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 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**