technical and regulatory infrastructure to keep pace with global advancements.

We emphasize that building a secure and ethical digital environment can only be achieved through collaboration between the government, private sector, and civil society.

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CUBA

H.E. Mr. Ernesto Rodríguez Hernández
First Vice-Minister
Ministry of Communications of the Republic of Cuba

Question:

How does Cuba face the challenge of preparing the new generations to make ethical and safe use of digital technologies?
¿Cómo enfrenta Cuba el reto de preparar a las nuevas generaciones para que hagan un uso ético y seguro de las tecnologías digitales?

Before answering your question, I would like to thank the organizers of the session for giving me the honour of participating in the session.

The Cuban State and Government have always attached great importance to the development of Information and Communication Technologies.

This political will was ratified in the Cuban Constitution of 2019, by establishing that the Republic of Cuba "ratifies its commitment to building a people-centred, inclusive and sustainable development-oriented information and knowledge society, in which everyone can create, consult, use and share information and knowledge to improve their quality of life; and defends the cooperation among all States and the democratization of the cyberspace, as well as condemns its use and that of the radio spectrum for purposes contrary to the above, including subversion and destabilization of sovereign nations;" In the National Economic and Social Development Plan until 2030, it was approved, as one of the strategic sectors for productive transformation, telecommunications, information technologies and the increase in connectivity to develop the digital transformation.

Additionally, the Cuban government has declared that digital transformation is one of the three pillars for government management, together with science and innovation, and social communication.

To make this political will a reality, in 2024 the Policy for Digital Transformation, the Digital Agenda that implements it and the Strategy for the Development and Use of Artificial Intelligence were approved.

Precisely, one of the eight strategic axes of the Digital Policy and Agenda is that of Education and Digital Culture, whose main objective is, and I quote: "Develop digital skills in citizens for the adoption and use of technologies in a critical, safe, ethical, conscious and innovative way, with an inclusive approach, which contribute to the integration and full development of citizenship, in accordance with the values of socialism and national culture."

In society, and in particular for the new generations, who by nature are digital natives, actions are implemented aimed at promoting the concept of Digital Citizenship in the development of digital skills and where careful observance is given to aspects such as, just to mention a few examples: respect for privacy, verification of sources before sharing content, avoiding the use of discriminatory and offensive language,

promoting the duty to report harmful conduct, favouring the use of robust access credentials, carrying out periodic updates of digital platforms and their security patches, being systematic in the saving of information and backups.

To this end, we have a network of 642 technology centers in Cuba, called the Youth Computer and Electronics Club, distributed throughout the national territory, which have managed to train more than 5 million Cubans, most of them young people.

Specialties related to digital technologies are taught in all universities in the country, and in 2002 a university specialized in Computer Sciences was created, which has graduated more than 17 thousand engineers.

In general, as a curricular strategy, digital technology topics are taught in the study programs of all educational levels with an ethical, safe and innovative approach.

These actions, together with the implementation of pedagogical modalities in all cycles of formal education, with the mediation of technology, ensure quality learning that contributes to a coherent integration of educational centers, families and the community in an ethical, safe and responsible use of digital technologies.

Antes de responder a su pregunta, deseo agradecer a los organizadores de la sesión por haberme concedido el honor de participar en la misma.

El Estado y el Gobierno Cubano siempre le han otorgado una gran importancia al desarrollo de las Tecnologías de la Información y las Comunicaciones.

Esta voluntad política fue ratificada en la Constitución cubana del 2019, al establecer, que la República de Cuba "ratifica su compromiso en la construcción de una sociedad de la información y el conocimiento centrada en la persona, integradora y orientada al desarrollo sostenible, en la que todos puedan crear, consultar, utilizar y compartir la información y el conocimiento en la mejora de su calidad de vida; y defiende la cooperación de todos los Estados y la democratización del ciberespacio, así como condena su uso y el del espectro radioeléctrico con fines contrarios a lo anterior, incluidas la subversión y la desestabilización de naciones soberanas;"

En el Plan Nacional de Desarrollo Económico y Social hasta 2030, se aprobó como uno de los sectores estratégicos para la transformación productiva a las: Telecomunicaciones, las tecnologías de la información y el incremento de la conectividad para desarrollar la transformación digital.

Adicionalmente, el gobierno cubano ha declarado que la transformación digital es uno de los tres pilares para la gestión del gobierno, de conjunto con la ciencia y la innovación, y la comunicación social.

Para hacer realidad esta voluntad política, en el 2024 se aprobaron la Política para la Transformación Digital, la Agenda Digital que la implementa y la Estrategia para el Desarrollo y Uso de la Inteligencia Artificial.

Precisamente, uno de los ocho ejes estratégicos de la Política y Agenda Digital es el de: Educación y cultura digital, cuyo objetivo principal es, y cito: "Desarrollar competencias digitales en los ciudadanos para la adopción y uso de las tecnologías de manera crítica, segura, ética, consciente e innovadora, con un

enfoque inclusivo, que contribuyan a la integración y al desarrollo pleno de la ciudadanía, en correspondencia con los valores del socialismo y la cultura nacional."

En la sociedad, y en particular para las nuevas generaciones, que por naturaleza son nativos digitales se implementan acciones dirigidas a fomentar el concepto de Ciudadanía Digital en el desarrollo de las competencias digitales y donde se le preste esmerada observancia a aspectos tales como, por solo citar algunos ejemplos: el respeto a la privacidad, la verificación de fuentes antes de compartir contenidos, evitar el uso de lenguajes discriminatorios y ofensivos, fomentar el deber de denunciar las conductas dañinas, favorecer el uso de credenciales de acceso robustas, realizar actualizaciones periódicas de las

plataformas digitales y sus parches de seguridad, ser sistemáticos en las salvas de información y las copias de seguridad.

Para ello, contamos en Cuba con una red de 642 centros tecnológicos, denominada Joven Club de Computación y Electrónica, distribuidas por todo el territorio nacional, que han logrado capacitar a más de 5 millones de cubanos, la mayoría jóvenes.

Se imparten especialidades vinculadas a las tecnologías digitales en todas las universidades del país, y en el 2002 se creó una universidad especializada en las Ciencias Informáticas, la cual ha graduado a más de 17 mil ingenieros.

De forma general, como estrategia curricular se imparten en los programas de estudio de todos los niveles educativos temas de tecnologías digitales con un enfoque ético, seguro e innovador.

Estas acciones, unidas a la implementación de modalidades pedagógicas en todos los ciclos de la educación formal, con la ediación de la tecnología, aseguran aprendizajes de calidad que contribuyen a una integración coherente de los centros educacionales, las familias y la comunidad en un uso ético, seguro y responsable de las tecnologías digitales.

KENYA

Mr. Stephen Motari Isaboke
Principal Secretary
Ministry of Information, Communication and the Digital Economy - State department for Broadcasting and Telecommunications

Question:

How do governments manage the balance between the rights to access to information, innovation and expression while simultaneously ensuring an ethical information society?

[MISSING STATEMENT]

POLAND

Mr. Jacek Oko
President
Office of Electronic Communications (UKE)

Question:

How can AI be used to educate about the risks posed by AI?

Thank you for the invitation to this important forum and for asking the question that lies in the very heart of our digital future.

The AI revolution we experience has two sides of a coin. On the one hand, there is a tremendous potential and on the other, real threats. Therefore, as regulators and policymakers we must first protect universal ethical values from the flood of false content. Today, generating a deepfake or disinformation that looks confusingly real is not only possible but is also alarmingly easy. This is a fundamental challenge for the cohesion of our society.

Of course, we are not totally inactive. In the European Union, we already have specific regulations, such as the Digital Services Act. This is an important tool which gives us as regulators the ability to oversee the moderation of illegal content, ensure transparency of online advertisement and allows to fight against disinformation. But regulations alone are not enough.

Therefore, I want to emphasize that education is the most important. Education is crucial to building social resilience. Education that allows each and every citizen – from children to seniors – to distinguish manipulated content from the true one, and to understand the intentions behind them – whether they were generated in good or bad faith.

However, and this is the key part of the answer to the posed question – let us not be afraid of AI.

On the contrary, let us use it as a powerful tool in this educational mission. Let us treat it as a personalized learning assistant, aimed at people with special needs, with intellectual disabilities, on the autism spectrum, or for 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.

Who would do that? Let's trust non-governmental organizations, let's trust educators. And let's cooperate with them as an administration.

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So far, we have measured our strength against our intentions, now our intentions remain strong, but we can fully respond to them with the power of AI.
Our primary goal is to create a safe internet. A 'safe' internet in the age of AI means much more than just fast and reliable.

It means the internet free from manipulation, which once again becomes what it was meant to be from the beginning – a reliable and verified source of knowledge.

So let's use AI to teach about AI. It's the best way to tame this technology and harness it for the benefit of humanity.

eWORLDWIDE GROUP

Prof. Salma Abbasi
Founder, Chairperson and CEO

Question: ***In an era where AI and digital technologies shape our perceptions and decisions, how do we ensure ethical accountability - especially when algorithms operate beyond human oversight?***

Good afternoon ITU Secretary General, Doreen Bodgen, Your Excellencies, Ladies and Gentlemen,
I am delighted to be invited to the Leaders TalkX: Moral Pixels: Painting an Ethical Landscape in the Information Society

It is a distinct privilege to contribute to this vital discourse on the role of artificial intelligence and digital technologies in shaping our collective future. I would like to take this opportunity to highlight six pressing risks and corresponding ethical considerations that warrant our immediate and sustained attention.

First, the proliferation of misinformation and disinformation. AI-generated content has dramatically accelerated the creation and dissemination of false narratives, including deepfakes and manipulated media. These developments are not merely distorting public opinion; they are increasingly influencing geopolitical dynamics and undermining trust in democratic institutions.

Second, the persistence of discrimination and algorithmic bias. AI systems often reflect and reinforce systemic biases present in historical data, exacerbating stereotypes and inequities. This is particularly concerning for children and young people, whose perceptions of identity, inclusion, and equity are shaped by digital environments.

Third, concerns surrounding privacy and surveillance. AI-enabled technologies routinely process vast quantities of personal data, including behavioral patterns, emotional states, and vulnerabilities. This data is frequently used to advance commercial or ideological agendas, often without the individual's awareness or consent.

Fourth, the risk of manipulation and behavioral influence. Algorithmic targeting and content curation—especially within social media ecosystems—have shifted from tools of connection to mechanisms of influence. AI systems now penetrate our most private spaces, shaping perceptions, preferences, and behavior, and leaving individuals—particularly our children and youth—vulnerable to unrealistic portrayals and declining mental well-being.

Fifth, the erosion of critical thinking. Dependence on automated systems reduces our capacity for independent judgment. The overwhelming volume of content—some of it misleading—poses significant challenges for discernment, civic awareness, and informed decision-making.

Sixth, the loss of nuance and socio-cultural traditional context. Many AI systems struggle to grasp the intricate dynamics of human societies and often overlook the richness of local knowledge, indigenous wisdom, and socio-cultural nuances that are not easily documented or digitized. This diminishes empathy and narrows our understanding of human diversity and context.
In light of these risks, we must reaffirm our commitment to ethical accountability. I would like to briefly outline three foundational principles:

1. Transparency in design and development: We must advocate for explainable and auditable AI systems that provide clarity regarding how algorithms are constructed, how data is sourced, and how outcomes are determined. This requires proactive testing for bias, particularly with regard to gender, ethnicity, and cultural diversity.
2. Oversight and governance: Human oversight must be integral to all AI processes, especially in critical domains where automation is being weaponized. Regulatory frameworks must move beyond voluntary compliance to become enforceable structures with clear mandates, independent audits, and defined responsibilities.
3. Robust accountability mechanisms: Establishing mechanisms for redress, ongoing risk assessment,and institutional transparency is essential to safeguarding public trust and upholding the ethicalintegrity of AI systems. These safeguards ensure accountability, enforce proportional consequences, and reinforce the duty of care expected in responsible AI deployment.

Notably, many countries in the Global South are rapidly embracing AI technologies without adequate regulatory safeguards. It is therefore imperative that the development of standards and frameworks be inclusive and globally representative, incorporating voices from across all regions, not solely shaped by stakeholders in the Global North.
I am honored to collaborate with 'Women Shaping the AI Future for Humanity' such as Secretary-General Doreen Martin Bodgen. Because the future of AI must be grounded in shared values—empathy, accountability, and human dignity. Only then can we foster digital ecosystems that are not merely intelligent, but also just, secure, and sustainable for generations to come.

Leaders TalkX: Partnership pivot: rethinking cooperation in the digital era

Recording: https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/433

Moderated by High-level Track Facilitator:
Ms. Lori Schulman, Sr. Director, Internet Policy, International Trademark Association (INTA)

Speakers:

1. **Burkina Faso:** H.E. Dr. Aminata Zerbo Sabane, Ministre, Ministère de la Transition Digitale, des Postes et des Communications Électroniques
2. **Hungary:** H.E. Prof. László Palkovics, Government Commissioner, Ministry of Energy
3. **Senegal:** H.E. Mr. Alioune Sall, Minister, Ministère de la Communication des Télécommunications et du Numérique
4. **Albania:** H.E. Ms. Enkelejda Muçaj, Deputy Minister of Infrastructure and Energy, Republic of Albania
5. **Malaysia:** Ms. Eneng Faridah, Chief Enforcement Officer, Malaysian Communications and Multimedia Commission (MCMC)
6. **Bahrain:** Mr. Philip Marnick, General Director, Telecommunications Regulatory Authority
7. **Denmark:** Ms. Anne Marie Engtoft Meldgaard, Tech Ambassador, Ministry of Foreign Affairs
8. **USCIB:** Ms. Whitney Baird, President and CEO

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Executive Summary by High-Level Track Facilitator Ms. Lori Schulman

Key Issues Discussed:

The digital revolution has the potential to propel societies forward, yet a significant divide, 2.6 billion people remain without access to information and communication technologies (ICTs).
Critical need for enhanced international collaboration among various stakeholders, including governments, the private sector, international organizations, and UN, support infrastructure development and digital projects, particularly within developing countries in line with WSIS Action Lines.
Artificial Intelligence is evolving from basic concepts to increasingly autonomous systems—such as agentic AI, autonomous vehicles, and humanoid robots—raising both exciting real-world applications and important ethical questions.
In a fully digital world, regulation must be flexible, forward-looking, and globally coordinated—ensuring seamless, secure, and accessible digital services while supporting innovation, investment, and resilient infrastructure for an unpredictable future.
In a fragmented world, strengthening public-private collaboration is more vital than ever to tackle global challenges—by aligning innovation with public interest, investing in inclusive ecosystems, and empowering local solutions that deliver real impact for people and the planet.

Tangible Outcomes / case studies discussed during the session

- Burkina Faso is leveraging digital transformation—including infrastructure, education, AI, and inclusivity initiatives—as a strategic response to its security challenges and a driver of national development.
- Hungary is concerned about the evolution of agentic AI into embodied intelligence. AI is heading toward physical manifestation and interactions with our world – specifically, as highly capable humanoid robots. There are questions about how to manage that evolution responsibly. The WSIS multistakeholder model provides the means to consider these questions in a cooperative environment. Hungary is also concerned that capacity is not just about access or knowledge. It also encompasses the ability to manufacture hardware and create industry not just using software or platforms.
- Senegal has launched a "Digital New Deal" to enable its evolution into a leading digital society by 2050, leveraging its youthful population, strategic partnerships, and infrastructure development to drive inclusive digital transformation, foster innovation, and compete globally.
- Albania has embraced digital transformation as a strategic path toward modern governance, overcoming resource limitations through strong political will, a clear vision, and both domestic and international collaboration to deliver digital public services and empower its citizens.
- Malaysia is fostering inclusive, cross-sectoral, and future-ready partnerships—engaging government, industry, academia, and communities—to co-create sustainable digital solutions, adapt regulations, and drive innovation in areas like smart cities, healthcare, and connectivity.
- Bahrain is thinking about the present and future. It is a nation with excellent technical resources. They support flexible legislation that supports evolving technology and borderless functionality. For example, regulators should cooperate more to make mobile phone coverage seamless when traveling between jurisdictions. Local taxation inhibits global cooperation. Cooperation applies to internal and external governance.
- Denmark highlighted the EU Global Gateway and its ability to support the Global South with knowledge and resources. Enhancing engagement with the tech industry is one of the key digital diplomacy priorities for the Danish EU Presidency. WSIS+20 process gives us an opportunity to reflect and re-commit to building a human-centric, inclusive and development-orientated information society. OECD General Partnership for AI (GPAI) is cited as an excellent example of cooperation.

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- The US Chamber of International Business (part of the ICCC) champions a multistakeholder approach to digital transformation, emphasizing that inclusive, trust-based collaboration across sectors is essential to bridging digital divides, enhancing cybersecurity, upholding human rights, and building a people-centred, sustainable Information Society.

Key Recommendations and Forward-Looking Action Plan for the WSIS+20 Review and Beyond

It is clear that the session covered almost all of the WSIS action lines. This integrated approach is a direct outcome of multistakeholder engagement. Recommendations include:

1. Return to core United Nations principles, highlighting the SDGs, WSIS Action Lines and multistakeholder systems like WSIS and IGF. SDG's and WSIS Action lines are pathways that, ultimately, lead back to the UN Universal Declaration of Human Rights (UDHR). The UDHR offers a foundational framework for ensuring healthy, productive, inclusive and respectful societies.
2. Rather than focusing on rethinking international collaboration and public-private partnerships, the panel urged recommitting to such efforts. Sustained multistakeholder collaboration as supported by WSIS and IGF provide the correct framework for progress.

Submitted by Lori S. Schulman, INTA– WSIS High Level Facilitator and Christine Strutt, INTA Internet Committee, Chair Subcommittee on Global Governance

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BURKINA FASO

H.E. Dr. Aminata Zerbo Sabane
Ministre
Ministère de la Transition Digitale, des Postes et des Communications Électroniques

Question:

Quelles sont les principaux projets que mène votre département pour capter les bénéfices de la société de l'information ?

Excellences,

Honorables invités

Mesdames et Messieurs,

Honorables co-panélistes,

Monsieur le modérateur,

Je voudrais, à l'entame de mon propos, remercier la Confédération Suisse et l'Union Internationale des Télécommunications (UIT) pour cette aimable invitation, pour l'hospitalité agréable qui nous est accordée depuis notre arrivée. Je voudrais saluer également l'UIT et Madame la Secrétaire Générale pour la qualité de l'organisation des travaux du présent Sommet.

La thématique de cette année, " Pivot du partenariat : Repenser la coopération à l'ère du numérique", est particulièrement pertinente pour notre pays et nous donne l'opportunité d'évoquer les grands projets que nous menons grâce à une coopération dynamique avec des partenaires disponibles.

Afin de tirer pleinement parti des opportunités offertes par la société de l'information, le Ministère de la Transition Digitale, des Postes et des Communications Électroniques a mis en œuvre plusieurs projets structurants visant à développer les infrastructures numériques, promouvoir l'accès à internet, soutenir l'entrepreneuriat numérique et renforcer les compétences numériques des citoyens.

1. L'inclusion numérique

Permettre à l'ensemble des populations d'avoir accès aux services de communications électroniques.

Pour ce faire mon département à travers le fonds pour l'accès et le service universels et le projet PACTDIGITAL a engagé le déploiement de 800 sites dans les zones blanches (localités rurales n'ayants accès à aucun réseau de communications électronique) au cours de l'année 2025. Pour l'année de 2024, ce sont 138 localités qui ont bénéficié de cette couverture. A cela s'ajoute l'extension du backbone national en fibre optique pour interconnectés le reste des communes du Burkina Faso pour favoriser le déploiement

des réseaux hauts débits (4G, 5G, FTTH) plus de 11 000 km de fibre optique a été installée sur l'ensemble du territoire.

2. Le développement et le renforcement des compétences

Pour permettre une meilleure exploitation des technologies émergentes, il est capital de disposer de compétences dans les différents domaines du numérique.

Mon département avec l'accompagnement de Banque Mondiale a mis en place le projet d'accélération de la transformation digitale (PACTDIGITAL).

Ce projet a dédié toute une composante, la composante 3, dénommée : *Développement des compétences, de l'innovation et de l'expertise numériques*. Elle va permettre de développer des pôles de référence dans des thématiques prioritaires du numérique (IA, IoT, Cloud Computing, cyber sécurité etc) afin de créer des compétences locales pour l'exploitation des données et informations pertinentes pour le développement des différents secteurs d'activités.

Ce projet va permettre également d'assurer des formations en masse des populations, notamment les enfants et les femmes pour l'utilisation à grande échelle des procédures dématérialisées et les outils de traitement et d'exploitation de l'information.

Des programmes de formation sont en cours pour permettre d'améliorer les compétences numériques des citoyens, afin qu'ils puissent utiliser les outils et services numériques de manière efficace. Ces formations vont concerner l'utilisation des logiciels, la sécurité en ligne, la création de contenu numérique, etc.

3. Accélération de la transformation numérique des services publics

Mon département a porté un accent particulier à la dématérialisation des services publics. L'objectif est de rendre accessibles en ligne toutes les informations et les procédures administratives. Cela concerne les démarches administratives, les paiements en ligne, l'accès à des informations publiques, etc.

4. Cybersécurité et gouvernance de l'Internet

Sur le volet de la sécurité et la gouvernance de l'Internet, on est actuellement sur les projets suivants pour rendre l'environnement numérique plus sain et secure.

- l'élaboration d'un cadre légal et institutionnel propice pour les investissements et la sécurisation des données,
- la mise en place d'un CERT national (Computer Emergency Response Team) pour prévenir et répondre aux incidents.
- la coopération régionale et internationale : participation aux initiatives africaines et internationales sur la société de l'information (Smart Africa, UIT, Union Africaine).
- les projets de connectivité transfrontalière pour l'intégration numérique régionale (free roaming AES, liaisons Fibre Optique transfrontalières)

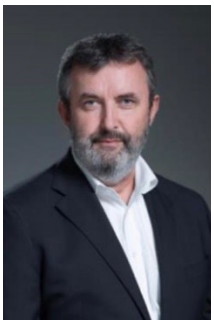
Toutes ces initiatives et projet ont un véritable appui au plus haut niveau de l'Etat sous le leadership de son Excellence le Capitaine Ibrahim TRAORE. Son engagement fort en faveur de la digitalisation des processus publics, qu'il met au cœur de la réforme et de la modernisation de l'administration, vise à améliorer la qualité et l'accès des services offerts aux citoyens, à lutter contre la corruption et à réduire la fracture numérique et de permettre à tous de tirer profit des opportunités qu'offrent le numérique.

Cette tribune m'offre l'occasion de réaffirmer l'engagement de mon pays, le Burkina Faso, à œuvrer aux côtés des autres membres de l'Union, et ce malgré le contexte difficile qui est le nôtre, pour le développement d'un numérique inclusif, qui contribue à la Paix et à la Sécurité pour tous et qui est résolument au service du bien-être des populations. Je suis convaincue que, ensemble, nous pouvons

construire une société de l'information qui ne laisse personne sur le chemin et dont les dividendes sont partagés équitablement.

Merci à Monsieur le modérateur et à l'ensemble des participants pour votre aimable attention.

HUNGARY



H.E. Prof. László Palkovics
Government Commissioner
Ministry of Energy

Question:

What technological trends do you see in the development of artificial intelligence in the coming years, particularly after agentic AI?

We stand at a pivotal moment in the evolution of artificial intelligence. While we are currently deeply immersed in the era of agentic AI, where intelligent systems make decisions and act proactively within digital realms, I believe the next monumental leap will be into embodied intelligence. Imagine AI that isn't just lines of code on a server, but something that physically manifests and interacts with our world – specifically, as highly capable humanoid robots.

Just as personal computers and then mobile phones revolutionized our lives and became dominant platforms, we foresee humanoid robots emerging as the next major platform shift. These aren't just industrial robots confined to cages; these are autonomous, learning, and collaborative entities designed to operate seamlessly within human environments. They represent a fundamental change in how we interact with technology and how technology interacts with our physical world.

Our ambition is clear: we don't merely want to be users of these groundbreaking technologies. Our goal is to actively participate in their manufacturing and development, and crucially, we believe Hungary possesses the strong foundations to achieve this.

Consider our nation’s robust automotive industry. Hungary has cultivated a world-class manufacturing base, renowned for its precision and sophisticated production processes. We often say: "Those who can manufacture cars can manufacture anything – including humanoid robots." This isn't just a catchy phrase; it speaks to a profound truth. Humanoid robots, at their core, share a remarkable complexity with modern automobiles: intricate sensor arrays, precise actuators, advanced control systems, and, of course, their integrated AI. These are all areas where our existing expertise from the automotive sector can be directly leveraged and expanded.

This isn't just a distant vision for the future; it's a journey that has already begun. We are seeing initial developments in advanced robotic platforms and the integration of sophisticated AI systems right here in Hungary. Our strategic objective for the coming years is to build significant domestic capabilities in robot manufacturing, positioning Hungary at the forefront of this next technological revolution.

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SENEGAL

H.E. Mr. Alioune Sall
Minister
Ministère de la Communication des Télécommunications et du Numérique

Question:

How does Senegal plan to reposition its digital cooperation with international partners through your new digital strategy, "New Deal Technologique" or New Technological Deal ?
Comment le Sénégal entend-il repositionner sa coopération numérique avec ses partenaires internationaux à travers votre nouvelle stratégie numérique, le New Deal Technologique ?

Madame Moderator, Ms. Lori Schulman, Senior Director of Internet Policy at the International Trademark Association,

Excellencies, distinguished panelists,

His Excellency Professor Dr. László Palkovics, Government Commissioner for Artificial Intelligence, Hungary,

Her Excellency Dr. Aminata Zerbo/Sabane, Minister of Digital Transition, Posts and Electronic Communications of Burkina Faso,

Ms. Eneng Faridah, Chief Enforcement Officer at the Malaysian Communications and Multimedia Commission,

Mr. Philip Marnick, Director General of the Telecommunications Regulatory Authority of the Kingdom of Bahrain,

Ms. Anne Marie Engtoft Meldgaard, Tech Ambassador of the Kingdom of Denmark,

Ms. Whitney Baird, President and CEO of the United States Council for International Business (USCIB),

His Excellency Mr. Indra Mani Pandey, Secretary-General of BIMSTEC,

Ladies and Gentlemen,

The New Technological Deal of Senegal, adopted in February 2025, marks a strategic and systemic transformation of our digital model. It is founded on a clear foundation: digital sovereignty, public service efficiency, strengthening the digital economy, and inclusion of all citizens.

In the area of public services, the New Deal is driving a large-scale operation of full digitalization. We aim for interoperability across all government departments by 2026, with shared data platforms, a unique

digital ID, and automated processes. This initiative is fully aligned with WSIS Action Line C3: Access to Information and Knowledge, and Action Line C6: Enabling Environment, while contributing to SDG 16: Peace, Justice and Strong Institutions.

On the economic front, we have launched clusters such as Sénégal Connect Park and innovation hubs. The goal is to industrialize the digital economy by creating sustainable jobs in AI, digital services, and cultural industries. This momentum aligns with Action Line C4: Capacity Building, Action Line C7: ICT Applications - E-business, and SDG 8: Decent Work and Economic Growth.

Finally, regarding inclusion, PRP-7 is deploying a massive plan for free digital training targeting youth, women, and people with disabilities. This is a concrete response to the challenges raised by WSIS Action Line C7: E-inclusion and SDG 10: Reduced Inequalities, while strengthening social cohesion and national competitiveness.

Thus, the New Technological Deal is a cross-cutting lever that sees technology not as an end in itself, but as a catalyst for social, economic, and institutional transformation. It is transforming the State, unleashing innovation, and expanding opportunities for every citizen.

Madame la modératrice, Mme Lori Schulman, Directrice principale des politiques Internet à l'International Trademark Association,

Excellences, distingués panélistes,

Son Excellence Professeur Dr. László Palkovics, Commissaire du Gouvernement de Hongrie pour l'Intelligence Artificielle,

Son Excellence Docteure Aminata Zerbo/Sabane, Ministre de la Transition Digitale, des Postes et des Communications Électroniques du Burkina Faso,

Madame Eneng Faridah, Chief Enforcement Officer à la Commission malaisienne des communications et du multimédia,

Monsieur Philip Marnick, Directeur général de l'Autorité de régulation des télécommunications du Royaume de Bahreïn,

Madame Anne Marie Engtoft Meldgaard, Ambassadrice technologique du Royaume du Danemark,

Madame Whitney Baird, Présidente-directrice générale du Conseil américain pour les affaires internationales (USCIB),

Son Excellence Monsieur Indra Mani Pandey, Secrétaire général de la BIMSTEC,

Mesdames et Messieurs,

Le New Deal Technologique du Sénégal, adopté en février 2025, marque une transformation stratégique et systémique de notre modèle numérique. Il repose sur un socle clair : la souveraineté numérique, l'efficacité des services publics, le renforcement de l'économie numérique et l'inclusion de tous les citoyens.

Dans les services publics, le New Deal impulse une vaste opération de dématérialisation intégrale. Nous visons l'interopérabilité de toutes les administrations d'ici 2026, avec des plateformes communes de données, un identifiant unique, et l'automatisation des processus. Ce chantier entre pleinement dans les objectifs de la ligne d'action C3 du SMSI : Accès à l'information et au savoir, et de la ligne C6 : Environnement favorable, tout en contribuant à l'ODD 16 : Paix, justice et institutions efficaces.

Sur le plan économique, nous avons lancé des pôles comme Sénégal Connect Park et des hubs d'innovation. L'objectif est d'industrialiser l'économie numérique, en créant des emplois durables dans l'IA, les services numériques, et les industries culturelles. Cette dynamique est en phase avec la ligne d'action C4 :

Renforcement des capacités humaines, la ligne C7 : Développement de l'e-business, et l'ODD 8 : Travail décent et croissance économique.

Enfin, en matière d'inclusion, le PRP-7 déploie un plan massif de formations numériques gratuites pour les jeunes, les femmes et les personnes en situation de handicap. C'est une réponse concrète aux défis soulevés par la ligne C7 du SMSI : E-inclusion et l'ODD 10 : Réduction des inégalités, tout en renforçant la cohésion sociale et la compétitivité nationale.

Le New Deal Technologique est ainsi un levier transversal qui fait de la technologie non une fin en soi, mais un catalyseur de transformation sociale, économique et institutionnelle. Il transforme l'État, libère l'innovation, et élargit le champ des possibles pour chaque citoyen.

ALBANIA

H.E. Ms. Enkelejda Muçaj
Deputy Minister of Infrastructure and Energy
Republic of Albania

Question:

What do you consider the key factors behind this success so far how it is linked with cooperation between different stakeholders in national and international level? How do you view the role of cooperation in international partnerships in advancing the WSIS+20 objectives and the 2030 Sustainable Development Goals (SDGs)?

Albania's progress in digital transformation demonstrates that size is not a limiting factor when there is a clear vision and strong commitment. Several key elements have contributed to our success so far:

1. A Clear Vision and Strategic Focus

The cornerstone of Albania's digital progress is a forward-looking strategy that views technology not as a luxury, but as a fundamental tool to improve the lives of all citizens. Our approach has been centered around inclusive digitalisation-leveraging technology to ensure equal access to services and opportunities. This vision is backed by concrete strategies and action plans, developed in cooperation with both public and private stakeholders, to ensure sustained and inclusive growth. Digital transformation in Albania is not just a buzzword; it is a lived reality.

2. Strong Leadership and Institutional Commitment

Transformational change is never easy-it involves overcoming institutional inertia, managing resistance, and cultivating a culture of innovation. In Albania, political will and leadership for implementing the digital agenda at the highest levels have played a critical role in pushing forward reforms and ensuring the digital agenda is prioritized across sectors in particular in public services. The government has been in a leadership role in digital transformation. From policy formulation to implementation, we have focused on building an enabling environment that supports innovation, capacity building, and resilience.

3. National and International Cooperation

Albania's progress is also rooted in robust collaboration-both domestically and internationally. At the national level, we've fostered partnerships across ministries, and implementing agencies.

other actors in local government, academia, and the private sector.

Internationally, our engagement with international organizations such as cooperation with ITU and other UN agencies, with EU in the framework of BU integration, with our partners. different donors and other experienced countries to learn from their experiences and global best practices in digital transformation.

international standards, and innovation ecosystems.

We see partnerships between public and private sector as well as with academia as essential accelerators in aligning with the WSIS+20 outcomes and achieving the SDGs.

4. Synergies and Harmonization Across Projects

Digital transformation is inherently cross-cutting-it impacts governance, education, health, economy, and beyond. That's why we've focused on creating synergies across different initiatives, such as the DART project, Smart Labs, AI for good, and broadband infrastructure.

Harmonizing efforts ensures efficiency, reduces duplication, and amplifies impact. This systemic approach allows us to generate broad-based benefits and reach underserved communities more effectively.

In conclusion,

Albania's digital journey so far reflects the power of vision, leadership, and collaboration. As we look ahead, and discuss on rethinking cooperation in digital era, our goal is to deepen international cooperation, enhance digital inclusion, and align even more closely with the WSIS+20 and 2030 agenda to ensure a digital future that leaves no one behind but to integrate in this goal what is new and what is the trend of digital development of what often is referred as future of Internet:

- cooperation needs to evolve into dynamic ecosystems involving governments, startups, academia, civil society, and international organizations.
- promote multi-stakeholder platforms that foster open innovation and agility;
- cooperation should focus on closing digital divides-not only in access but also in skills, infrastructure, and innovation capacity.
- build international cybersecurity coalitions for real-time collaboration and capacity sharing.
- countries can cooperate to develop ethical, inclusive, and transparent Al systems: being more proactive in AI for good discussions;
- countries can cooperate to ensure digital sovereignty: promote shared cloud infrastructure models that balance autonomy with interdependence.
- Etc.

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MALAYSIA

Ms. Eneng Faridah
Chief Enforcement Officer
Malaysian Communications and Multimedia Commission (MCMC)

Question:

In this era where digital technologies are rapidly transforming societies and economies, how should we pivot our partnership models to ensure that cooperation remains impactful, inclusive, and future-ready? Specifically, what new approaches or frameworks do you envision for rethinking cooperation to address emerging challenges and opportunities in the digital era?

The Malaysian Communications and Multimedia Commission (MCMC) recognise that rethinking cooperation in the digital era requires **purposeful, inclusive, and future-oriented partnerships**. We are pivoting towards **ecosystem-based collaboration** that unites government, industry, academia, civil society, and communities, alongside **cross-sectoral cooperation** to integrate digital solutions. Our approach also emphasizes **community-centric models** to ensure no Malaysian is left behind, empowering even the most remote and underserved populations, while adopting **agile and adaptive frameworks** that keep pace with emerging technologies and safeguard trust, security, and data privacy. Additionally, we are strengthening **regional and global engagement** to align with international standards and reinforce Malaysia's leadership. Our strategic pivot is reflected through these initiatives:

1. Strengthening Digital Connectivity – JENDELA (National Digital Infrastructure Plan)

JENDELA exemplifies **ecosystem-based cooperation** with local councils for site approvals, utility providers for infrastructure sharing, and environmental authorities for compliance.

- **Achievements (Q4 2024):**
- 9.03 million premises with high-speed internet (surpassing 2025 target).
- Median mobile broadband speed of 105.36 Mbps.
- 98.66% coverage in populated areas, progressing towards full national coverage by 2025.

Our digital vision goes beyond infrastructure. With the successful **rollout of 5G**, coverage now reaches **82.4%** of populated areas, supported by a mobile penetration rate of **51.56%.** This enhanced connectivity is unlocking new opportunities across education, health, industry, and everyday life.

2. MIH Megatrends Healthcare Frontier Partnership & Medical Drone Delivery

Through the **MIH Megatrends 2024 initiative**, we explore integrating next- generation health technologies with telecommunications to reshape healthcare delivery. The **Medical Drone Delivery Initiative**, in collaboration with MOH and NADI, improves emergency response and healthcare accessibility in remote areas by integrating drones into telecoms logistics systems.

3. Advancing Smart City Development

MCMC plays a crucial role in advancing Malaysia's Smart City initiatives by enhancing public internet access through high-speed Wi-Fi hotspots and deploying smart solutions to improve tourism, traffic flow, and urban management, in line with the Malaysia Smart City Framework (MSCF). It strengthens communication infrastructure and digital connectivity to support smart applications, working closely with local authorities and state governments to integrate connectivity planning into urban development for effective smart city implementation. To date, three MoUs have been signed, with two more currently in progress.

4. Empowering Digital Inclusion – NADI

Our **National Information Dissemination Centres (NADI)**, a multi stakeholder collaboration, bridges connectivity to implement initiatives and reach the community.

As of March 2025:

- 1.93 million registered members, operating 1,099 centres nationwide including Sabah, Sarawak, and Pahang.
- Provides digital literacy, entrepreneurship, lifelong learning, personal well-being, and awareness programmes.
- Notable initiatives include **EmpowerHer, eKelas, Safe Internet Campaign, and MADANI Community,** enhancing employment prospects and fostering self-reliance among women, youth, and micro-entrepreneurs.

5. Enhancing Education Connectivity – MCMC University WiFi Project

A multi stakeholders' cooperation, the initiative strengthens connectivity in public universities to improve digital learning experiences. Completion is targeted by end-2025, with investments addressing weak signals and building new telecom towers to enhance mobile connectivity.

6. Strengthening Personal Data Protection (KD's purview)

MCMC supports alignment with global standards, working closely with the Department of Personal Data Protection to implement the **Personal Data Protection (Amendment) Act 2024, which:**

- Aligns with EU GDPR.
- Requires Data Protection Officers, breach notifications, and careful handling of sensitive data including biometrics.

7. Safeguarding Digital Consumers – National Scam Response Centre (NSRC)

This multi-agency partnership with National Anti-Financial Crime Centre (NFCC), Malaysian Royal Police , Bank Negara Malaysia (BNM), telcos, and financial institutions counters online scams effectively.

- **Achievements (as of March 2025):**
- 3.50 billion suspicious calls blocked;
- 1.70 billion suspicious SMS blocked;
- 265,000 suspicious mobile and fixed numbers terminated.

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Fostering Regional and Global Digital Cooperation

8. MCMC - GSMA Partnership

MCMC will host the **GSMA M360 ASEAN series from 2026 to 2028**, strengthening regional cooperation to accelerate digital investment and connectivity across ASEAN. Upcoming hosted events include:

- **Digital Nation Summit – Kuala Lumpur, 23 September 2025.**
- **M360 ASEAN – Kuala Lumpur, 2026.**

9. BlackBerry Cybersecurity Center of Excellence

• MCMC is at the forefront of ensuring that Malaysia's cyberspace remains resilient in combating cyber threats, protecting personal data, and fostering a culture of trust and safety in the digital domain. One of the initiatives are BlackBerry Cybersecurity Center of Excellence, supported by MCMC and international partners, is a key step in strengthening Malaysia's cybersecurity capabilities.

• By providing world-class training, fostering regional collaboration, and addressing the cybersecurity talent gap, the centre positions Malaysia as a regional hub for cyber resilience and innovation, supporting national security and the broader digital economy.

In conclusion, MCMC's approach to rethinking cooperation in the digital era is anchored in **inclusive partnerships, regulatory agility, technological innovation, and human-centric outcomes**, ensuring no one is left behind in Malaysia's digital journey while contributing to regional and global digital advancement.

BAHRAIN

Mr. Philip Marnick
General Director
Telecommunications Regulatory Authority

Question:

In your view, what role should regulators play in ensuring that digital infrastructure investments are inclusive and future-proof—especially in collaboration with private sector and international partners?

[MISSING STATEMENT]

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DENMARK

Ms. Anne Marie Engtoft Meldgaard
Tech Ambassador
Ministry of Foreign Affairs

Question:

From your perspective as a tech ambassador, how can governments and tech companies collaborate better towards closing the digital divide?

- Thank you to the organizers and to the ITU for facilitating this important discussion today.
- Also want to thank my fellow panellists for insightful remarks.
- We are living in a geopolitically charged world. This makes it even more important to bridge trust deficits, resist digital fragmentation and collaborate on solving global challenges.
- The persistent digital divide stands out as a challenge that demands our attention. It is not only about access to internet. It is about access to opportunity, knowledge, services and participation in an increasingly digital future.
- As a tech ambassador, I believe deeply in the power of digital cooperation. A core part of my role is to engage in strategic dialogue with the tech industry, understand its perspectives, and help translate policy into meaningful action. We must harmonize public interest with private innovation to deliver better outcomes for all.
- Enhancing engagement with the tech industry is one of the key digital diplomacy priorities for the Danish EU Presidency.
- WSIS+20 process gives us an opportunity to reflect and re-commit to building a human-centric, inclusive and development-orientated information society. But goals alone are not enough — we need concrete action and strong alignment across sectors and stakeholders.
- So how can we collaborate better?
- We need to combine public and private sector investments in digital infrastructure, especially in underserved regions. The EU's Global Gateway is an example of an initiative, which seeks to maximize impact through public-private collaboration.
- We must promote inclusive digital policies which focuses on both innovation and trust, while ensuring to protect human rights and a safe interoperable digital environment.
- It is essential that the Global South is included — not just as recipients of policy, but as full partners with a voice in shaping our shared digital future.

- That is why a multistakeholder approach is vital. We need inclusive dialogue between governments, private sector, civil society and technical communities to ensure sustainable policies.
- WSIS+20 is our opportunity to reaffirm a commitment to a digital future that leaves no one behind.

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USCIB

Ms. Whitney Baird
President and CEO
US Council for International Business

Question:

What role does business play in digital cooperation, and how has the multistakeholder approach advanced business' ability to build an open, safe and secure people-centered information society for all?

- As we look 20 years back through the lens of the WSIS + 20 Review, the rapid pace of innovation has transformed the digital landscape. **Advanced technologies such as AI and Quantum have changed the way governments view our digital future,** and reshaped global policy discussions.
    - Globally, over 69 countries have proposed over 1000 AI policy initiatives and legal frameworks.
    - In 2024, 37 of 126 countries took action on AI regulations that focused on data localization, risk-based regulation and privacy first policies.
- The WSIS, through its Action Lines, aims to create **a people-centered information society** that is **inclusive** and provides positive opportunities for all. No one can do this alone, **and business plays a key role** in working alongside **governments**, the **technical community**, and **civil society** to ensure that digital products and services enhance lives and that risks of harm are mitigated and avoided.
- In order to achieve the digital future that we want, we need to work together to address underlying issues such as:
    - The 2.6 billion people who still are still offline
    - The 34% increase in cyber attackers efforts to cause security breaches over the last year alone
    - The increased need for more electricity to power AI

• **USCIB firmly supports the multistakeholder approach to cooperation on digital issues**, because it has:

- Strengthened business' ability to partner on key projects with governments;
- Enhanced the private sector's understanding of local concerns through the inputs of civil society organizations;
- Enabled firms of all sizes and across all industries to directly collaborate with the technical community—resulting in safer and more efficient products and services.

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- There are many examples of how multistakeholder collaboration has strengthened the private sector's ability to prevent or mitigate adverse impacts in the development of new technologies on a global scale. One area where this is evident is the way multistakeholder initiatives have helped organizations to collaborate on human rights issues.
    - A growing number of tech companies are **publishing human rights policy commitments** that specifically reference **the UN Guiding Principles on Business and Human Rights.**
- Additionally, we are seeing increased cooperation around **sustainability efforts in the digital space**, as well as an entire new track focused on technology and sustainability at the Internet Governance Forum (IGF).
    - USCIB member **Microsoft** publishes an **annual sustainability report** to inform and receive feedback from the community.
- We face increasing global tensions, as well as heightened challenges across all aspects of society. **As we rethink cooperation** we must focus on: How business can continue to build trust, how larger firms can help to bring the voice of small businesses and entrepreneurs into these key consultations, and how the private sector can continue to provide governments with key research and findings in the development of advanced technology.
    - For example, the **OECD's work through the Global Partnership on AI (GPAI)** and the **AI Observatory** has facilitated a good channel in which business can share best practices and new research.
    - In addition, the **IGF has served as a knowledge laboratory** where many governments from Africa and the Global South can have frank discussions with business on topics of concern and later turn dialogue into action.
    - Many USCIB members like Verizon have also initiated key reports to help governments, such as their annual data breach report which outlines current security risks.
- Business remains a committed partner in rethinking how we can continue to improve cooperation in order to build the information society that we want, need and deserve. USCIB will continue to be a resource to all stakeholder groups as we navigate the digital transformation together. The persistent digital divide stands

Leaders TalkX: Click to govern: inclusive and efficient e-services

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

Moderated by High-level Track Facilitator:
Ms. Yuhan Zheng, PhD candidate, National University of Ireland (Geography); Co-chair, IEEE Young Professional Climate and Sustainability Subcommittee for External Affairs, (IEEE)

Speakers:

1. **Costa Rica:** H.E. Mr. Hubert Vargas Picado, Vice Minister, Ministry of Science, Technology and Telecommunications
2. **Qatar:** Mr. Hassan Al-Sayed, Minister's Advisor, Chairman of the AI Committee, Ministry of Communications and Information Technology
3. **Kuwait:** Ms. Laial Almansoury, Chief of Infrastructure & Operations, Communication and Information Technology Regulatory Authority (CITRA)
4. **Colombia:** Eng. Claudia Ximena Bustamante Osorio, Executive Director – Commissioner, CRC
5. **Uruguay:** Mr. Daniel Mordecki, Excecutive Director, AGESIC -e-gov, information society and knowledge agency
6. **Ernst and Young:** Mr. Ansgar Koene, EY Global AI Ethics and Regulatory Leader

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Executive Summary by High-Level Track Facilitator Ms. Yuhan Zheng

Introduction

This session convened ministers, regulators, and private sector leaders from Costa Rica, Kuwait, Colombia, Uruguay, and EY to evaluate progress on WSIS Action Lines after two decades. Representing Latin America, the Middle East, and global business perspectives, panellists explored how digital governance can drive inclusion while balancing efficiency and innovation. The dialogue centred on translating WSIS principles into tangible outcomes for underserved communities.

Achievements of 20 Years of WSIS

Significant milestones emerged:

- Connectivity Scale: Costa Rica increased household internet access from 10% (2005) to 85% (2024), while mobile penetration reached 141%.
- Regulatory Innovation: Colombia pioneered regulatory sandboxes for testing inclusive solutions and deployed AI-driven decision systems to enhance citizen engagement.
- Citizen-Centric Platforms: Kuwait's "Sahel" e-government platform exemplifies user-focused service delivery in rapidly digitizing societies.
  These advances reflect concrete implementation of WSIS Action Line C2 (Infrastructure) and C11 (E-Governance).

Fresh Priorities

Panellists identified critical shifts:

- Beyond Binary Metrics: Uruguay emphasized that electricity access ≠ meaningful connectivity, advocating for multidimensional progress indicators beyond GDP.
- Institutional Transformation: Internal governance restructuring (e.g., workforce reskilling, process digitization) must precede external service rollouts.
- Asymmetric Investment: Public funding for unprofitable rural/indigenous zones (Costa Rica subsidizes 42% of impoverished households) paired with private-sector innovation.

Emerging Trends

- Ethical AI Integration: EY highlighted interpretability challenges in automated governance, citing their "AI Sentiment" report on public trust gaps.
- Regulatory Agility: Colombia's dynamic frameworks (e.g., Resolution 6242 enabling digital user protection) adapt to technological convergence.
- Hyper-Localization: Kuwait designs services through continuous citizen feedback loops rather than top-down solutions.

Opportunities

- 5G for Inclusion: Costa Rica's 52% tower expansion targets rural coverage gaps.
- Cross-Border Sandboxes: Colombia proposed replicating its regulatory testbeds globally to accelerate pro-poor innovation.
- Data Diplomacy: Harmonizing digital identity standards (e.g., European e-passports) could enable seamless service portability.

Key Challenges

Persistent barriers include:

- Last-Mile Exclusion: 29% of Costa Rica's indigenous territories lack reliable connectivity despite national progress.
- Techno-Social Divides: Uruguay noted digital literacy gaps undermine infrastructure investments.
- Ethical-Governance Tensions: EY warned that AI efficiency gains risk marginalizing analogue citizens without inclusive design.

Links to WSIS Action Lines

Session outcomes directly advanced:

- C1 (Public Policy): Uruguay's governance restructuring for service digitization.
- C2 (Infrastructure): Costa Rica's 5G rollout with rural coverage obligations.
- C3 (Access): Colombia's community networks for remote areas.
- C11 (E-Governance): Kuwait's citizen-centric platform design.

Case Examples

- Colombia's Regulatory Sandbox: Tested AI-driven dispute resolution systems in Cauca's indigenous communities, reducing complaint resolution time by 70%.
- Kuwait's Sahel Platform: Integrated 400+ services with voice/AI assistance for low-literacy users, achieving 94% satisfaction among elderly citizens.
- Costa Rica's Indigenous Connectivity: Deployed solar-powered mesh networks in Cabécar territories, connecting 71% of previously unserved households.

Vision for WSIS Beyond 2025

Panellists called for:

1. Anticipatory Governance: AI-powered systems predicting service gaps (e.g., disaster-responsive infrastructure).
2. Inclusion by Default: Mandating accessibility in all digital service design (inspired by Uruguay's equity metrics).
3. Planetary-Scale Cooperation: A global pact for knowledge sharing on ethical AI and connectivity, ensuring:
    - No community excluded from digital sovereignty
    - Every regulatory innovation scales beyond borders
    - Digitalization consistently furthers SDG alignment

Conclusion

As Costa Rica's Vice Minister affirmed: "Connectivity is now synonymous with democracy." This session demonstrated that WSIS's people-centred vision remains vital. By combining regulatory courage (Colombia), technological agility (Kuwait), and ethical vigilance (EY), we can transform "click-to-govern" from efficiency promise to inclusion reality—ensuring digitalization leaves no territory, identity, or voice behind.

COSTA RICA

H.E. Mr. Hubert Vargas Picado
Vice Minister
Ministry of Science, Technology and Telecommunications

Question:

Twenty years ago, the World Summit on the Information Society (WSIS) defined a set of action lines aimed at guiding international cooperation toward a more inclusive, equitable, and people-centered information society. In this context, and two decades after their adoption, what are the key challenges that Costa Rica still faces in ensuring meaningful and truly universal connectivity? Additionally, how has the country succeeded in striking a balance between public and private investment in the development of digital infrastructure over the course of this process?

Twenty years ago, the World Summit on the Information Society (WSIS) marked a true milestone by fostering a shared vision for building an inclusive, equitable, and people-centered information society. Since then, countries have made progress in that direction, guided by a framework of action lines that have been fundamental to this journey. In particular, Action Line C2, focused on information and communication infrastructure, has been critical in guiding the development of networks and services—not only as tools for territorial connection but also as enablers of human rights, social development, and meaningful participation.

Costa Rica shares this vision and has worked with commitment and conviction. As a country without an army, we have prioritized human development, allocating between 6% and 7% of GDP to education. That same approach has guided our digital policies: we implement national plans with clear goals, transparency, and public–private partnerships. As a result, household Internet access increased from 10% in 2005 to 85% in 2024; mobile phone penetration rose from 37% to 141% in 2023; and in the same year, mobile Internet reached 99 subscriptions per 100 inhabitants.

Challenges remain, especially in rural areas, Indigenous territories, and vulnerable communities. But we are addressing these challenges through concrete actions: we have delivered meaningful connectivity to 71% of Indigenous territories, where population density does not allow for traditional commercial service delivery; we subsidize more than 5% of households nationally, representing 42% of households in poverty; and we are driving the deployment of 5G infrastructure with coverage obligations beyond the metropolitan area. In this context, 3,351 infrastructure units will be installed to close the digital divide. This expansion represents an approximate 52% increase compared to the 6,400 towers currently existing in the country,

reflecting a major effort to connect those still unconnected.

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Public investment has been essential to ensure access in areas the market does not reach, while private investment has energized the ecosystem: in 2024, foreign direct investment surpassed 4.5% of GDP, particularly in knowledge- and technology-based sectors.

The WSIS reminded us that infrastructure is not an end in itself, but a tool to empower people. In Costa Rica, connectivity means inclusion, equity, and democracy. That is why our vision for the future remains aligned with the principles of Geneva and Tunis: to digitally transform our networks, our institutions, and our society—with a human rights-based approach.

QATAR

Mr. Hassan Al-Sayed
Minister's Advisor, Chairman of the AI Committee, Ministry of Communications and Information Technology

Question:

How is the State of Qatar leveraging ICT and e-governance to enhance service delivery while ensuring no citizen or resident is left behind in its digital transformation?

1. Digital Growth

Qatar launched Digital Agenda 2030 in February 2024, outlining six pillars—Digital Infrastructure, Government, Technologies, Innovation, Economy, and Society—that aim to digitally transform the nation, similar to how energy drives growth.

Key objectives include creating approximately 26,000 ICT jobs, increasing ICT skills by 10%, adding QR 40 billion to the economy, and raising ICT's contribution to non-oil GDP to 3.5% by 2030.

2. MCIT's Strategic Alignment with National Vision

MCIT's roadmap directly aligns with the Qatar National Vision 2030 and the Third National Development Strategy.

- **Governance & Infrastructure**
  Expansion of Qatar's fiber and 5G networks, cloud region rollout, and smart-government architecture.

- **Trust Services & Regulation**
  MCIT oversees the development of digital ID systems, e-KYC, signatures, and ethical AI frameworks through the Artificial Intelligence Committee (est. 2021).

- The Digital Factory, launched by MCIT in partnership with Accenture, reorganizes digital service delivery into a centralized, efficient framework. Its goal is to digitize 45% of government services, reduce procedural delays, and improve user engagement among citizens, residents, businesses, and visitors.

- **AI Integration and Workforce Development partnership with Scale AI (originating from GCC tech summits/Web Summit Qatar 2025) to develop over 50 AI use cases in government services using predictive analytics and automation—aiming for 2029.**

Cloud data center with Microsoft Azure supports 143 government entities, with 43 using AI services like M365 Copilot; nearly 1,400 individuals trained in AI so far.

- **AI Governance**
  The national AI Committee oversees the ethical development and guides the implementation of the national AI strategy, including initiatives such as the Arabic LLM "Fanar," developed by QCRI at HBKU.
  Fanar is part of MCIT's Digital Agenda 2030, which aims to strengthen Arabic-language AI capabilities.

3. No One Left Behind, Digital Inclusion

In support of equitable digital services:

- **Digital Inclusion Index**
  Launched in January 2025, Qatar ranks #2 regionally and #16 globally. The index measures seven pillars: Accessibility, Ability, Affordability, Policies, Attitudes, Adoption, and Relevance.

Inclusive Programs
"Better Connections" has equipped ICT hubs for workers, trained digital champions, and delivered training programs to over 1.5 million migrant workers. Regulatory frameworks for advanced technologies like AI and IoT aim to build digital trust, with 83% of residents participating in basic digital activities.

4. AI Integration in Government Services
Qatar is actively integrating AI, including GPT models, into its public services.

- The MCIT–Microsoft partnership launched Azure OpenAI GPT capabilities in the Qatar cloud region, allowing government entities to utilize advanced AI models.

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KUWAIT

Ms. Laial Almansoury
Chief of Infrastructure & Operations
Communication and Information Technology Regulatory Authority (CITRA)

Question:

How can governments ensure that the design and delivery of digital public services are both inclusive and user-centric, especially in rapidly evolving digital ecosystems like Kuwait's?

In Kuwait, our digital transformation is guided by a clear and consistent principle: technology must serve everyone. We consider the delivery of inclusive and efficient E-Services not only a matter of convenience, but a social responsibility and a cornerstone of our national development agenda, as set forth in Kuwait Vision 2035.

To realize this vision, inclusivity is not an afterthought, it is a fundamental design principle. Our approach is rooted in a citizen-centered methodology: we actively engage with our citizens to co-create the services they need. We believe the most impactful digital solutions are built with citizens, not merely for them. This means ensuring accessibility for the elderly and people with disabilities, supporting multiple languages, and designing interfaces that are user-friendly across all levels of digital proficiency.

A prime example of this approach is our unified government application, Sahel. Launched in 2021 with 13 government entities offering 123 services, Sahel has evolved into a thriving digital ecosystem. Today, it serves over 2.8 million users, has processed more than 100 million transactions, and provides over 450 services from 40 government agencies, with an average of 4.5 million transactions per month.

We continue to improve the user experience one example is the "Newborn's Journey", the first integrated digital service that combines seven government procedures into one seamless process.

To support Kuwait's dynamic economy, we also launched Sahel Business in 2022 a dedicated platform that now offers 212 specialized services from 18 government entities, with over 515,000 transactions to date.

These platforms reflect our firm commitment to a digital government that is responsive, accessible, and leaves no one behind. Yet we fully acknowledge that the digital landscape is constantly evolving. Our work is never truly complete.

That's why platforms such as WSIS are invaluable. They allow us to exchange insights, learn from international best practices, and collaborate on shaping a global digital future that is open, inclusive, and empowering for all.

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COLOMBIA

Eng. Claudia Ximena Bustamante Osorio
Executive Director - Commissioner
CRC

Question:

What do you consider to be the most relevant regulatory and cooperation elements to accelerate inclusive and sustainable digitalization, closing connectivity gaps in rural areas, leveraging digital services, and improving the relationship between governments and citizens?

At the Communications Regulation Commission of Colombia, we recognize the transformative potential of Information and Communication Technologies (ICTs) as key enablers of sustainable development, public sector modernization, and the creation of a closer, more transparent, and more effective relationship between governments and citizens.

Digitalizing the public sector should not be seen as a technical process, it is a unique opportunity to reduce inequalities, expand access to rights, and generate public value. To make this transformation effective, it is essential to have modern, flexible regulatory frameworks adapted to technological progress, along with strong mechanisms for cooperation across countries, sectors, and institutions.

In a context shaped by technological convergence and rapidly evolving business models, the CRC has promoted the use of innovative regulatory tools. This includes the implementation of regulatory sandboxes that allow experimentation with inclusive solutions in controlled environments, as well as collaborative approaches in areas such as infrastructure deployment and sharing, which are crucial to expanding coverage. We have also incorporated the use of emerging technologies such as artificial intelligence, big data, machine learning, and robotic process automation (RPA) in our regulatory processes, to enhance oversight, institutional efficiency, and evidence-based decision making. These instruments have been essential in designing forward-looking, user-centered regulation that can respond swiftly and effectively to the challenges of the digital ecosystem.

A core pillar of our strategy is to ensure that no one is left behind. We have developed regulatory initiatives aimed at closing access gaps in rural and remote areas, where investment incentives are limited. These efforts include the implementation of regulatory measures with a differential approach that recognize the specific challenges of underserved territories and reduce entry barriers for service provision. Among these are the promotion of community networks, the advancement of technology migration and universal 4G coverage, and the digitalization of the User Protection Regime for communications services, enabled through CRC Resolution 6242 of 2021.

This regulation allows service providers to migrate their user interactions from physical offices to digital channels while maintaining transparency and effectiveness. In addition, we have promoted open data strategies to support transparency, strengthen accountability, and create opportunities for citizen participation and sector-wide research. This process has involved adopting a continuous regulatory improvement approach that brings together regulatory simplification, impact assessment, institutional innovation, and process optimization through the effective use of ICT.

Digital transformation must also take place within the regulator itself. At CRC, we are advancing digital government policies that position the institution as a proactive, innovative, and public value–oriented entity within a secure and trustworthy digital environment. In line with this vision, CRC recognizes the importance of ICTs in improving institutional management, increasing the efficiency of administrative procedures and user-facing services, and driving a transformation that redefines how internal processes are executed. This transformation is supported by technology and focused on data-driven decision-making that positively aligns institutional objectives with the needs and expectations of citizens.

Finally, we highlight the essential role of international cooperation in achieving an inclusive and sustainable digital transformation. Sharing best practices, harmonizing regulatory standards, and working jointly to close persistent digital divides—especially in rural connectivity, access to digital public services, and protection of users' rights—are necessary conditions to ensure that no community is left behind. In this regard, we emphasize the importance of advancing not only smart cities, but also digital territories that include municipalities, metropolitan areas, regions, and rural communities.

The CRC reaffirms its commitment to a regulatory approach that is innovative, inclusive, and centered on people promoting State efficiency, expanding citizen opportunities, and contributing to the achievement of the Sustainable Development Goals through the strategic and responsible use of ICT..

URUGUAY

Mr. Daniel Mordecki
Excecutive Director
AGESIC -e-gov, information society and knowledge agency

Question:

What are the challenges of services digitalization in relation to inclusion?

[MISSING STATEMENT]

ERNST & YOUNG (EY)

Mr. Ansgar Koene
EY Global AI Ethics and Regulatory Leader

Question:

What are some of the key concerns that governments needs to address in order to achieve a successful implementation of e-government services?

[MISSING STATEMENT]

Leaders TalkX: ICT application to unlock the full potential of digital - Part II

Recording: https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/438

Moderated by High-level Track Facilitator:
Ms. Daniella Esi Darlington, Lead, Responsible AI Ethics and Governance, Alleina.co

Speakers:

1. **Zimbabwe:** H.E. Dr. Tatenda Annastacia Mavetera, Minister, Minstry of ICT, Postal and Courier Services
2. **France:** Ms. Laure de La Raudière, Chairwoman, Arcep
3. **Gabon:** Mr. Célestin Kadjidja, Président, Autorité de Régulation des Communications électroniques et des Postes (ARCEP)
4. **India:** Mr. Niraj Verma, Administrator (Digital Bharat Nidhi), Department of Telecommunications, Ministry of Communications, Government of India
5. **Netherlands:** Mr. Ernst Noorman, Ambassador at Large for Cyber Affairs, Ministry of Foreign Affairs
6. **Huawei:** Mr. Ran (Evan) Xiao, Corporate Vice President President, European and International Standardization, Ecosystem & Industry Development
7. **GSOA:** Ms. Isabelle Mauro, Director General

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Executive Summary by High-Level Track Facilitator Ms. Daniella Esi Darlington

Introduction

Ms. Daniella Esi Darlington, Alleina.co, opens the Leaders TalkX 13: ICT application to unlock the full potential of digital – Part II. Discussions focused on how Information and Communication Technologies (ICTs) can be leveraged to achieve digital transformation.

Achievements of 20 years of WSIS

The discussions highlighted significant progress and initiatives undertaken in digital transformation. Zimbabwe has actively reviewed its ICT policy, broadband plan, and AI strategy, which is currently undergoing cabinet processes. They have also constructed digital centres, ICT laboratories, and implemented the Presidential Internet Scheme to achieve a digitalised country. India has made strides in connecting approximately 6.4 lakh villages through high-speed Optical Fibre Cable (OFC) networks, transforming connectivity into impact through multi-layered digital outcomes. Gabon is on an ambitious agenda to achieve 100% coverage of inhabited areas by 2027 and is currently connecting over 250 villages. They have also launched e-visa, e-tax systems, visa-free opportunities for tourists and are providing scholarships to young people through digital technologies. Huawei has developed solutions that have served 120 million people in 8 countries in rural areas and partnered to provide digital skills to 10 million people, focusing on teachers and students. Their ICT technology is used by 8 million people every month for disability and elderly support. Furthermore, Huawei's digital power solutions have resulted in significant energy savings, saving 81.8 billion kilowatt-hours of electricity, equivalent to 710 million metric tons of carbon emission reduction.

Fresh Priorities

- Moving from dialogue to development, by building effective digital governance structures to harness the full potential of technology for national development. Putting in place its AI strategy and driving inter-governmental partnerships to promote adaptive policies, data driven decision making and cross-functional collaboration. (Zimbabwe: H.E. Dr. Tatenda Annastacia Mavetera, Minister, Ministry of ICT, Postal and Courier Services)
- Sustainable Infrastructure Design for AI: The increasing consumption of AI tools necessitates designing less computing-intensive infrastructure for environmental sustainability. Protecting local languages and cultures in the AI era was also highlighted as a priority (France: Ms. Laure de La Raudière, President, ARCEP)
- Digitalisation of public services like visas, introducing e-tax, and creating digital platforms for students to access scholarships. (Gabon: Mr. Célestin Kadjidja, Président, Autorité de Régulation des Communications électroniques et des Postes (ARCEP))
- Connecting 6.4 million communities to internet, leveraging USOF for telemedicine, connecting all schools – smart schools, drones for agriculture, etc. (India: Mr. Niraj Verma, Administrator (Digital Bharat Nidhi))
- Creating enabling environment means fostering meaningful digital inclusion for all through conducive policies, free flow of information for SDGs, and protection of human rights in digital spaces. (Netherlands Tech Ambassador: Mr. Ernst Noorman, Cyber Ambassador, Ministry of Foreign Affairs)
- Reducing carbon emission of digital applications is a priority. (Huawei: Mr. Ran (Evan) Xiao, Corporate Vice President, European and International Standardization, Ecosystem & Industry Development, Huawei))
- Prioritize satellites as a strategic pillar for inclusive digital futures, focusing on agile policies that leverage space technology to connect remote, underserved regions and empower users, especially

the 80% of unconnected landmass. (GSOA: Ms. Isabelle Mauro, Director General (remote participation))

Emerging Trends

Artificial Intelligence (AI) is recognised as a general-purpose technology with the risk of widening existing digital divides, where those with access benefit significantly, while those without lag further behind. The AI sector also entails high consumption of tools.
Governments are increasingly leveraging digital governance to unlock the full potential of digital technologies. Satellite Technology emerged as a critical enabler for expanding digital access and opportunity, particularly for remote, unserved, or underserved areas that traditional infrastructure cannot reach. It is seen as the only infrastructure capable of delivering instant, scalable coverage across entire territories (mountains, deserts, small island states, oceans, disaster zones).

Opportunities

The panel identified numerous opportunities for leveraging ICTs:

- Policy and Regulatory Frameworks: Creating robust policy and regulatory frameworks that support ICT innovation, investment, and adoption of new technologies presents a significant opportunity.
- Public-Private Partnerships: Fostering partnerships for the development and deployment of ICT infrastructure, and promoting innovation and investment, are crucial.
- Whole-of-Government Approach: Collaborating across government departments to avoid silos and coordinate efforts (e.g., with energy, transport, local government regulators) can enhance digital transformation initiatives.
- International Cooperation and Knowledge Sharing: Platforms like WSIS+20 offer opportunities for learning, collaboration, and international engagements to drive digital deployment and deliverables.
- Digital Inclusion for All: Tailoring policies and solutions to ensure meaningful digital inclusion for diverse groups, including women, youth, older persons, persons with disabilities, and marginalized communities, offers a vast opportunity for societal benefit.
- Leveraging Existing Infrastructure: Effectively utilizing broadband infrastructure developed under Universal Service Obligations to create sustainable digital services and economic opportunities in rural areas.
- Satellite for Universal Access: Satellite technology offers a unique opportunity to provide instant, scalable connectivity to the 80% of land mass not covered by traditional networks, unlocking economic and human potential in remote regions.

Key Challenges

Despite the progress, several challenges remain:

- Digital Divide: A significant digital gap persists, particularly between urban and rural areas (e.g., in India, urban internet connectivity is almost 100%, while rural is only 60%). A gender gap also exists in digital education and the labour market. The spread of AI risks widening these existing digital divides.
- Connectivity vs. Usage: Simply providing connectivity is not enough; usage depends on capability, trust, and relevance, highlighting the need for meaningful applications.
- Absence of Enabling Environment: In many countries in 2025, the necessary enabling policy and regulatory environment is largely absent, with national and international policies sometimes hampering or blocking internet access (e.g., internet shutdowns). Policies may also fail to address existing gaps like the gender gap in digital education.

- Limitations of Traditional Infrastructure: Mobile and fibre networks, by design, are limited to high population density areas and only cover 20% of the land mass, leaving vast remote areas unserved.
- Protecting Culture: The challenge of protecting cultural identity and language in the evolving AI era.

Links to WSIS Action Lines

The discussions explicitly referenced the original WSIS framework documents from 2003 and 2005, which emphasised the importance of an enabling policy and regulatory environment for inclusive digital transformation. The WSIS+10 review also recognised the free flow of information and knowledge as a key feature of such an environment. There was a call for the evolution of the WSIS action line on e-environment to better enhance digital sustainability, and the importance of updating WSIS texts on the enabling environment to reflect the diversity of internet users and current challenges was highlighted.

Case Example

- Zimbabwe: Reviewed ICT policy, broadband plan, and concluded AI strategy; working on an ICT start-up policy and creating incentives for ICT investment; extending national backbone, constructing digital centres, ICT laboratories, and the presidential internet scheme.
- Gabon: Aims for 100% coverage of inhabited areas by 2027, connecting over 250 villages; implementing e-visa and visa-free opportunities for tourists; providing scholarships to young people through digital technologies.
- India: Connecting 6.4 lakh villages through high-speed OFC networks; implementing tele-medicine (e-Sanjeevani app, health ATMs), digital education (smart schools, multilingual content), e-governance (birth/death certificates, pensions at panchayat level), agriculture (soil health cards, drones, IoT), and rural e-commerce (onboarding artisans to platforms like Amazon).
- Huawei: Rural Stars solution serving 120 million people in eight countries; programs for skilled people in need (10 million people); ICT technology used by 8 million people with disabilities/elderly monthly; digital power solutions saving 81.8 billion-kilowatt electricity, equivalent to 710 million metric tons of carbon emission reduction.

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ZIMBABWE

H.E. Dr. Tatenda Annastacia Mavetera
Minister
Minstry of ICT, Postal and Courier Services

Question:

How can governments, through digital governance, help ICT application to unlock the full potential of digital?

Governments can leverage digital governance to unlock the full potential of digital technologies and ICT applications in several ways, and I will highlight a few here.

- Policy frameworks are critical. Governments have to create and establish Frameworks that support ICT regulatory frameworks, innovation, investment, and adoption of emerging technologies.
- The frameworks must be reviewed regularly, in order to track technological developments and enable the creation of appropriate licensing and creation of appropriate licence conditions that do not stifle innovation
- Governments can also leverage partnerships to support the development and deployment of ICT infrastructure and promote innovation and investment. In this regard, appropriate legal frameworks and templates have to be designed.
- To be effective, governance frameworks and interventions that governments employ must be data-driven and also promote data-driven decision-making by all stakeholders in the economy, for effective service delivery.
- Governance should allow cross functional collaboration that break down silos so that collaboration between the Telecommunication regulators and regulators in key sectors such as energy, transport, local government and other regulators, is fostered, as these are critical for ICT Development. In any event, ICTs are an enabler for all economic and social sectors, and economic development will be stifled if there is no collaboration
- Governments also need to take part in international cooperation and knowledge sharing, so that they can leverage global best practices and keep track of emerging trends and technologies that can be implemented locally. This allows benchmarking in terms of governance approaches, and agility in being responsive to the ICT requirements of the citizens and the needs of digital service providers

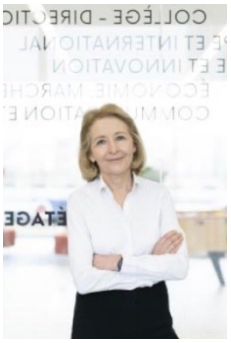
The Zimbabwean Government has done its fair share of these interventions, among others

- Firstly, the Government has reviewed the national ICT policy, modernising it in line with technological developments and international regulatory trends.

- Secondly, Government considerably amended the Postal and Telecommunications Act ,which is the main law governing the ICT sector, and the Act is currently undergoing the legislative amendment process. This will enable the Government to come up with updated regulations on specific issues, including emerging technologies and artificial intelligence.
- Thirdly, the government is encouraging Research and development, and this has seen restructuring of the ICT regulator to create a research and development unit, which works with researchers in the government and private sector, on emerging and future technologies and governance methods, with a view to make governance systems agile in Zimbabwe.

It is my hope that our approach to governance will help further national projects and programmes in Zimbabwe such as the extension of the national backbone, the construction of digital centres and ICT laboratories ,the Shetech initiative and the artificial intelligence week activities , which will help actualise the country's digital transformation agenda.

FRANCE



Ms. Laure de La Raudière
Chairwoman
Arcep

Question:

According to your assessment of the digital environmental impact, do you think that WSIS Action Line on e-environment should evolve to better enhance the "digital sustainability"?

The rollout of digital technologies, from infrastructures to services, is making a significant contribution to achieving the Sustainable Development Goals, particularly by reducing the digital divide, improving access to healthcare, financial services or education for instance. In its new strategy "Ambition 2030", Arcep emphasises the objective to equip the country with digital infrastructures for the coming decades; to ensure that they are deployed everywhere, to everyone, and for a long time to come -i.e. work to build a sustainable digital environment-.

According to ITU, the ICT sector is a growing source of global Greenhouse Gases (GHGs) emissions with carbon emissions ranging from 1.5% to 4% of global emissions. Arcep together with ADEME assessed that if nothing is done to curtail it, in France, digital technology's environmental footprint could triple between 2020 and 2050.

Given the growth of its environmental impact1, digital technologies cannot be exempt from efforts to reduce their own impact on GHGs emissions and on resource depletion as water, raw material and minerals, fossil fuels.

It is crucial to emphasise the importance of developing policies aimed at achieving these two ambitious goals: reducing the environmental impact including GHGs emission from digital technologies while connecting those who are not yet connected, and achieving the Sustainable Development Goals.

Notably, limiting the digital environmental impact does not necessarily mean restricting the use or limiting the technologies available. The challenge is to combine the development of digital technology for the needs of society and the economy, with the new environmental requirements.

Better data for a stronger monitoring

There is currently very little documentation on this subject. We therefore need to start by gathering better data from stakeholders on the energy consumption and emissions of digital technologies and their impact on the environment (water consumption, raw materials, greenhouse gas emissions) to inform policy, to encourage and support collaboration between the ICT and energy sectors, to help reduce emissions and limit energy consumption…. In some countries, current and future pressure on energy resources and water consumption may be high.

This data can help governments manage limited energy and water resources and design policies and regulatory measures to reduce the sector's carbon footprint. To achieve it, all players at every stage of the chain (devices, networks, data centres and digital services) must play their part in reducing these environmental impacts, in particular to respect the 2015 Paris Climate Agreement.

Acting towards digital sustainability through eco-design

From our studies, it is clear that sobriety and ecodesign measures - not only on equipment, but also on digital services- are needed to reduce digital technologies environmental footprint. Eco-designing digital services, such as AI or video services, means tackling the problem at source and limiting the need for new data centres, network equipment or end-user devices. Therefore, a sustainable digital technology that consumes less energy and raw materials can only be beneficial in achieving sustainable development goals and connecting those who do not yet have access to the internet.

GABON

Mr. Célestin Kadjidja
Président
Autorité de Régulation des Communications électroniques et des Postes (ARCEP)

Question:

Monsieur le Président lors de votre intervention, vous affirmez qu'à l'horizon 2027, le Gabon, votre pays devrait attendre un couverture de 100% des zones habitées. Concrètement comment allez-vous y arriver et quelle est la situation de la connectivité actuellement dans votre pays ?Dans votre pays et selon vous, quelles applications TIC sont de nature à libérer le potentiel du numérique?

Mr. Kadjidja, during your statement, you indicated that by 2027, Gabon—your country—aims to achieve 100% coverage of inhabited areas. Could you elaborate on how you intend to reach this goal, and what is the current state of connectivity in your country? In your view, and in the context of your country, which ICT applications hold the greatest potential to unlock the power of digital technologies?

Madame le Secrétaire Général de l'Union Internationale de Télécommunications (UIT);

Monsieur le Président du Forum 2025 du Sommet Mondial de la Société de l'Information (SMSI) ;

Madame le Secrétaire Général de la Conférence des Nations Unies sur le commerce et le Développement (CNUCED) ;

Monsieur l'Ambassadeur et Directeur des Affaires internationales de l'Office fédéral de la Communication (OFCOM) de la Confédération Suisse ;

Monsieur le Sous-directeur général pour la communication et l'information de l'Organisation des Nations Unis pour l'éducation, la science et la culture (UNESCO) ;

Monsieur le Directeur du numérique du Programme des Nations Unis pour le développement (PNUD) ;

Mesdames et Messieurs les Ministres en charges du numérique,

Mesdames et Messieurs les Présidents des Autorités de Régulation et Chefs de délégations ;

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Mesdames et Messieurs les Délégués…

Avant de partager avec vous l'engagement du Gabon en faveur de la réalisation du Programme de Développement durable à l'horizon 2030, je vous prie de bien vouloir me permettre de saluer, avec la plus grande reconnaissance, la courtoisie et la bienséance avec lesquelles nous avons été accueillis. Pour cette particulière délicatesse, je voudrais adresser, au nom de la délégation qui m'accompagne, mes plus vifs remerciements aux organisateurs de ce prestigieux événement, pour les aimables dispositions mises en place afin de faire de notre séjour une expérience aussi agréable qu'enrichissante.

Qu'il plaise également à Monsieur le Président du Sommet Mondial de la Société de l'Information 2025 (SMSI-25), **Son Excellence Monsieur Sonny Malatsi**, de bien vouloir recevoir mes chaleureuses et vives félicitations pour sa légitime désignation ainsi que celle de l'ensemble des membres de son Bureau pour la tenue de ce Forum.

A Madame Doreen Bogdan-Martin, Secrétaire Général de l'UIT, nous vous prions de recevoir nos sincères félicitations pour votre engagement pour cette noble mission au sein de l'UIT.

A l'ensemble des éminents Présidents et Directeurs Généraux des Autorités de régulation ici présents, la République gabonaise, par ma modeste voix, tient à vous saluer en vous exprimant, par la même occasion, sa profonde reconnaissance pour votre participation, qui traduit avec clarté notre engagement commun à faire des technologies de l'information et de la communication un levier stratégique au service de nos politiques publiques, dans le cadre de la mise en œuvre du Programme de Développement durable à l'horizon 2030.

Mesdames et Messieurs,

Permettez-moi de mettre à profit cette tribune pour rappeler qu'en date du 12 avril dernier, le Gabon a franchi une étape décisive de son histoire institutionnelle en sortant de sa période de transition par l'organisation d'un scrutin présidentiel. Celui-ci s'est tenu dans un climat de transparence exemplaire et a conduit à l'élection de Son Excellence Monsieur Brice Clotaire OLIGUI NGUEMA, Président de la République, Chef de l'État.

Il convient de souligner que, fidèle à la dynamique instaurée depuis l'avènement du Comité pour la Transition et la Restauration des Institutions (CTRI), l'accès aux services Internet a été intégralement maintenu sur l'ensemble du territoire national tout au long du processus électoral. Ce choix stratégique illustre la volonté ferme des plus hautes autorités de garantir la continuité des services de télécommunication, en tout temps et en tout lieu ; conscientes que cette continuité contribue de manière essentielle au bien-être des populations et au renforcement de la cohésion sociale.

Mesdames et Messieurs,

Le Gabon, mon pays, est situé au cœur de la forêt du bassin du Congo, en Afrique centrale, et bénéficie d'une ouverture sur l'océan Atlantique, avec 850 kilomètres de côtes. Le Gabon est traversé de l'Ouest à l'Est par l'Equateur. Ce qui lui confère une position stratégique pour accueillir des stations terriennes de télémesures nécessaires au suivi de lanceur.

Son territoire, couvert à 86% de forêt équatoriale, constitue une richesse naturelle d'une rareté exceptionnelle. Cette vaste étendue verte confère au Gabon **le plus haut taux de superficie forestière par habitant en Afrique**. Toutefois, il convient de souligner que ces reliefs majestueux représentent également **des défis considérables pour mon pays, notamment :**

- Le développement d'infrastructures adaptées,

- La conservation de l'environnement ;

- L'accès aux soins des santé pour les populations de l'arrière-pays.

Néanmoins, malgré les défis posés par la densité de cette nature, le Gabon, sous l'impulsion de ses plus Hautes Autorités, affirme sa détermination à s'aligner sur la vision et les principes du Plan d'action de Genève 2003. Dans cette optique, notre Gouvernement s'efforce de créer un environnement favorable au développement des infrastructures numériques, afin de soutenir les objectifs de développement durable, notamment dans le cadre de la ligne d'action relative aux infrastructures de l'information et de la communication.

En effet en 2003, le Gabon disposait d'infrastructures de télécommunications composées d'environs 200 sites de stations radioélectriques pour les services de télécommunications, un câble sous-marin en fibre optique et aucune liaison en fibre optique pour raccorder l'intérieur du pays.

Aujourd'hui en 2025, grâce à un cadre réglementaire libéralisé et à des initiatives publiques, le Gabon est passé d'une centaine à 1245 sites de stations radioélectriques pour les services de télécommunications, 4 câbles sous-marins internationaux et un backbone en fibre optique de 2000 kilomètres.

En termes d'impact sur les populations, le Gabon a réussi à atteindre un taux de couverture de 95% en réseaux 3G/4G.

Dans le cadre de la mise en œuvre du service universel, **le pays se fixe pour objectif d'étendre cette couverture à 100% des zones habitées à l'horizon fin 2027.**

Mesdames et Messieurs,

Fort de cette connectivité nécessaire à l'atteinte des objectifs de développement durable, le Gabon introduit des applications TIC dans divers domaines :

Dans le domaine de la santé au Gabon, en ce qui concerne l'e-santé, le Gouvernement est à pied d'oeuvre pour l'aboutissement de ce projet.

En effet, le projet eGabon-SIS vise à créer un système d'information sanitaire national centralisé, permettant un meilleur accès aux informations de santé pour les professionnels et les patients, et une gestion plus efficace des données.

En outre, le Gabon encourage l'innovation en matière d'e-santé, avec des événements tels que des hackathons qui rassemblent des développeurs et des professionnels de la santé pour créer des solutions numériques pilotées par le Ministère de l'Economie Numérique et la Transformation digitale à travers ses deux démembrements opérationnels, à savoir la SING et CGI.

Il est nécessaire de souligner que ces projets d'e-santé sont soutenus par des partenaires financiers comme la Banque Mondiale.

En ce qui concerne la gestion de l'état civil des populations, le Gouvernement met actuellement en œuvre de projets clés financés par la Banque mondiale dans le cadre du programme Gabon Digital.

- l'extension du Registre biométrique des personnes physiques (RBPP),

- le Système national d'identité digitale (SNID),

- le Centre national d'état civil (CNEC).

L'objectif de ces projets est de renforcer la qualité des services publics, améliorer la planification des politiques publiques et garantir une meilleure protection sociale.

Pour ce qui est de la protection de l'environnement, notamment le domaine de la gestion des ressources halieutique, Le Gabon qui s'appuie sur des technologies satellite de pointe se positionne comme leader en matière de gestion durable des activités de pêche.

Dans la perspective de la gestion de ces ressources, la Direction Générale des Pêches et de l'Aquaculture s'est dotée d'un vessel monitoring système (VMS). Autrement dit, un système de suivi des navires par VMS. Ce système permet de surveiller les activités de pêche par satellite. Jadis, réservé uniquement à la pêche industrielle, le VMS a été étendu à la pêche artisanale par l'installation, sur les pirogues de pêche, des balises dites trackers Nemo.

Le suivi par VMS des embarcations de pêche artisanale est adossé à l'arrêté n°028/MAEPA/SG/DGPA du 16/12/2020 Instituant le Système de suivi, positionnement et de localisation des pirogues de pêche artisanale par GSM et Satellite.

Avec ce projet d'équipement complet de flottes, le Gabon entend :

- Protéger les zones réglementées, aires marines protégées, qui représentent un quart de la zone économique exclusive du pays ; soit le plus grand réseau d'aires marines protégées d'Afrique. Le repos biologique de ces zones est stratégique pour assurer la protection, la pérennité et le renouveau du patrimoine halieutique gabonais ;

- Renforcer la connaissance sur la pêche artisanale. Jusqu'aujourd'hui très peu de données sur la pêche artisanale étaient accessibles aux scientifiques en charge des recommandations pour une gestion durable des stocks. Les informations rapportées par le système NEMO représentent des données clés d'aide à la décision pour les autorités ;

- Améliorer les conditions de travail et la sécurité des pêcheurs. Chaque balise est dotée d'un système de demande d'assistance. En cas d'avarie ou d'accident, permettant ainsi aux pêcheurs de déclencher un message vers la Terre. Une ligne de vie sans précédent pour une communauté qui part souvent plusieurs jours, sans lien avec le continent.

Mesdames et Messieurs,

C'est donc avec un grand intérêt que le Gabon suivra les travaux du Forum 2025 du SMSI, en particulier en ce qui concerne les idées novatrices visant à exploiter pleinement les technologies de l'information et de la communication, ainsi que les décisions relatives à la mise en commun des bonnes pratiques. Il ne fait aucun doute que le développement de partenariats multipartites, tant publics que privés, est essentiel pour l'avancement des objectifs de développement durable.

Sur ce, Monsieur le Président, et tout en exprimant à cette tribune ma certitude quant à l'engagement de tous à mettre en œuvre des lignes d'action du SMSI, **je souhaite plein succès aux travaux du Forum 2025 du SMSI.**

Je vous remercie de votre attention.

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

INDIA

Mr. Niraj Verma
Administrator (Digital Bharat Nidhi)
Department of Telecommunications, Ministry of Communications, Government of India

Question:

How can the broadband infrastructure developed under the Universal Service Obligation Fund (USOF) be effectively utilized to create sustainable digital services and economic opportunities for local communities, especially in rural and remote areas, and what specific use cases (e.g., telemedicine, e-learning, e-governance, digital agriculture) can be prioritized to ensure maximum social and economic benefit?

India's commitment to universal digital access is rooted in a simple but powerful belief that connectivity is a key enabler for sustainable economic growth and for closing the digital divide. Over the past years, this belief has shaped one of the most ambitious public connectivity programs in the world- the BharatNet project.

BharatNet programme was conceptualised to bridge the digital divide and extend the network connectivity across all the remote and rural areas of India. BharatNet, one of the biggest rural telecom projects of the world, is being implemented in a phased manner to provide broadband connectivity to all 2,60,000 Gram Panchayats (GPs) of the country. The scope of the project has been further expanded to cover all 3,80,000 inhabited villages beyond GPs through Optical Fibre Cable (OFC), on demand basis

BharatNet is not just an infrastructure rollout; it is a foundational enabler which may lead to multi-layered outcomes. Access to broadband services in rural areas has potential for people leading to increased commercial vibrancy and improved lifestyle. Government institutions such as police stations, post offices, Anganwadi, health centres, schools, ration shop, Gram Panchayat office etc., can maintain digital records and also to provide citizen centric services online.

Building infrastructure is only one part of the equation. The more pressing question now is: how do we effectively utilize this infrastructure to create sustainable digital services, enable local economic opportunity, and ensure long-term value for the communities we serve?

Our approach has evolved to focus on this question. We now understand that supply alone does not generate usage. Access must be met with capability, with trust, and with relevance to daily life. That is why the next phase of India's broadband story is focused on meaningful utilization particularly through targeted use cases that address the real needs of rural citizens.

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Let me highlight a few of these use cases where we are already seeing early success and where we believe the impact will be most significant.

First is telemedicine. In areas with few doctors and long distances to the nearest health centre, digital health services are not just a convenience, they are essential. Platforms like e-Sanjeevani now enable rural patients to consult qualified doctors online, and health ATMs equipped with diagnostic tools are bringing basic preventive care within reach of rural people. Broadband makes this possible.

Second is digital education and skilling. Through connected classrooms, local digital labs, and vernacular e-learning content, we are bridging the rural–urban education divide. Beyond school education, digital platforms are also enabling vocational training, financial literacy, and online certification for youth, women, and micro-entrepreneurs.

Third is e-governance. High-speed internet at the Panchayat level allows citizens to access over hundreds of government services, from birth certificates and land records to pension schemes and social entitlements. The presence of a connected Gram Panchayat office is becoming a one-stop service center for the rural citizen.

Fourth is digital agriculture. IoT-based solutions for soil and weather monitoring will be a crucial enabler enabling farmers to take data-informed decisions. At the same time, broadband is opening access to market platforms like eNAM and digital payment ecosystems, allowing even smallholders to sell directly, track prices, and get paid instantly.

Fifth is rural entrepreneurship and commerce. With the support of BharatNet, artisans, self-help groups, and agri-based enterprises are being onboarded onto national e-commerce platforms like ONDC. This is not just about digital access but about building digital livelihoods giving rural producers a way to reach wider markets, transact securely, and grow sustainably.

To support all of this, we have launched the Samriddh Gram initiative. It is a demand-side enablement program focused on one Gram Panchayat in every block where the infrastructure is paired with digital literacy, service onboarding, and entrepreneurship training. This is where we are piloting the convergence of connectivity, services, and community engagement in a structured, monitored way which shall lead to meaningful utilisation for broadband services.

To unlock the full potential of DBN-funded broadband infrastructure, we are treating digital infrastructure as the starting point, not the end goal. We must invest equally in demand aggregation, digital capacity building, service localization, and institutional convergence. And we must work not just through technology providers, but with communities, frontline institutions, and local entrepreneurs who can anchor the change from within.

India’s experience demonstrates that when universal broadband access is matched with meaningful utilization, the results are transformative not only in terms of service delivery, but in terms of opportunity, and long-term resilience for rural populations.

NETHERLANDS

Mr. Ernst Noorman
Ambassador at Large for Cyber Affairs
Ministry of Foreign Affairs

Question:

The original WSIS Framework puts an emphasis on an enabling policy and regulatory environment to achieve inclusive digital transformation. What measures are, in your view, necessary to ensure that this enabling environment is up to the task of tackling the current challenges of digital inclusion in the WSIS+20 review process?

Good morning to all, and thank you for the question, Daniella.

[Mogelijk reflectie op andere sprekers]

Indeed, in order to effectively reap the economic and societal benefits from the Internet and digital technologies, it is essential to have an enabling policy and regulatory environment. Already in 2003 and 2005, when the original WSIS-documents were adopted, participants acknowledged the importance of such enabling environment.

But what do we mean with an enabling environment? This would be a mix of policies, regulations and standards that contribute to bridging the digital divides, ensuring meaningful digital inclusion among all persons, including women, youths, older persons, persons with disabilities and marginalized communities. Ideally, an enabling environment means that policies are conducive to the digital economy, innovation, competition, education, research and investment.

A key feature of an enabling environment that was also recognized at the WSIS+10 review is the free flow of information and knowledge. This enables sustainable development, allows us all to benefit optimally from access to the Internet and empowers individuals to exercise their universally applicable human rights, such as the freedom of expression.

In reality, in 2025, in most countries around the world the enabling environment remains an ideal. National and international policies and legislation that hamper, limit or block internet access, such as internet shutdowns, should be avoided.

Policies that hamper innovative approaches to ensuring connectivity should be avoided.

And policies that do not acknowledge the gender gap in the digital education and labor market should be avoided.

The spread of AI as a general purpose technology entails the risk of magnifying existing societal inequalities. Those with access to the Internet benefit from AI, those without access lag even further behind.

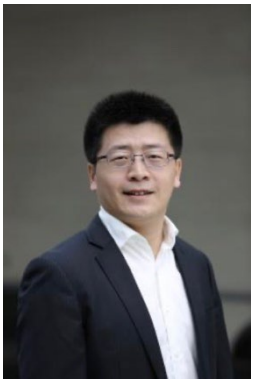
This underlines the continued importance of updating the WSIS-text on the enabling environment to reflect the diversity of Internet users and their current challenges, locally and globally. The principle of "Nothing about them without them" is absolutely key here.

In fact, the enabling environment is a primary example where two pillars of the UN, human rights and sustainable development, come together. When governments and all other stakeholders collaborate in creating and maintaining such an enabling environment, it can greatly push both the protection of human rights and the attainment of the Sustainable Development Goals.

Let me close by stressing that, in the WSIS+20 process, it is vital to recognize the fact that human rights and sustainable development are mutually interdependent and complementary objectives of the multi-stakeholder community.

Thank you.

HUAWEI



Mr. Ran (Evan) Xiao
Corporate Vice President President, European and International Standardization, Ecosystem & Industry Development
Huawei

Question:

In the pursuit of socio-economic progress, how can we accelerate ICT infrastructure development to leverage technology as a catalyst for inclusive and sustainable growth.

1. ICT and Digital technology is a major engine of socio-economic growth.

Our world has undergone three major technological revolutions over the last few hundred years.

Digital technologies & ICT, like AI, cloud computing, and the Internet of Things, are once again reshaping the way we work and live. They are boosting productivity and making the digital and intelligent economies a major engine of socioeconomic growth.

It is safe to say that digital and intelligent technologies will carry us through the **fourth technological revolution**.

2. Huawei believes that digital technology &ICT is the key enabler of sustainable and inclusive development. Technology innovation and partnership are the key factors to achieve this target.

Inclusiveness, to leave no one behind in the digital world 不让任何人在数字世界中掉队

Innovation to provide affordable digital infrastructure and service for all, like Huawei's cost effective RuralStar solution has connected over 120 million people in remote and rural areas across more than 80 countries

Provide digital skills training for people in need: through Huawei's TECH4ALL initiative we have working together with partners to provide digital skills training to more than 510,000 people, with a focus on K–12 teachers and students, unemployed young people, senior citizens, and remote and rural communities.

WSIS+20 High-Level Event 2025: High-Level Outcomes and Executive Brief

Promote information accessibility for people with disability and elderly, about 8 million people with speech disorders, hearing impairments, or visual impairments benefit from the accessibility features of Huawei products every month.

Sustainability, green ICT to promote green development

Innovation in green ICT to combat with climate change and low carbon development

Example 1: digital technology is helping reduce energy use and carbon emissions. By the end of 2024, our digital power solutions had helped customers generate 1.4113 trillion kWh of green power and save 81.8 billion kWh of electricity, the equivalent of cutting carbon dioxide emissions by more than 710 million metric tons.

Example 2: Huawei has developed the Pangu-Weather Model, the world's first AI prediction model that is more precise than traditional numerical weather forecasting. The model can generate global weather forecasts in just a few seconds, and predict typhoon paths, precipitation, and extreme weather events. it is helping an NGO in Madagascar to provide 10-day weather forecasts and storm warnings that help fishermen stay safe and avoid property losses.

Working with partners to use digital technology to protect tropical rainforests, wetlands, oceans.

To date, our TECH4ALL projects have been implemented in 58 protected areas around the world to support local nature conservation.

For example, we've develop the first AI-based automated salmon filtering system to prevent invasive salmon into Norway's river. In last few years the solution has been deployed in 2 rivers in Norway, captured more than 6000 invasive salmon, with identification accuracy of 99%.

GSOA

Ms. Isabelle Mauro
Director General

Question:

As we look to expand digital access and opportunity, what role do you see satellite technology playing in ensuring that no community is left behind and everyone benefits fully from connectivity?

[MISSING STATEMENT]