

**1 Purposefully engaging community representatives in the development and implementation of digital inclusion policies and plans.**

**Empowering local community representative organisations such as Jawatankuasa Kemajuan dan Keselamatan Kampung (JKKK), with the ability to elect their representatives to the policy formation processes and contribute to decisions about digital inclusion projects in their territories.**

**3 Ensuring indigenous and local communities' representation in the state and national level policy forums to fill the implementation gaps, such as the National Council of Digital Economy and Fourth Industrial Revolution (MED4IR) or Sarawak Multimedia Authority (SMA).**

**Enhancing current internet performance indicators and expanding them to include user experience (Quality of Experience) and achievement of broader development goals for remote and rural communities.**

**5 Implementing timely and robust indicators for measuring and monitoring the quality of service (QoS) and quality of experience (QoE) in Sarawak in order to ensure meaningful universal service and access.**

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**Enabling robust policy frameworks that promote the emergence and flourishing of community-based solutions for meaningful connectivity (such as Community Networks) while also focusing on other pertinent areas such as innovative tools and business models for small-scale solutions.**

**Developing mechanisms and automated tools to measure, report, monitor, and collect feedback from the users of the digital inclusion project.**

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**Establishing an indigenous-led institutional structure and consortium to inform telecom policies and select, maintain, and operate existing and new physical and technological infrastructure in their territories.**

**Policy and regulatory factors should enable community networks to succeed include: innovative licensing, funding opportunities that can include, but are not limited to traditional universal service funds (USF), and access to spectrum.**

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**Supporting internet affordability for marginalised groups and subsidised internet connectivity and digital devices at the point of purchase.**

**Upskilling both grassroots and organisational digital capacities in areas such as data governance, privacy, and security.**

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