The State of Broadband 2023: Digital connectivity – A Transformative opportunity

Key Messages

1. **Broadband Demand Driver 1: Consumers demanding faster, easier, safer digital services and payments** – governments are establishing stronger and more verifiable digital identity systems, electronic Know-Your-Customer (eKYC) verification processes are now enabled and are allowing MSMEs and other minority/disadvantaged groups access to financial services with ease.

2. **Broadband Demand Driver 2: Citizens driving demand for government services, with governments moving towards delivering digital services pro-actively** - governments are increasingly restructuring their approaches to digital governance and citizen services, as the pandemic triggered a virtuous cycle of creating digital government products and services, including interoperable databases for digital identities and online payment systems and regulations. This shift marks a significant focus on digital citizenry that may not have been as pronounced in the past.

3. **Broadband demand driver 3: New entrepreneurs leading micro, small, and medium enterprises (MSMEs) driving demand for digital transformation and connectivity services** – this decade’s entrepreneurship story driving broadband demand is accelerated by the growth opportunities for MSMEs and the “unicorn” company with valuations of over USD1 billion.

4. **Moving ahead with universal broadband connectivity** – **Consideration 1: Defining (and re-defining) measurable goals for “universal meaningful connectivity”** to meet today’s needs

5. **Moving ahead with universal broadband connectivity** – **Consideration 2: Close the Usage Gap** by addressing key barriers to people adopting and using the Internet where coverage is available

6. **Moving ahead with universal broadband connectivity** – **Consideration 3: Broaden contributor base and implement creative funding approaches**, including incentivising infrastructure funding, reforming Universal Service and Access Funds (USAF) approaches

7. **Moving ahead with universal broadband connectivity** – **Consideration 4: Alignment and incentivizing funding contributors is key for government connectivity plans**, mobilizing all sectors’ pools of capital by removing challenges and barriers to network infrastructure investment

8. **Moving ahead with universal broadband connectivity** – **Consideration 5: Build network infrastructure policies to last with sustainable and agile plans**