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# CCIA Comments on the Zero Draft of the WSIS+20 Review Outcome Document

The Computer & Communications Industry Association, or CCIA, is an international non-profit membership organization representing companies in the computer, internet, information technology, and telecommunications industries. We welcome the opportunity to provide written comments on the Zero Draft of the Outcome Document for the 20-year review of the World Summit on Information Society (WSIS+20 Review).<sup>1</sup>

## Comments

The Zero Draft marks a constructive first step in the WSIS+20 review, outlining important principles on the economic benefits of the digital economy and on safeguarding the multi-stakeholder model of internet governance. To strengthen the text, targeted edits would help avoid overly prescriptive recommendations on digital public infrastructure, the digital economy, and AI governance, ensuring room for flexible, context-driven approaches and consistency with the ongoing implementation of the Global Digital Compact. Specific edits are as follows.

## Information and Communications Technologies for Development

Paragraph 16 on the role of digital public infrastructure (DPI) as a driver of development is a welcome reference, and would benefit from more qualified language to highlight the importance of enabling policy environments that allow for full participation by industry. Such participation is essential to accessing cutting-edge technologies and ensuring a competitive landscape for solutions.<sup>2</sup> In addition, the paragraph should refrain from prescriptively defining digital public goods in terms of particular technologies, as such framing extends beyond the intended scope of the WSIS+20 review.

*We acknowledge that developing digital public goods and digital public infrastructure are critical drivers of inclusive digital transformation and innovation, and recognise the need to increase investment in their successful development with the **robust** participation of all stakeholders, **including the private sector**. Digital public goods ~~include open source software, open data, open artificial intelligence models, open standards, and open content that~~ adhere to privacy and other applicable international laws, standards, and best practices, and do no harm, empower societies and individuals to direct digital technologies to their development needs and can facilitate digital cooperation and investment, **fostering innovation and economic progress**. Resilient, safe, inclusive, and interoperable digital public infrastructure, **built on open standards**, has the potential to deliver services at scale and increase social and economic opportunities for all. We recognise that there are multiple models of digital public infrastructure, and we recognise that each society will develop and use shared digital systems according to its particular*

<sup>1</sup> [https://publicadministration.desa.un.org/sites/default/files/2021-04/2025/WSIS%2B20\\_ZERO\\_DRAFT.pdf](https://publicadministration.desa.un.org/sites/default/files/2021-04/2025/WSIS%2B20_ZERO_DRAFT.pdf).

<sup>2</sup> For more on best principles for advancing DPI solutions, see <https://ccianet.org/library/joint-association-letter-to-the-world-bank-group-on-digital-public-infrastructure/>.

priorities and needs, **while encouraging the exchange of global best practices and promoting interoperability to avoid fragmentation.**

## The Digital Economy

Paragraph 35 rightly highlights the importance of ensuring that the benefits of digital cooperation are fairly distributed. To achieve this, the text should emphasize outcome-based goals rather than prescribing rigid policy approaches, recognizing the value of flexible, context-specific solutions across different countries and technologies.

*We recognise that equitable and meaningful inclusion in the digital economy requires efforts ~~to tackle concentrations of technological capacity and market power in order to~~ ensuring that the benefits of digital cooperation are fairly distributed and do not exacerbate existing inequalities or impede the full achievement of sustainable development.*

Paragraph 40 notes the impacts of digital technologies on employment. Given the scope of technologies under consideration and the lack of evidence-driven consensus on the broad-based effects of those technologies on labor force displacement,<sup>3</sup> the text should avoid overly speculative conclusions.

*We note that digital technologies have had significant impacts on employment, including changes in workplace environments and training requirements, opportunities for more flexible working and the emergence of digital labour platforms, and that automation, robotics and artificial intelligence are expected to have further substantial impacts on employment opportunities **and productivity**, including the displacement of some professional, clerical and manual types of work.*

## Artificial Intelligence

Paragraph 97 acknowledges the effects of AI but presents its impacts on employment, labor, the environment, human rights, and information integrity primarily in negative terms. Given the diversity of AI technologies and the ways in which their deployment can also generate positive outcomes on employment, labor, the environment, human rights, and information integrity, the text should adopt a more balanced perspective. It should also avoid preempting the work of companion processes, such as the Scientific Panel on AI,<sup>4</sup> which are tasked with synthesizing existing research on the opportunities, risks, and impacts of AI, and in alignment with the goals expressed in Paragraph 102.

*We note the significant developments that have taken place in the Information Society with the emergence in the public sphere of artificial intelligence, which significantly advances the pace and scale with which artificial intelligence is expected to have an impact on many aspects of human societies, and also acknowledge ~~concerns about the potential negative impacts on employment, labour, the environment, human rights and information integrity.~~*

<sup>3</sup>

[https://www.oecd.org/en/publications/oecd-employment-outlook-2023\\_08785bba-en/full-report/artificial-intelligence-and-jobs-no-signs-of-slowing-labour-demand-yet\\_5aeb670.html](https://www.oecd.org/en/publications/oecd-employment-outlook-2023_08785bba-en/full-report/artificial-intelligence-and-jobs-no-signs-of-slowing-labour-demand-yet_5aeb670.html).

<sup>4</sup> <https://www.un.org/pga/wp-content/uploads/sites/110/2025/08/250801-AI-modalities-rev5-clean-002.pdf>.



## Internet Governance

Paragraph 103's reference to Internet governance as defined in the Tunis Agenda and Paragraph 104's reference to Internet management as a global facility including multilateral, transparent, democratic, and multi-stakeholder processes, and Paragraph 115 establishing the Internet Governance Forum as a permanent forum of the UN are welcome, and should be preserved in their current form.