



Session Outcome Document

Multilingualism in the Digital Age: Inclusive Strategies on Cultural Diversity for a People-Centered Information Society

UNESCO

8 July 2025 – 10:15 – 11:15 (UTC +02:00)

<https://www.itu.int/net4/wsis/forum/2025/Agenda/Session/372>

Key Issues discussed: Looking Beyond 2025 (5–8 bullet points highlighting achievements, emerging trends, challenges in 20 years, figures, success stories and opportunities for WSIS beyond 2025)

Uneven Digital Language Representation: Despite technological advances, over 90% of the world's 7,000+ languages remain underrepresented or absent online—highlighting a persistent digital divide rooted in language.

Rise of AI and Multilingual Technologies: Breakthroughs in natural language processing (NLP) and AI have enabled faster multilingual content generation and translation, offering new opportunities for inclusion—but risks of reinforcing mainstream languages persist.

Multistakeholder Policy Gaps: Many countries still lack coherent, inclusive digital language and cultural strategies. Coordination between governments, tech developers, academia, and communities remain a critical challenge.

Digital Cultural Expressions on the Rise: The digital environment has become a new space for cultural innovation, yet global platforms often marginalize content in low resource languages and there is a persistent digital divide in cultural content creation and access.

Cross-Sector Opportunity for 2025+: WSIS and the broader UN digital agenda have a growing opportunity to position multilingualism and language technology as cross-cutting enablers of digital inclusion, SDGs, and human rights.

Tangible Outcomes of the session

- **Recognition of Linguistic Diversity as a Digital Inclusion Pillar:** The session reinforced that multilingualism is essential for equitable participation in the information society, not just a cultural asset.
- **Elevating the Role of Language in AI and Digital Governance:** Multilingualism is increasingly acknowledged as a strategic enabler for ethical and inclusive AI development, influencing policy and innovation dialogues.



- **Presentation of a Strategic Framework:** The introduction of the **UNESCO Roadmap on Language Technologies and Multilingualism** marked a concrete step toward systematizing efforts in inclusive language tech and policy.

Key Recommendations and Forward-Looking Action Plan for the WSIS+20 Review and Beyond (2–5 bullet points presenting concrete actions and guidance to inform the WSIS+20 Review by UNGA and build the multistakeholder vision of WSIS beyond 2025)

- **Integrate Multilingualism and Culture in Global Digital Agendas:** promote the integration of linguistic and cultural diversity and language inclusion as fundamental principles in digital transformation strategies at both international and national levels, ensuring equitable access to information and diverse cultural content, as well as participation for all language communities.
- **Support Development of Language Technologies for Underrepresented Languages:** Prioritize investment in inclusive digital infrastructure, including open-source AI tools and resources, to enhance access and innovation for low-resource and Indigenous languages.
- **Ensure Multistakeholder Participation:** Empower local communities, linguistic minorities, and cultural organizations in shaping digital language and cultural policies and tools.
- **Mainstream Language Rights in Digital Inclusion Efforts:** Position linguistic diversity as a core component of digital equity, education, and participation in the information society.