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High Level Policy Sessions
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>> Hello.

Thank you.

We would like to welcome and thank all the participants who are joining us today for the high level policy session number three bridging digital divide.

While more participants are signing in, we would like to play a short video for you on the WSIS forum.

Thank you.

[Video].

>> Off to an exciting start.

Having already hosted several workshops and sessions since the forum launched in January as well as receiving a record number of submissions with 1270 projects submitted.

You have until March 31st to vote for your projects 6789 as the forum progresses, we encourage Stakeholders to keep an eye out for announcements with exciting workshops.

Such as the main streaming track, well-being and happiness track.

While many tracks have already begun, many have yet to open such as the opening of the high-level track which will feature the WSIS forum chairman.

The high level policy sessions featured will be moderated by high-level track facilitators.

With over 35 ministers, deputies, ambassadors, private sector, academia and the technical community.

Such as the opening of the WSIS news track as well as the emerging technologies track.

All of which you can find more information about on our agenda and web site.

In addition, ICTs for inclusive and economies for hosting a series of related workshops for Stakeholders from around the world.

The work will also be displayed on our virtual exhibition space.

Various other networking and social events will be integrated and frequent social media posts and engagements as well as engagements during UN days and weeks.

In addition, registration for the aging better with ICTs hackathon is open.

With more than 650 register participants participating.

We're pleased to announce the WSIS forum special track on ICTs will be initiating a special prize this year.

Call for submissions are still open and we encourage you to submit related projects to this prize.

We look forward to your participation and thank Stakeholders for contribution in shaping this forum with support.

We received more than 500 inputs and suggestions to shape the agenda and program during virtual discussions and direct official submissions to the open consultation process.

We are delighted to see contributions in terms of geographical location and Stakeholder type shown the positive commitment and the strengthening of activities to achieve the sustainable development goals.

We would like to extend a warm thank you to our partners without whom this forum would not be possible.

Thank you and we look forward to a successful 2021 WSIS forum.

>> Thank you very much for that.

Distinguished panelists, ladies and gentlemen, welcome to this session bridging digital divides.

This is about how countries have approached the bridging of the digital divide.

We have a number of distinguished panelists.

Before we start, however, I would like to cover some rules of procedure for this session please.

For the smooth running of the session, we have some procedures and guidelines here.

We will take questions through the Q and A and chat.

There will be a Q and A session at the end of the panel if time permits.

Please know during the event, participants' microphones are muted.

The sessions will be recorded and available on the web site soon after the workshop.

The real time human captioning is available for this session.

This session is broadcast live on the WSIS Facebook page.

Now, something a little very specific here.

Each panelist is asked two questions simultaneously and they have five minutes to respond to both of these questions together.

A bell may sound at the five minute mark and that's just to let the panelists know they should wrap you.

We're going to start now and I have the greatest pleasure in introducing to you Ms. Doreen Bogdan-Martin.

Please, madam, the floor is yours.

>> DOREEN: Good morning, good afternoon, good evening.

Ladies and gentlemen, it's really a pleasure to welcome you today to this WSIS forum high level policy session on bridging the digital divide.

This challenge, of course, has been at the heart of our work here at the ITU for many decades and it's been 35 years now since the missing link report made that compelling case for universal connectivity as the essential foundation of economic and social prosperity, the importance of digital inclusion has since then grown exponentially.

Of course, in today's post pandemic world, digital exclusion now means exclusion from employment, from education, from essential information, and even from the chance to stay in close touch with family and friends.

I think Covid has left no one in any doubt about the vital importance of a connected society for social and business continuity and economic prosperity and to build the resilience that we need to face future crisis.

Where connectivity exists, the pandemic is turbo charging digital transformation compacting time lines from years into months.

As one of our private sector partners recently remarked post Covid whatever can be digital must be digital.

But yet, for all of our efforts, half of humanity remains without any connection.

And hundreds of millions more struggle with connectivity that's not fit for purpose, that's too slow, too expensive or too inaccessible.

I'm not here today to make the case for why we need to connect the second half.

I think you all know that, you don't need convincing.

What we need is collaboration.

And we need organizations like the ITU and multi Stakeholder platforms like the WSIS community bringing together the private sector, government, academia -- acadamia.

Governments and regulators.

Happy we have our 2020 chair Dan with us today.

Looking for credible expertise and advice and for trusted partners who understand their local operating environment as well as their unique challenges.

And our recent 2020 ITU report entitled connecting humanity estimates as much as 428 billion U.S. dollars will be needed to connect the remaining 3.7 billion to broadband by 2030.

This is a huge burden and it simply cannot be born by anyone segment of the digital Eco system.

Broad collaboration between industry, governments, banks, finance organizations, international organizations and many other players is going to be essential.

Ladies and gentlemen, bringing partners together around shared connectivity goals is what the WSIS process is all about.

So let us use this crisis and the power and reach of the WSIS community to make real and rapid progress on digital inclusion so that when we reach our target date of 2030 we cannot only point to a connected planet but to what we've been able to achieve through that connectivity for all 17 SDGs.

The WSIS spirit that has always been about promoting dialogue, let's make that continue.

Let's share views and resources and nurture new partnerships through our online platform.

Special thanks to our high-level guests that are joining us for this important exchange and I look forward to translating the fruits of these discussions into actionable initiatives at our upcoming world telecommunications development conference and beyond.

With that, I thank you very much.

And turn it back thank you, Amali.

>> AMALI: Thank you so much.

Next we have a line up here of very distinguished panelists.

And I'm going to introduce to you Dr. Scholl who is the deputy director of standards bureau.

And will provide a context to the session and inform us how the action lines are being implemented by the respective UN agencies.

Please, sir.

>> Dr. SCHOLL: There are two miracles that happened.

Both are due to science and technology. The first is the fast development of vaccines.

And the second miracle is that the digital infrastructure didn't crash.

So that's an amazing feat when a large part of the world's population went online.

One half is still not able to be online.

Just suppose a digital virus were to occur, the consequences would be much more severe than what the world is experiencing due to Covid.

The state of cyber security is dismal.

There is a wide agreement this is due to market failure and where there is a market failure and regulation is needed.

The situation is -- there's a lot of misinformation, lies, conspiracy theories out there.

We need to ensure they have trust not just in the digital infrastructure but trust in the content that's being presented. I would like to mention one example that we're working on with the World Health Organization.

This project is on providing a bench marking framework to test AI solutions.

If you have any solution tell you that you may have breast cancer or suppose you send an image they take from your skin, take it to AI model, how can you trust that recommendation from the AI solution?

People have a reasonable trusty guess in vaccines and medication.

That's because they trust the process.

They trust the institutions.

But there is no such thing yet as how can you trust on why you may trust a solution, an AI solution.

That's exactly the project ITU and WHO are working on.

And so we hope that you are able to join that.

This is a project that is open to anyone.

There is membership required.

And it's one example where IT was excelling offering a platform where everyone can join and participate in the discussion.

Just like WSIS, great multi Stakeholder forum for United Nations organizations and other parties and any interested organization would like to join to work together to find solutions to sometimes very complicated.

So with that, Amali, I would like to hand back to you and have the panelists give their opinions.

>> AMALI: Thank you so much for that.

We're going to move on and I'm going to introduce to you excellency, Mr. Phuntsho Tobgay.

Please, sir, the floor is yours.

>> Thank you, Amali.

Our division is for a society for foundation of national happiness.

All our efforts are geared towards this.

Now to talk about the initiatives that the royal government has taken on bridging the digital divide, I want to touch on two important policies that has enabled.

First is the communication and broadband policy approved in 2014.

This policy basically recognizes the importance of telecommunication and broadband as important contributor. And the policy has been adapted to enhance productivity, economic development of the country and for promoting greater social inclusion.

So telecommunication and broadband are seen is built as a foundation for gross national happiness for us.

This policy enabled consolidation of the ICT infrastructure, communication and management, et cetera.

Beside this, we have also been able to adopt the redundant ICT backbone and internet gateways.

We have been able to -- to the telecom operator at zero cost.

If it had not been done, had not been nationalized, then the cost of internet services and telecommunication services would have been high.

And then we have also set up the online services and over 200 community centers for the rural population in the country.

Second is the policy adopted by the government in 2019.

Two very important guiding principle which I would like to mention is that it has to be role of government and has to be citizen centric.

By role of government, we mean that all development effort has to be collaborative and whole government approach to meet the aspirations and address the common challenges of all government initiative in the country.

The effort brings together all government agencies to implement initiative in a coordinated and sustainable manner.

The policy has enabled role of government services.

As of today, we have something like 167 plus services.

And also, we have been able to adopt e-governance framework which enables role of government ICT policy planning adoption of master plan and also in terms of ICT, budget implementation, project review, et cetera.

So we avoid ICT project developments taking place in silos.

This means we have been able to save a lot of cost for the government.

And with regard to the policy statement, there are six very important policy statement that I would like to quickly touch upon.

One is everything should be digital by default.

Second is all development has to be shared ICT assets.

And establishing single source so setting up of common data have been enabled through this initiative.

Information and security and privacy, these are very important. Enabled for the government to adopt cyber security strategy very recently.

And lastly, it has to be sustainable and all initiatives have to be driven based on need.

So requires all ICT are carried out after proper need analysis.

Regarding the projects and programs that are implemented, this is in the recent past, we have set up a universal fund.

So this is actually enabled us to connect over 776 world -- which otherwise would not be reliable to providing internet services.

[Ringing].

>> Leadership is very important overall.

And with regard to the challenges now, we have had few challenges.

Several internet connectivities are a challenge despite the utilization of the 83% of the universal service fund.

We also have had challenge with lack of telecommunication redundancy.

Trying to bring another gateway through Bangladesh.

ICT has proven to be a challenge.

So trying to give importance to the literacy program.

This still is a big challenge for us.

And now with cyber security challenges, it has become difficult for us, actually.

Cyber security has become a very important challenge which we are trying to address.

So with this initiatives, some of the challenges we have -- thank you very much.

>> AMALI: Thank you very much.

I missed the questions to you.

You have done a fabulous presentation for us in addressing the initiatives and the challenges that your country has faced.

Please excuse me on that one.

I will now move on, please, to Dr. Ismail.

Ministry of communication and infomatics.

Please, sir, what are the challenges faced to bridge digital divide and what is the strategy to bridge this digital divide in order to fulfill the digital transformation agenda.

>> Dr. ISMAIL: Thank you.

Digital divide actually has introduced long time ago here.

In the late 90s, the approach of the digital divide was gradual. Currently, because of the COVID-19 pandemic, needs to be focused on developed of the broadband connectivity.

And how utilize this broadband for all of our society.

In Indonesia, the focus has to more comprehensive I have been strategy including the provision of infrastructure, improvement of digital literacy and support for application and development. The government's rules has also changed.

Previously, the government only acted as policy maker or regulators to ensure the fair competition between all operators. But now, government cannot be waiting for all operators but government more actively to accelerate the process of improvement of connectivity.

We also become an investor.

We utilize our budget to improve the infrastructure.

Regarding the challenges, Indonesia is a country where we face difficult challenges in our infrastructure.

With large population of internet uses in terms of telecommunication, there will be around 9500 villages need direct connectivity, mobile broadband need to be built as soon as possible.

We have some poor digital literacy and low number of content. That's our challenge.

We're optimistic it will be overcome as soon as possible by implied some strategy approach.

Firstly, we built new regulation policy and regulation that government of Indonesia enacted a new law that we are open the sharing infrastructure including frequency sharing.

This can benefit all operators to speed up their development and connectivities.

Secondly, in terms of frequency, Indonesia speed up the infrastructure of the broadcasting infrastructure in 700 megs. And we open some new frequency space that will be related to the 5G infrastructure.

Third, regarding the communication infrastructure development, local government has been encouraged to more proactive providing facilitation for business.

The national leader center currently being established to accelerate data utilized as the main data source in public sector policy making such as social aides, education, industry. So government of Indonesia speed up to develop our digital economy by speed up of the competence of our digital young generations.

To accommodate the development of human capital, the ministry of communication provide digital leadership economy.

We have movement to increase national digital literacy.

And many others approach by all of our facilities in Indonesia.

Lastly, we also need to support the flourishing of the local contents because application is very important.

We are not built infrastructure only.

How we bring the infrastructure and use case that can be approach and offer solution.

The problems of our society.

This is become a very important how to speed up our local content application.

So lastly, we are very happy to share this, our challenges and strategies to overcome our digital divide in Indonesia.

>> AMALI: Thank you.

Now we will move on to Dr. Eschweiler.

How to regulate support the information society and second question is what is the role in accelerating access to the digital world.

>> Dr. ESCHWEILER: Thank you very much.

Ministers, excellencies, ladies and gentlemen, the nature of digital decelerations is two fold.

On the one hand, digital technologies have become big in our lives and this video conference is being one of those examples.

On the other hand, many people are still excluded from fully taking part in our digital everyday life.

So what is my authority's role in accelerating access to the digital world?

As a regulator, our core business is accept arresting the opening of the telecommunication's market to competition.

With this evolution, regulators are evolving as well as the role of data has become a crucial competitive parameter.

The role of my authority's being redefined and upgraded to the view of some aspect of digitalization.

I want to explain this by example.

And this WSIS forum is first and foremost a venue to examine the global aspect.

The use of artificial intelligence.

The use of IE of considerable importance in the digital process is well-known.

In order to be able to better grasp this extremely broad topic, we have started a work on developing a common understanding of the essential EI terms.

In order to do so, my authority is launching a broad market consultation in regard of the regulatory challenges.

And we are also flanking this in engaging in standardization bodies like ITUT.

Another way in which my authority is promoting better and more widely available access is by supporting the digitalization in small and medium size enterprises.

Digital transformation is essential for innovative and competitive enterprises.

We are also responsible for the implementation of new funding program.

This is a project that will enable data to be made available in a trust worthy manner and innovative applications and services to be developed.

This engagement demonstrates another key dimension in which regulators can help conquering digital divide that can use the comprehensive experience in the multi phase telecommunications resources.

In this way, regulators like my authority form an important block in the multi Stakeholder Eco system shaping the information society in which we all live.

Our contribution to this increasingly digital world and the question of digital inclusion is to champion everybody's opportunity to participate in it in a fair and non-discriminatory way.

In that sense, thank you very much for your attention.

>> AMALI: Thank you, sir.

Thank you very much.

So I'm just going to move on.

And our next panelist is Dr. Vaghela.

What are the initiatives taken by the government in India in bridging the digital divide.

And how emerging -- how can they reduce the digital divide?

>> Dr. VAGHELA: Thank you very much.

Ladies and gentlemen, I think the subject of digital divide is very important one.

And I did my doctorate on the indigenous people in India.

Digital divide if not handled well, can be a big problem.

At the same time, it can empower the poor and those voiceless that we can see from social media.

We need to do something about empowering those excluded from digitalization.

India has been very careful about empowering the poor in the respect of digitalization.

This aspect was exposed during the Covid.

When the connectivity increased.

More people switch to the broadband and other things.

Those children who came from the poor who cannot afford phones or tablets, this shows that we need to use technology, we need to provide the technology and the devices very cheap.

India has taken a lot of initiatives.

One of the biggest initiative to bridge the global divide and this project has connected villages across India by video and satellite.

More than 145,000 devices all over the country.

Another 150,000 villages to be covered very soon.

Because the -- they can use this services very much in it.

And all over the country in villages.

So they provide high quality and cost effective video voice and data content services and education, health, telemedicine, access to hand records, security services, commerce services and many other digital services.

We have provided online education and the goal of India started to distribute laptops.

Also access to digital -- also now government schools are equipped with digitalization and technology.

These are national literacy mission focusing on digital literacy at the primary school level.

And I used in the rural taking place in India.

The internet subscriber increased by 225% between 2014 and 2020.

Internet subscriber increased by 228%.

And total subscribers are 302 million.

The internet subscriber is much higher.

And also increased in 2020.

This is almost 20 times.

India is one of the biggest -- the prices of the global development the GB data is 8.53.

In India it cost 0.14 dollar.

This is very low price.

Also, India has launched unidentified interface which it connect the commerce and digital sector during the access to financial services.

Also using unidentified services for telecomstructure.

And how to use the technology, can be used to digital divide.

This emerging technology also has taken place.

A single device now can provide voice, digital services and becoming user friendly.

Price reduction in data usage.

So allow -- data prices are also very low.

This has a healthy -- to have easy access.

Improve devices and application.

Mobile technologies are also improving.

And so can also have access to the market.

And lastly, the video use case -- to reach to the poor, to empower them and provide them devices which will help them get connected and improve their economic position.

This is what I would like to say.

Thank you very much.

>> AMALI: Thank you very much, sir.

We will now move on, please, to Mr. Dan Sjoblom.

And so I have two questions.

What are the main challenges in relation to digital inclusion so as to bridge the digital divide?

What can regulators do to improve the situation please?

>> DAN SJOBLOM: Thank you very much for inviting me to discuss this topic here at the WSIS conference.

So some of my colleagues have already commented.

We have seen enormous development in connectivity for those of us who have the fortune of being connected and myself connecting miraculously 4G on mountain side north of Sweden.

Which is quite remarkable.

We can have a global conference with people connecting through all sorts of means.

Most spoken about topics is digital divide.

When we talk about it, it creates a platform that something might actually happen.

Digital divide is there are many different kinds of digital divides.

You can have those that have the fortune not being connected at all.

Many people who have poor connectivity and reasons behind the poor connectivity can vary quite a lot.

So that needs to be addressed when you are addressing the problem at local and national level.

We want to do that.

We have all seen how we have been able to continue with our everyday lives both in private and professional capacity through -- through the power of connectivity.

And of course connectivity and digital is going to be at the center of pandemic recovery.

We know that.

The question is how do we maintain momentum and how do we do that without increasing the gaps or building new ones?

I think the digital divide certainly risks becoming bigger not smaller if you use the recovery funds in a manner where you don't consider topic.

It's easy to create new forms for the already connected.

Policy makers and advices to decision makers.

And another method that has been spoken about is the cyber security gap.

Digitization moves on.

Also happens at the parallel development of cyber security that we would like to see.

There's a big risk at the current situation that over the past year, they jump started and moved very quickly.

Many times maybe not taken full account of the cyber security risks we are creating.

So we need to be very conscious about that as well and not miss that important part.

Because at the end of the day, if we don't provide secure connections, trust worthy services, we are undermining the use trust in the system and the digital world.

On the other hand, I think this is a brilliant opportunity government leaders have already taken decisions about funds.

Everyone is atune to how digital is at center of recovery.

How it has been able to keep societies going.

So I think we need to be sure we use the recovery funds wisely.

Some of the things we're doing in my own country in Sweden.

There is government funding for increasing broadband infrastructure.

That's on infrastructure side.

By measures to focus on some of the weaker groups.

I'm thinking about all the people new immigrants, social economic groups that needs to be addressed by different measures and often on a more local level.

We are also paying some more attention to what I mentioned about robustness and cyber security measures to ensure smooth running and security of our systems.

But I think overall I would like to say continuing to have good programs for investment to make investment on market terms attractive for investors is very much at the key to build out the electronic highways we need to focus on.

And I mentioned also focus on SMEs coming behind bigger corporations.

Thank you very much.

Much more I would like to say on this.

>> Thank you very much.

Thank you.

Thank you so much.

I think we'll move on, please.

And the next speaker is Mr. Robert Skidmore.

Chief sector and enterprise competitiveness, international trade center.

Please, sir, the floor is yours.

>> Robert --

>> Excuse me.

I have two questions for you.

Bear with me, please.

How relevant is digital trade to driving the uptake of network connectivity and how can networks of partners help?

>> Robert SKIDMORE: Thank you.

We're 100% aid for trade organization.

And our job is to help SMEs reach international markets to support good trade.

I'm glad two of my colleagues have mentioned SMEs.

We think it's now a huge challenge.

So in answer to your question yes digital trade is driving the uptake of network connectivity.

The crisis and the lock downs were a huge step jump of demand through digital trade.

And sales across the board rose between 50 and 100% with huge impacts.

Saw initial groceries and essential items times four.

And over the year, they were up by 50% last year.

Even nonessential items had triple the sales.

So it's across the boards.

What we saw with the SMEs is they saw massive opportunity.

Also a challenge but massive opportunity.

And over 90% when we asked them last year said we're going to do something about being able to trade online.

And we've seen it more now in practice.

And all of them are trying to find ways to connect.

But what they face now is an issue of connectivity.

We know ITU is working on the half of the world that is not connected.

A lot of the SMEs are in the other half that may be connected but find usage limited by cost by a lack of broadband and other issues.

And both of these affect our clients.

And many of our SMEs face the other problem of being able to use it wisely.

And what we find now is with the pandemic, we went from an understanding that usage would drive connectivity.

So the private sector would bring connectivity where it needs to be.

It's driving usage.

And huge trust and demand for digital trade.

This has been suggest.

Many of them were forced to start working remotely in the initial lock downs and had to go from passable internet Wi-Fi at the office to poor mobile connections at home.

This was a big adjustment for them.

A lot of the work we do is helping them improve their ability to use online and use connectivity to trade.

And also to help them gain access.

I want to focus on some of the things we're doing to try to bridge the gap in some ways.

One way has been to work with our partners, governments and so on to provide relief on the cost of internet.

To groups of entrepreneurs in places like UGanda, Ethiopia.

Second thing is we like to support SMEs who make connectivity part of their business models.

Trying to address the business opportunity.

I give you a few examples.

Low cost urban Wi-Fi and remote healthcare and educational content.

All of this trade and the commercial part of it makes it viable.

But it's access to these services viable.

The commercial part is very important.

We've had to shift our work to be digital in the way they can get to.

Had a 50% increase e-learning.

So 140,000 last year and that's growing.

That's durable long-term situation.

And the last point I'll make here is we do trade promotion both for digital enterprises.

And all of those companies have to understand how to have a presence online in order to sell, in order to reach out to customers, in order to take orders and payments and so on.

So that's been a huge change in our business and their business.

The second question is are networks important?

I think we all know the networks are important.

I'll wrap it up now.

So digital platforms are extremely important.

And ITC launched in 2020 to bring SMEs together across global geographies to share information on training and develop joint ventures and to solve problems.

There are tools on there.

And right now, 4 to 5,000 members.

We see it growing to a million members and to getting 100,000 to make their first sale.

So all of those people are the ones doing it.

Our job is to create that platform and get folks together.

Many partnerships allow us to have high level of ambition.

Platforms like ebay.

The last couple payment deliverers like PayPal and Payaneer.

And work at WTO.

And work we do in export strategies to make digital an important part of that.

The way countries think about how they are going to trade in the future must have digital as a component of it.

So with that, I'll cut off.

Sorry for going long.

Thanks, again, for the opportunity.

>> AMALI: Thank you very much.

We'll move quickly on now and we have professor Goyal.

We have two questions please here.

What is India's experience during COVID-19 days of digital divide?

And what do you think should be done to remove digital divide in terms of technology and implementation.

>> NK GOYAL: Thank you very much.

My gratitude to the team.

I'm meeting her for the first time.

The largest is here with 48,500 members and 74 partners are happy to meet all the leaders.

I am inspired by two works used by social inclusion and digital divide.

India has embarked upon several initiatives -- digital payment. During open session of the forum, it's best practices in developing countries.

I want to say some of the issues which we faced with regard to education like teachers and students.

Network connectivity.

The issues which are coming up income loss, job loss.

According to UNICEF, 1.5 million are affected.

In India, about -- having said this, my request to ITU is make a steady group to consider the three important issues.

Strategy to reach the poor, increase the affordable access divide to Covid.

Number two is new technology, can we focus on connectivity for whatever technology we have today.

Thank you very much.

>> AMALI: Thank you very much.

I'm not sure how the timing is going.

I want to thank all of our panelists very much.

A lot of information there.

A lot of insights.

Lots of opportunities for collaboration.

And obviously, I wish all of us great success in bridging the digital divide.

I'm sure lots of our audience have lots of ideas for policy making and solutions they are implementing with their various groups.

Given this, I'm going to wrap this up and I just want to say the final summary of this session will be provided during outcomes at the high level policy sessions and conclusions.

And right now, scheduled for Thursday May 20th at 1500 hours CST.

There may be an opportunity to take a couple of questions.

I am going to check how we may go about doing this.

Got lots of comments here.

>> Hi.

Maybe the secretary can help you.

I have a couple questions.

We see typing an answer.

In general, the questions are basically directed towards how we can bring high speed broadband technologies such as 5G. This was particularly addressed to India.

So Dr. Vaghela, would you like to respond to this?

>> Dr. VAGHELA: The very important question connecting the rural areas, basically the project has the elements up to 3G. Doesn't have the 4G and 5G capability. So it will be issued very soon. And the provision of 4G and 5G has been made. The person selected has to make 4G and 5G. And second question which has been asked about the strategy, let me tell you, the world need to understand about the big problem. I would call it social exclusion. Social class, income class, geo political. And not been able to handle in a well manner. And in the developing countries, it's a very big issue. And we need to work on this. And the connectivity is important. And secondly, require devices -- those children living didn't have any access. Sharing was done. Those having the connectivity or tablets learn together. This exposed us. It's the very big problem. And we need to work on this. This is what I would like to say.

>> Thank you very much.

There is another question. Directed to Mr. Dan. And of course it's a tough question that we're all Grahaming with. He spoke about the cyber security gap and he's asking how can we ensure devices and applications are made more secure for this all. And are there any standards that you are aware about? So Dan from Sweden over to you, sir.

>> DAN SJOBLOM: Thank you. There is no easy answer. The standardization is one important part of it. There are many other important parts. This is just one of many areas where we as telecomregulators are feeling the need to collaborate much more than in the past than many other agencies. In the field of cyber securities, there are agencies that are traditionally in charge of security in your countries. We have over the last year really intensified our collaboration with the military services with the organizations like this.

And the assessments of cyber security risks need to be made in a holistic manner.

The weakest link is always there to disappoint you.

That's also for cyber security.

So you need to have well thought through processes to organizations.

>> Thank you very much, sir.

Dr. Scholl, would you like to add something?

>> I typed my answer.

As I said earlier, you don't see security solutions.

Spend money on new features.

So people agree it's a market failure.

And big step forward on getting a handle on the cyber security dilemma.

>> Thank you.

I see professor Goyal's hand it up.

>> My hand was not up but I am happy to be saying something.

India has made some specific rounds.

And we have wonderful which can be shared.

>> Thank you.

Would you like to take the floor, sir, for your last remarks.

>> Thank you for giving me the floor.

I just wanted to -- I didn't have adequate time to talk about all the initiatives.

What I felt we're talking about cyber security right now here.

I felt initiative might be useful thing for sharing.

The digital IT.

Similarly has done that.

And one of the countries that's trying to adopt this digital ID.

Trying to access online services.

This might be a relevant development that's taking place here that might be worth sharing.

Thank you very much.

>> Thank you.

Can we also bring in Dr. Wilhelm.

>> Yes.

I want to thank ITU for this event.

All those questions we have mentioned are just given an answer on a global level.

So what you are doing is really good.

And keep on.

Thank you very much.

>> Thank you very much, sir.

We hope to welcome you next year as well hopefully in a physical manner.

Thank you for joining us today.

We still have some time.

Maybe we can take one more question.

Cyber abilities are increased.

I think you did respond in parts to that question.

Does anyone want to take it?

You could just unmute yourself and speak if you wish to take the floor please.

Cyber or internet are so inter connected.

We are

3.7 billion people are still unconnected.

Mostly living in rural areas and remote communities which is why bringing these people online is more important now than ever before.

Why this session offers the opportunity to exchange best practices, success stories and good ideas on how to address this vital challenge.