INTERNET AS A CATALYST FOR CHANGE:

ACCESS, DEVELOPMENT, FREEDOMS AND INNOVATION

IGF Internet Governance Forum

United Nations

The Sixth Internet Governance Forum
Nairobi, Kenya
27-30 September 2011

IGF 2011 - 'Internet as a catalyst for change: access, development, freedoms and innovation'

The Sixth Meeting of the Internet Governance Forum

Nairobi, Kenya

27-30 September 2011

Edited by Brian Gutterman

Table of Contents

I.   Introductions

II.   Chair's Summary

III.   Proceedings

Internet Governance for Development

Emerging Issues

Access and Diversity

Security, Openness and Privacy

IV.   Appendices

I.   Introductions

Foreword

By: Alice Munyua, Chair, 2011 Internet Governance Forum

The Sixth Internet Governance Forum

The Sixth IGF was held from 27-30 September 2011 at the United Nations Office at Nairobi (UNON), and I am very pleased to say it was considered a success by most participants, observers and by all the organising team. The overall theme was "The Internet as a catalyst for change: access, development, freedoms and innovation".

The location of the global IGF in Kenya allowed for showcasing of the considerable strides made by Kenya's ICT sector and its multi-stakeholder model for policy development and citizen engagement, which continues to provide best practice.

In addition, it meant that for the first time ever over half of the participants were from the Africa region and issues of importance to developing countries pertaining to all the themes in the IGF agenda had greater prominence than in previous years. The high incidence of African panellists also brought new perspectives and helped stimulate discussions.

The attendance was the highest recorded of all past IGF meetings, with more than 2,000-badged attendees, this bore witness to the value placed on the forum by all stakeholders.

The development agenda as a cross-cutting focus in each of the key themes and workshops was of critical importance as it provided an opportunity to highlight the significance of Internet governance as a core element of the development agenda linking socio-economic development, new forms of access innovation as well as new freedoms and human rights.

Every IGF has built on the model developed at earlier IGFs and this was true for the Nairobi meeting, which remained faithful to the unique format, which takes into consideration the needs of participants and adapts to new technological and policy environments. This ongoing adjustment continues to be possible with the input of various stakeholders through the open consultation processes, stakeholders' time and effort in organizing workshops and other events under the guidance of the Multi-stakeholder Advisory Group (MAG).

This open, transparent, bottom-up, collaborative and distributed model continues to be an essential feature of not only the IGF but policy ICT related policy processes in Kenya and other countries.The IGF multi-stakeholder model continues to provide every stakeholder an equal footing during open discussions, free from the need to defend their positions in a negotiating environment. This approach continued to prove its value in Nairobi and allowed for frank and open discussions among all stakeholders.

The main sessions were organized to maximize the opportunity for open and inclusive dialogue and the exchange of ideas amongst all stakeholders, "feeder" workshops created feedback loops between the main sessions and the different types of meetings being held on related subjects. Each of the main sessions was organized around a set of questions developed during the consultation process.

Several pre and side IGF events, including a high level meeting a day before the official IGF increased the IGF's political profile. The event was not exclusively for ministers, but it afforded auniqueand unparalleled opportunity for them to scope out their ICT related remits and present some issues for the wider stakeholder community to consider and react to. In the process, it provided participating ministers and high-level government officials the opportunity to meet business, technical, civil society, academic and media experts.

The Kenya meeting achieved a major turning point for the IGF with more ministers and high-level government officials participating at the IGF than at any other previous event.

The use of remote hubs, which has proved to be very successful in ensuring that participants not able to physically attend the event are able to follow and engage in discussions, was also a great success, recording a total of more than 800 remote participants with 2,500 connections from 89 countries made throughout the week.

The entire meeting was web cast, with video streaming provided from the main session room and audio streaming from all workshop-meeting rooms. All main sessions and workshops had real time transcription, and the transcripts and video of all meetings.

Kenya continues to lead in Internet governance processes in the region and has convened the regional East Africa IGF for the last five years. This sub regional IGF provides a bottom up multi-stakeholder forum for locally relevant in-depth discussions at the national and regional levels. During the 6th IGF, a continental IGF, Africa Internet Governance Forum was launched, with a Kenyan as chair. The continental IGF will provide a useful forum for the continent to discuss its unique issues and challenges.

The Kenya organising team sought financial support from diverse stakeholders, the government of Kenya, international and local industry, the technical community and international development partners. As Chair of the local organizing committee as well as chair of the Forum itself, I would again like to offer my heartfelt thanks to all sponsors and partners.

The MAG's work in organising, planning the main sessions, the efforts and commitment of the workshop organisers and contributors, and the enthusiasm of all the participants, contributed to making the Nairobi 2011 IGF a most memorable event and an outstanding success.

As we celebrate the success of the IGF meeting in Nairobi, we look forward to a successful event in Baku in 2012.

Alice Munyua
Chair, 2011 Internet Governance Forum
Chair, Kenya Internet Governance Steering Committee, Republic of Kenya

Editor's Introduction

By: Brian Gutterman

Editorial Approach:

Despite having the advantage of experiencing the long process of compiling the 2010 Vilnius publication, this 2011 Nairobi book posed some new and unique challenges. Generally, this fifth volume of the proceedings of the annual IGF meetings follows the same pattern as the previous publications. The vast majority of the content consists of the transcripts of the main sessions and the reports of the workshops that took place throughout the week, organized both chronologically and thematically.

Overall, the Nairobi meeting was lauded throughout the week by the delegates there for its general organization. A small glitch during the week however was in the transcription process. At times during the main sessions the audio to the transcribers was lost, which obviously resulted in some periods of time during the sessions where transcription was not available. As a result, when going through the transcripts there are periodic notes that read *audio was lost*, or *transcription was unavailable*. Other times the scribes were unable to capture the names of some participants speaking from the floor. In these instances the reader will notice that remarks are stated as coming 'from the floor' rather than giving the full name of the speaker. Again, the majority of the transcripts are there but this must be noted when going through the proceedings.

Editing the transcripts nonetheless followed the same process as previous volumes. First step was formatting and performing an initial edit of the verbatim transcripts from the main sessions. Next, the transcripts were slowly trimmed down to a reasonable length, eliminating introductory statements, thank you's, repetitive or off topic remarks, derogatory comments and personal unrelated statements or exchanges amongst participants. The final phase was fine tuning and cleaning up the grammar as best as possible, while making sure not to lose the messages that were delivered, in the nature of the IGF, in a variety of different ways. At the IGF some speak from prepared written speeches while others speak in a reactionary manner. Some deliver comments in a 'stream of consciousness' while others speak in English when in actuality English is their second or third language. The final goal though was to capture in a clear and concise manner the debates that took place there.

A hugely significant achievement of the 2011 forum was the successful organization and execution of an IGF record 122 workshops, best practise forums, dynamic coalition meetings and open forums that were held around the main themes of the meeting and the broad mandate of the IGF. Almost all of these workshops, forums and meetings submitted reports to the Secretariat; however, these reports came in a variety of styles to say the least. Though a template was circulated for the reports, organizers submitted their

findings and results in a variety of ways. Some were a couple of paragraphs while others were up to twenty pages long. Some came in bullet-point form while others were delivered as annotated transcripts. While considerable efforts were made to include them in the book with some sort of uniform style, the reader will notice vast differences in the reports as we did not want to alter their substance and message. This is another unique and I belive very positive aspect of the IGF's reporting practice for the forums.

About the Book:

This publication intends to deliver a comprehensive account of the proceedings of the four day meeting. The content is presented both chronologically and is grouped thematically.

Opening the book is a message from Mr. Wu Hongbo, Under-Secretary General of the United Nations Department of Economic and Social Affairs. Included also at the beginning of the book is a foreward from the Chair of the 2011 forum, Ms. Alice Munyua. Next in the introductory section is the programme of the meeting, which is intended to give the reader some further context as to how each session was structured and what questions and issues the panellists and participants were trying to address. Next, the Chairman's Summary is included, which is prepared by the Secretariat during the meeting and is delivered to delegates at the closing, it gives an executive summary of the main sessions that took place throughout the week.

The bulk of the book consists of the edited transcripts of the main sessions, which are followed by the reports of the workshops that took place which were grouped under the particular themes of the main sessions. Next, the reports of workshops, forums, and meetings that did not fall under a particular theme are included. Finally, the appendix includes the participation statistics of the meeting and a glossary of IGF terms that are helpful to those who might be new to some of the subject matter.

Acknowledgements:

I would like to thank the IGF Secretariat team, in particularly Chengetai Masango, Farzaneh Badiei, Sorina Teleanu and Victoria Ceban, for all of their vitally important contributions towards putting this book together. It would not have been possible without their support.

Internet Governance Forum (IGF)

Programme Paper for the 2011 Meeting

I.   Programme Overview

The Sixth Annual meeting of the IGF was held on 27-30 September 2011. The objective of the programme was to maximize the opportunity for open and inclusive dialogue and the exchange of ideas; to try and create feedback loops between the different types of sessions; to create opportunities to share good practices and experiences; to listen, engage in dialogue and learn as well as to identify key themes that could, in the future, benefit from the multistakeholder perspective of the IGF.

An initial working draft of the programme for the IGF meeting in Nairobi was released after the open consultations held on 23 February 2011 as input to the informal MAG meeting held on 24 February 2011. A second round of open consultations and a meeting of the MAG took place in Geneva (with remote participation) on 18th and 19th May 2011. This revision is the result of that MAG meeting and subsequent contributions.

The initial formulation of IGF 2011 programme was based on the programmes of the previous meetings and especially the programme for IGF 2010 in Vilnius, Lithuania. It introduces some innovations in light of the comments received from the IGF community. For the most part, the basic format and schedule of the previous meetings, with main sessions, workshops and other events, is maintained, though various changes have been suggested and are included for discussion. The open consultations, MAG meetings and input from the host country have resulted in the current proposal.

II.   The agenda of the Nairobi meeting

The theme of the meeting is *Internet as a catalyst for change: access, development, freedoms and innovation.*

The open consultation and MAG meeting in May accepted that the key sub themes proposed by the February consultations should remain in place. Thus the following key themes will provide the basic architecture of the detailed programme plan at the IGF in Nairobi:

- IG4D / Internet governance for development (IG4D)
- Emerging Issues
- Managing critical Internet resources
- Security, openness and privacy

- Access and diversity
- Taking stock and the way forward

The open consultations and MAG meeting in May revisited the key questions proposed at the previous consultation meetings. It was agreed that these questions, as set out below remained viable and a useful structure on which to develop the detailed programme for the IGF in Nairobi. Hence the basic questions which each key theme will address are as follows:

- **The Development Agenda / Internet Governance for Development (IG4D).**

  As one of the innovations for IGF 2011, the MAG recommended that in addition to being a key theme and having a ninety (90) minute session to be held on the first afternoon of the IGF 2011 meeting, that the development agenda would be a cross-cutting focus in each of the other key themes and that this cross-cutting focus would be represented in at least one of the questions posed as part of each of the key themes

Main question

"What are examples of specific global Internet governance issues that may have particular relevance to development?"

Sub questions

- o How are Internet governance decisions at the national and international level related?
- o How can Internet governance be integrated into development approaches?
- o How can the IGF foster the development process?
- o What are the developmental issues/concerns that to-date have not received sufficient attention in the IGF?
- o What are the current substantive policy outputs of governance arrangements vis-a-vis developing country interests?
- o What are the institutional processes vis-a-vis equitable participation of developing countries?
- o How can an IG4D agenda be explored within IGF and moved forward to other international settings?

Chair:

- Mr. Laurent Elder International Development and Research Center, IDRC

Moderators:

- Mr. Ben Akoh, Project Manager, International Institute for Sustainable Development
- Ms. Olga Cavalli, Adviser for Technology, Ministry of Foreign Affairs (Government of   Argentina)

Panelists

1. Mr. Dimitri Diliani, Head of Africa Region, Nokia Siemens Networks
2. Mr. William J Drake, International Fellow, University of Zurich
3. Khaled Fourati, Senior Program Officer, International Development Research Centre (IDRC)
4. Ms. Joy Liddicoat, Project Co-ordinator, Association for Progressive Communications (APC)
5. Mr. Romulo Neves, Head of Division, Ministry of External Relations, Brazil
6. Mr. Katim Touray, Member – Board of Directors, Internet Corporation for Assigned Names and Numbers (ICANN)

Remote moderators:
- Mr. Fouad Bajwa, Co-founder, Organization for Internet and Innovation
- Mr. Barrack Otieno, former IGF Secretariat

Emerging issues

Main question

"Is governance different for the mobile Internet from the wired Internet?"

Sub questions
o What are the key development issues given strong mobile penetration in developing countries and the use of new equipment and applications that did not exist before?
o How do Internet policy and regulation choices in the mobile Internet context impact the range of human rights, openness and neutrality?
o What are the policy and governance choices and opportunities in the mobile Internet space that foster innovation, skills building, entrepreneurship and maximizing the Internet for economic development?

Chair:

- Ms. Lillian Nalwoga, Policy Officer, Collaboration on International ICT Policy in east and Southern Africa (CIPESA)

Moderators:

- Mr. Sebastian Bellagamba, Regional Bureau Director for Latin America, Internet Society (ISOC)
- Mr. Jeff Brueggeman, Vice President-Public Policy, AT&T

Panelists

1. Mr. Vagner Diniz, Manager, W3C Brazil office
2. Dr. Burt Kaliski, Chief Technology Officer, Verisign
3. Mr. Shri N Ravi Shanker, Additional Secretary, Department of Information   Technology (Government of India)
4. Mr. Hossein MOIIN, Chief Technology Officer, Nokia Siemens Network
5. Ms. Jacquelynn Ruff, Vice President - International Public Policy & Regulatory Affairs, Verizon
6. Mr. Steve Song, Founder, Village Telco

Remote moderator(s)

1. Claudia Selli, EU Affairs Director, AT&T

- **Managing critical Internet resources**

   o What is the role of each Stakeholder in managing Internet resources?
   o How to evaluate accountability, transparency and inclusiveness the management of Internet resources?
   o How do we promote capacity building in critical Internet resources?
   o IPv4 and IPv6 transition, what are the burdens, impacts and opportunities for developing and developed countries?

   Chair:

- John Walubengo, Multimedia University College of Kenya (MMU) /AfriNic

   Moderators:

- Mr. William J Drake, International Fellow, University of Zurich
- Ms. Emily Taylor, Independent Consultant

   Panelists:

1. Ms. Fiona Alexander, Associate Administrator, Department of Commerce, National Telecommunications and Information Administration (NTIA), Office of Affairs (OIA)

2. Ms. Avri Doria, Independent Consultant
3. Ms. Anriette Esterhuysen , Executive Director, APC
4. Mr. Patrik Faltstrom, Consulting Engineer, Cisco Systems
5. Ms. Tulika Pandey, Director, Ministry of Communications and Information Technology (Government of India)
6. Ms. Shane Tews, Vice President, Global Public Policy and Government Relations at VeriSign Inc.

Remote moderator:

- Ms Salanieta Tamanikaiwaimaro, Group Legal Regulatory Officer, Telecom Fiji Limited, FIJI

Feeder Workshops

- 18. Policy issues affecting ccTLDs in Africa.
- 64. Interconnecting Africa: Opportunities and Obstacles along the way
- 70. On the outside, looking in: real-world solutions to effective participation in ICANN, IGF and ITU
- 82. The Governance Dimension of the Internet of Things
- 96. Economic Aspects of Local Content Creation and Local Internet Infrastructure
- 135. 'Strengthening ccTLD's in East Africa'- interrogating the research findings
- 165. Understanding IPv6 Deployment and Transition
- 178. Institutional Choice in Global Internet Governance

- **Security, openness and privacy**

This session will discuss the cross-border Internet governance issues that are encountered at the intersection of security, privacy and openness. Current examples include actions taken by a range of Internet actors in relation to whistleblowers sites, the "seizure" of domain names, proposals for blocking of websites and filtering of networks, the role that cyber security operations centers and law enforcement can play in protecting the Internet and its users from cyber attacks and cybercrime, and the impacts of action taken to cut access to the Internet for individuals, groups or entire countries from the global Internet. The session will also discuss the role of traditional and new media, journalism and citizens' media role. The session will build upon last year's Security, Openness and Privacy main session on the role of intermediaries can take to protect freedom of expression and innovation.

Sub Questions

o What are the most significant cross-border Internet governance issues that

affect security, privacy and openness?
- o What is the role of traditional and new media, journalists and citizen journalists in the Internet 3.0 world?
- o Is the ability to read over the Internet essential in a democratic society? What are the implications for Internet governance when online censorship is imposed by the private sector (e.g. a web hosting provider) and not the government? Is it a violation of human rights to cut Internet access that individuals, specific groups or entire countries rely on?
- o What are the implications of those actions for online freedom of expression, assembly and association?
- o Is the content distribution and communication capacity that the Internet affords important to fostering human rights?
- o Should we identify self-regulatory policies, regulatory choices and best practices for players in the Internet eco-system that protect openness, privacy, and security for all individuals?

Chair:

- Michael Katundu, Communications Commission of Kenya

Moderators

- Mr. Lee Hibbard, Coordinator, Internet Governance & Information Society, Council of Europe
- Ms. Katitza Rodriguez, International Rights Director, Electronic Frontier Foundation

Panelists
1. Ms. Neelie Kroes, Vice President, European Commission and European Digital Agenda Commissioner
2. Mr. Frank La Rue, UN Special Rapporteur on Freedom of Expression
3. Ms. Heba Ranzy, Director of MEA Corporate Affairs, Microsoft Middle East and Africa
4. Ms. Christine Runnegar, Senior Policy Advisor, ISOC
5. Ms. Katarzyna Szymielewicz, Executive Director, Panoptykon Foundation

Remote moderator: Paul Muchene, ISOC Ambassador

Feeder Workshops

- 85. Free Flow of Information and Social Networks: A Role for Democracy and Social Participation
- 160. Global Trends to Watch: The Erosion of Privacy and Anonymity

and The Need of Transparency of Government Access Requests
- 202. Cybersecurity: Safeguarding the Global Internet and Emerging Issues/Opportunities for Developing Countries

- **Access and diversity**

Main Question:

"Internet access as a basic human right: What challenges and opportunities does this pose for policy makers and the broader Internet community?"

Sub Questions:

- What are the main technical, commercial and policy obstacles on the ground for achieving universal affordable access to infrastructure (particularly to broadband Internet access) in developing countries?
- What are the main current obstacles to access to knowledge and content online?
- What are the regulatory and policy options to address those obstacles to access to both infrastructure and knowledge/content and what are the roles of the policy makers and the broader Internet community on that regard?
- How can access to infrastructure and knowledge in the context of developing countries contribute to a) foster transformation of education, innovation, entrepreneurship; b) fight poverty and promote social and human development?
- How does access to the Internet and the regulation of digital content impact diversity on the Internet, especially on content production in developing countries?
- How can Internet governance enable a movement towards a participatory and inclusive Internet, taking into consideration the right to access of people with disabilities, multilingualism and the inclusion of the most socially excluded groups?

Chair:

- Dr. Bitange Ndemo, Permanent Secretary Ministry of Information and Communications

Moderator:

- Ms. Theresa Swinehart, Executive Director, Global Internet Policy, Verizon Communications
- Mr. Laurent Elder, Programme Leader Information and Networks, International Development Research Center (IDRC)

Panelists:

1. Mr. Shadi Abou-Zahra, W3C
2. Mr. Dawit Bekele, Regional Bureau Director for Africa, ISOC
3. Mr. Fred Haga, Regional Officer Eastern Africa, Kenya Institute of Education
4. Mr. Robert Pepper, Vice President, Global Technology Policy, Cisco

Remote Moderator:

- Ms. Virginia Paque, IGCBP coordinator, DiploFoundation

Feeder Workshops

- 87. Citizen empowerment through the social use of ICTs
- 91. M-government for effective and inclusive public services
- 101. Are we meeting the challenges of bringing content and access to the world?
- 113. Access and diversity of broadband Internet access
- 126. Internet for democratic participation of vulnerable people in public life-best practices exchange
- 136. Implementing good practices in accessibility for an inclusive society
- 137. Mainstreaming the disability perspective for an inclusive society
- 163. Right to Information, Internet Access & Inclusive Development
- 188. Transforming Higher Education through Broadband– Maximizing the Opportunities

- **Taking stock and the way forward**

  Topics for discussion in this session:
  o Has IGF 2011 contributed to the development agenda and how can IGF 2012 better serve the development agenda?
  o Has IGF 2011 contributed to capacity building? How can efforts to build capacity be continued between IGF2011 and IGF 2012?
  o Given the recommendations that have come from CSTD/ECOSOC, how should the IGF 2012 be organized?

Chair:

- Mr. Joseph N. Kihanya, Communications Legal Expert, National Communication Secretariat, Kenya

Moderators:
- Mr. Bertrand de La Chapelle, Program Director, International Diplomatic Academy

- Ms. Anriette Esterhuysen , Executive Director, APC

Panelists

1. Mr. Vint Cerf, Chief Internet Evangelist, Google
2. Ms. Maimouna Diop, ICT Director, Ministry of Post, Telecommunications and ICT, (Government of Senegal)
3. Ms. Anriette Esterhuysen, Executive Director, APC
4. Mr. Markus Kummer, Vice President, ISOC
5. Dr. Nii Quaynor, Board Chairman of NTIA
6. Luis Magalhães, President, Knowledge Society agency (UMIC), Ministry of Science, Technology and Higher Education, Lisbon (Porto Salvo) Portugal.

Remote Moderator:

- Ms. Valeria Betancourt, Communication and Information Policy Programme Manager, Association for Progressive Communication

III.   Programme outline

The basic structure of the programme proposed in February was accepted subject to some changes suggested in light of logistical considerations largely imposed by the venue and centres of accommodation.   These changes are presented below in a detailed revised programme but in essence the two main changes are (i) to start proceedings at 09.00 rather than 08.00 and (ii) to limit each session to 90 minutes rather than two hours. The programme schedule has continued to evolve in light of commitments, available resources and demands from all stakeholders.

Flag raising ceremony

There is no flag raising ceremony as the 2011 IGF meeting is being held on United Nations premises.

Internet governance: Regional perspectives on setting the scene

In light of the logistical changes imposed on the timetable it is now proposed rather than having one three hour session of regional perspectives there will be three 90-minute sessions on regional perspective and that these sessions will be interpreted. The objective of these sessions is to provide participants with some historical context on and an introduction to the main issues of the Nairobi meeting as well as inform delegates of the way in which national and regional IGF activities have been addressing key issues. There was very strong support for keeping this stream of sessions and for ensuring adequate time be given to allow all multi-stakeholder and regional interests to be voiced. The MAG again recommended that this suggestion be implemented.

Each of the regional and national IGF-type meetings that wish to participate in these sessions will be requested to send in a substantive discussion of their perspectives as they emerged from their meetings held throughout 2011.

After a brief historical overview given by a representative of the IGF secretariat, there will be a moderated session with representatives of the various regional meetings held in 2011. The goal for these sessions is twofold. These sessions will:

- Provide regional input on the thematic themes of IGF 2011 to give participants a cross-regional perspective;
- Allow the representatives of the regional and national meetings to inform IGF 2011 of concerns and topics beyond those included in the programme for IGF 2011.

Panellists will be asked not to read out their report, but to focus on key priorities as they emerged from their meetings and identify commonalities with other meetings as well as differences, and to convey messages, wherever applicable. Written reports should be made available well in advance of the session and will be posted on the IGF Web site in the section devoted to regional and national initiatives. Interested remote hubs will have a scheduled opportunity to interact with this meeting.

Organizers of regional and national IGF-type initiatives will also be given the opportunity to hold separate sessions that will allow them to give a full in-depth report of their meeting. In addition, a round table session will be held to allow all organizers of regional meetings to exchange experiences and to discuss how to improve their linkages with the global IGF.

These regional perspective sessions will not cover the administrative details of the IGF 2011 meeting that might be required by a newcomer to the IGF. A separate workshop, called *new delegates briefing session* -   will be held on the morning of the first day (as was done in IGF 2010)

Opening Ceremony/Opening Session

The opening ceremony, which will be immediately followed by the opening session of the IGF, will be held in the afternoon of the first day, Tuesday 27th. These two sessions are scheduled as a 3 hour event, 14.30 – 17.30.

Roundtables on the key themes

Although the IGF is dedicated to including as many workshops as possible, it was recommended that the proposed roundtable discussing the feeder workshops be suspended. This is a result of logical constraints at the venue.

Main session on key themes

Three (3), 120 minute, main sessions will be devoted to each of the following key themes:

- Managing critical Internet resources
- Security, openness and privacy
- Access and diversity

Once the mix and scheduling of the feeder workshops can be done, these workshops will be indentified in the following times slots:

- Main session I (access and diversity)- Day 3 Morning 10.30 – 12.30
- Main session II (security, openness and privacy) - Day 3 Afternoon 14:30 – 16:30
- Main session III (critical Internet resources) - Day 4 morning 10.30 – 12.30

Sessions for the other three (3) key themes will be scheduled as follows:

- The Development Agenda / IG4D - Day 1 morning 11:00 – 12:30
- Emerging Issues - Day 2 morning 10.30 – 12:30
- Taking stock and the way forward   - Day 4 Afternoon – 14:30 – 16:00

Closing Ceremony

The traditional closing ceremony will be held on the fourth day afternoon 16.00 – 17.30.

IV.   Workshops

One of the main objectives of the 2011 meeting is to continue the 2010 practice on the linkages between workshops and main sessions. It was agreed at the open consultations and at the MAG to maximise the number of workshops. It was also noted that there were a large number of workshops which met the selection criteria and that the richness and diversity of the workshops was a critical element in the success of the IGF

One of the recommend innovations this year is to minimise the overlap between workshops, especially feeder workshops and the three traditional key theme sessions. As far as possible this has been reflected within the detailed programme schedule. .

There was strong support in the February open consultations for continuing to support all workshops with online transcription and for providing interpretation services. It was noted that one team of interpreters for all six UN languages would be available throughout the event. All workshops will have real time transcription and will be webcast.

Selected workshops, called feeder workshops, will be woven into the proceedings of the relevant main sessions. Participants from the feeder workshops will be encouraged to attend the main sessions related to the feeder workshops in order to broaden the discussions on the themes of the sessions when possible.

During the open consultations there was also a suggestion that workshops use questions in their titles, this may be considered, especially for feeder workshops.

The following table gives a summary of the proposals and recommendations with regard to the number of feeder workshops and the number of workshops that will have taken place before the main session of any particular theme.

	No of feeder workshops	Total number of workshops before main session
IG4D	1	2
Emerging Issues	0	3
Access and Diversity	6	11
Security, openness and privacy	3	12
Critical Internet resources	7	12
Taking stock/way forward	0	6

Other workshops

As in the past workshops the recommendations on which workshops proposals have been made on a range of criteria including the completeness of the respective proposals, their diversity in all aspects and their willingness to merge, if and when they were asked. After discussions both in the open consultations and in the informal MAG meeting it was recommended that workshops would not be required to merge for IGF 2011. In a case where the description of two workshop proposals appears identical or nearly identical, the workshops organizers will be asked to consult with each other to determine whether a merge would be beneficial to the topic and the discussion.

After reviewing the workshop proposals and taking into account the venue constraints, some 70 workshops have been selected. In reviewing the workshops the MAG accepted the broad criteria established at the February meetings, namely:

- Requirements of having submitted a substantive report on workshops organized in previous IGF meetings;
- Degree of multistakeholder support and participation, for example at least three (3) relevant stakeholders from different stakeholder groups being

represented in the organization of the workshop;
- Developing country support;
- Gender balance;
- Youth Participation;
- Balance of speakers to participant discussion in the design of the workshop; that is, the degree of interaction planned;
- Relevance to overall theme or one of the key themes including the area of emerging issues.
- Relevance to the attendees, both physical and remote, at an IGF meeting;
- Suitability for remote participation, for example linkages to a hub event.

During the open consultations there was a well-received suggestion that one of the functions of the MAG during 2011 would be to organize into teams to work with the secretariat in determining which workshops should be approved and scheduled. These teams continued to work effectively in the MAG meeting in May (see meeting report – http://www.intgovforum.org/cms/2011/summaries/MAG%20summary%20Report.19.May.2011.pdf)

The case for supporting speakers in attending the IGF meetings was discussed again during the May meetings. It was noted that for many people receipt of a formal invite to participate in a workshop or in a main session was often critical in getting funding for their attendance.

Background papers

All workshops have been requested to provide background papers prior to their sessions and have been invited to produce substantive analysis papers after the workshops. Workshop organizers are also required to make available a brief report with a few bullet points describing the discussions, any outcomes, and future directions within a half-day after the workshop. For those workshops designated as feeder workshops, these can be used as the input into the main sessions. More detailed reports need to be submitted by the workshop organisers as soon as practicable after the close of the meeting.

V.   Proposed Schedule

The most updated schedule can be found at http://www.intgovforum.org/cms/.

VI.   General Principles

The following principles have been used to inform the decision making and recommendation made for IGF meeting in Nairobi:

- All organizations that hold official events (workshops, best practices, etc.) are

asked to commit themselves to submitting a report on their event. Non-submission of a report will disqualify the organization from scheduling an event for the following year;

- Those who did not submit a report for their 2010 event, are not to be included in the schedule;
- Only Dynamic Coalitions meetings which have submitted activity reports or meeting reports for 2010/2011 are to be included in the schedule;
- All official events will end at 1800 hours;
- No official events will be held during the lunch-break between 1230-1430 hours;
- The efforts for remote participation in 2011 will be enhanced based on experience gained in 2010, in order to enable effective and interactive remote participation;
- Based on the success of remote hubs in 2010, specific planning will be done to prepare for greater integration of these remote-hubs with the main meeting;
- In addition, there will be an opportunity for ad-hoc meetings to be scheduled, which will not be part of the official programme.

There should be no prepared statements read out during the main sessions except for the opening and closing ceremonies. However, prepared statements are encouraged and can be recorded by any participant and will be made available on the IGF YouTube channel. Efforts will be made to improve the promotion of this possibility. Prepared statements can be recorded and submitted in advance to the IGF Secretariat.

VII.   Meeting types and structure

It was agreed to follow the basic format of past meetings. The objective of the programme is to maximize the opportunity for open and inclusive dialogue.

A.   Main Sessions

Each of the main sessions will be an opportunity for productive exchange between all stakeholders on policy approaches, challenges, and practical options to address them. Each session will have a chair appointed by the host country and one or two moderators depending upon the session topic. The goal is to discuss practices or issues and their relevance to all stakeholders.

Three of the thematic main sessions will include rapporteurs from selected feeder workshops related to the session themes or sub-themes. The rapporteurs will be asked to respond to questions posed by the moderators at various points during the session.

All of the main sessions will take place in the main meeting hall and they will be organized around the key themes. The will all have live transcription in

English and interpretation in all six UN languages. The transcription will be streamed in real time on the Web and all main sessions will be videocast.

(a)   Open Dialogue Sessions

Most of the main key theme sessions will take the form of an open dialogue among participants. However, as necessary and subject to room availability some open dialogue sessions *may* be organised. These open dialogue sessions will have neither panellists nor designated respondents, but will have a chairperson and/or moderators to lead and stimulate the discussion. The goal of these sessions will be to bring as many participants and different stakeholders into the dialogue as is possible and will allow for a discussion with maximum interaction among the participants.

(b)   Other sessions

The morning of the second day will include the Opening Ceremony/Opening Session, while the afternoon of the fourth day will include a Closing Ceremony.

B.   Workshops and good practice forums

Workshops are designed to explore detailed issues related to the main themes from different perspectives. As in previous years, a precondition for workshops to be included in the programme is a balance of stakeholders and viewpoints (and other conditions which are set out above in sections IV and VI.

The aim of the good practice sessions is to demonstrate, in a multi-stakeholder environment, some of the good practices that have been adopted with regard to the key IGF themes in general and to the development and deployment of the Internet in particular. The sessions can have either a thematic or a country focus. Presentations should not only cover practices that were successful, but also focus on challenges and mistakes. Thus, 'lessons learned' are an important output of these sessions. The aim is to provide a space to discuss what constitutes a 'good practice' and to share relevant information that can be transferred to other situations and strengthen capacity-building activities.

The final scheduling of all workshops will be determined by the IGF Secretariat on the basis of maintaining a balance across the issues, efficient use of meeting space and an attempt to avoid conflicts in topic or speakers.

Duration of workshops and best practice forums: 90 minutes.

Each workshop and best practice forum will be required to produce a background paper and report on the event.

C.　　　Open Forums

All major organizations dealing with Internet governance related issues as well as the regional fora are to be given a workshop slot, at their request, to hold an open forum in order to present and discuss their activities. The meetings should focus on the organization's activities during the past year and allow sufficient time for questions and discussions. It was noted that there will some constraints imposed by the venue on the volume and nature of rooms available for such open forums

Duration of Open Forums: 90 minutes.

Each Open Forum will be required to produce a background paper and a report on the meeting.

Regional and/or national IGF meetings will be offered the opportunity to schedule an Open Forum meeting. These sessions will be included as part of the expanded number of sessions for regional perspectives. Special attention will be paid to scheduling and setting up these sessions to allow for active participation by any corresponding regional hubs. A slot will also be provided for an open forum where all regional and national meeting organizers can exchange experiences and discuss the linkages with the global IGF.

D.　　　Dynamic Coalitions

The meeting will provide space for active Dynamic Coalitions to meet and to further develop their efforts. Meetings of Dynamic Coalition should not be workshops. They should be action oriented and make an effort to ensure that a broad range of stakeholders can bring their expertise to the discussions.

All Dynamic Coalitions are requested to present a report on their achievements so far in general and on their activities in 2010/2011, and their meeting in Vilnius in particular. The reports will be posted on the IGF Web site.

Only Dynamic Coalitions that have submitted such a report will remain listed as Dynamic Coalitions on the IGF Web site and will be given a meeting slot in Nairobi. All other Dynamic Coalitions will be listed under the heading 'inactive Dynamic Coalitions'. Upon request, a group that wishes to form a new Dynamic Coalition may submit a proposal to the IGF Secretariat for a meeting slot.

Organizers of workshops and main session are encouraged to work with Dynamic Coalitions in the preparation of related sessions.

Duration of Dynamic Coalition meetings: 90 minutes

E.   Other Meetings

In general, meeting rooms that are not otherwise booked will be given, as available, to interested stakeholder groups on a first-come-first-served basis, in accordance with United Nations procedures and practice. A number of rooms will be reserved to accommodate ad-hoc requests.

VIII.   Remote Participation

Where it is not possible for a panellist to attend the meeting in person support will be provided to ensure that the panellist can participate remotely.

Each session will benefit from a remote moderator. All event organizers are requested to arrange for a remote moderator to help in the process of moving from remote observation to genuine remote participation.

A complete job description of the remote moderator can be found at: http://www.intgovforum.org/cms/component/content/article/514-job-description-for-remote-moderators.

The main functions of the remote moderator are the following:

- To connect online with the remote participants (all the equipment and software needed will be provided);
- To moderate the online discussion of remote participants and link it up to the discussions in the meeting room;
- To follow-up for archiving purposes and in view of improving future remote participation efforts.
- To answer questions after the session they moderate in order to get feedback on how to improve the process.

The Secretariat in cooperation with the remote participation working group will be arranging for training sessions for remote moderators in the months leading up to the Nairobi meeting.

Any organizer who cannot find a remote moderator is invited to check out the list of resource persons or ask for suggestion by writing to the Secretariat at: igf [at]unog.ch.

IX.   List of resource persons

Individuals who would like to be a resource person, either as part of a workshop or a main session, are invited to register with the IGF secretariat.

Organizers of workshops and sessions who are looking for people to fill a slot on a panel or be otherwise involved within their workshop proposals, including as remote moderators, will be invited to access that list maintained by the Secretariat to find speakers and contributors for their sessions.

The list of resource persons with short bios indicating their areas of interest and expertise will be made available on the IGF Web site.

X.   Logistics

A.   Meeting Rooms

Room	Capacity
Main Session Room	1172
Workshop Room N°1	545
Workshop Room N°2	112
Workshop Room N°3	112
Workshop Room N°4	89
Workshop Room N°5	89
Workshop Room N°6	82
Workshop Room N°7	82
Workshop Room N°8*	146
Workshop Room N°9*	146

* Only available on Day 2 and 3

B.   Other facilities

Event organizers and participants with special needs will be requested to contact the Secretariat and communicate their requirements, including requests for interpretation.

C.   Hubs

Hubs were a great part of the Vilnius success. Many locations are planning on hubs for this year as they allow much greater global participation. It was a suggestion of the open consultations that more attention be paid to the best way to include hubs as part of the overall IGF meeting.

Chair's Summary

Sixth Meeting of the Internet Governance Forum (IGF)

Nairobi, Kenya, 27-30 September 2011

Chair's Summary

The sixth meeting of the Internet Governance Forum was held in Nairobi, Kenya from 27-30 September 2011. It focused on the overall theme of "The Internet as a catalyst for change: access, development, freedoms and innovation".

With more than 2,000 badges issued to participants, the Nairobi meeting had the highest attendance of IGF meetings held so far. 125 governments were represented. 68 media representatives were accredited. The approximated nationality distribution was: African (53%), WEOG (29%), Asian (11%), GRULAC (4%) and Eastern Europe (3%).

In line with mutually agreed upon IGF practice, the programme and meetings were prepared through a series of open, multi-stakeholder consultations held throughout 2011. The preparatory process reflects the IGF's interactive and participatory structure.

The main sessions were organized to maximize the opportunity for open and inclusive dialogue and the exchange of ideas amongst all stakeholders, "feeder" workshops created feedback loops between the main sessions and the different types of meetings being held on related subjects.

Parallel to the main sessions, 122 workshops, best practise forums, dynamic coalition meetings and open forums were held around the main themes of the forum and the broad mandate of the IGF.

Each of the main sessions was organized around a set of questions developed during the consultation process. Each session was moderated and had expert panellists. Each of the main sessions was informed by a number of workshops held on related themes. The organizers of these workshops reported on their discussions, providing context and a starting place for the discussion.

The IGF remote participation working group established remote hubs in 47 locations, and provided the means for more than 823 people who could not travel to the meeting to participate actively in the forum and contribute to discussions. 38 remote participants/panelists participated via video or audio and an approximate 2,500 connections were made throughout the week from 89 countries.

The entire meeting was Webcast, with video streaming provided from the main session room and audio streaming provided from all workshop meeting rooms. All the main

sessions and workshops had real time transcription. The text transcripts and video of all meetings were made available through the IGF Website. This arrangement allowed remote participants to interact with the meeting in real time. All main sessions had simultaneous interpretation in the six UN languages.

Opening Ceremony

The opening ceremony formally handed over to the host country the sixth meeting of the Internet Governance Forum. The opening ceremony welcomed the delegates to Nairobi, Kenya and to the United Nations offices in Nairobi. In her welcoming comments Ms. Sahle-Work Zewde, Director General, United Nations Office in Nairobi, invited the delegates to enjoy facilities and services of the UN compound and the wished the meeting every success.

In his opening address to the meeting, Mr. Thomas Stelzer, Assistant Secretary General for Policy Coordination at UNDESA, expressed gratitude to the Government of Kenya for their warm welcome and generous hospitality on behalf of Mr. Sha Zukang, United Nations Under Secretary-General for Economic and Social Affairs. Mr. Stelzer highlighted the importance of the multi-stakeholder process in the foundations of the Internet Governance Forum. He argued that the continuing growth of the Internet, across all technology platforms, reinforced the need for open policy dialogue which brought all stakeholders together on an equal footing. He stressed that the development themes of the IGF were of critical importance and opened the opportunity for the IGF to contribute to and shape the development of the Rio+20 process for sustainable development.

Mr. Stelzer invited Ms. Alice Munyua, Chair, Kenya Internet Governance Steering Committee, to assume the chairmanship of the meeting on behalf of the host country. Ms. Munyua expressed her thanks to delegates for their confidence in her acting as Chair of the sixth IGF meeting, and noted that Kenya was delighted to be the first host of the IGF in sub-Sahara Africa.

In his welcoming comments, Dr. Bitange Ndemo, Permanent Secretary, Ministry of Information and Communications, Republic of Kenya embraced the spirit of the IGF and described the transformation that has occurred in recent years in the availability, quality and uptake of Internet services in Kenya. The landing of new fibre optic cables created an abundance of international connectivity, investments by operators have seen the coverage of networks reach across the country and the rapid development of world class innovative services, such as mobile money, have not only helped Kenyans in their everyday lives but also placed Kenya on the global map of innovative economies.

Hon. Samuel Poghisio, MP, Minister of Information and Communications, Republic of Kenya, highlighted the opportunities that Kenya is seeking from increased access to the Internet allowing the country to reach its targets under the Millennium Development Goals (MDG). Introducing the country's development blueprint "Kenya Vision 2030" he stressed Kenya's commitment to a vision that would see access to Internet guaranteed for all and the basis of a more open and transparent society. The 2030 plan presents a

national vision of Kenya as a fully-fledged information society, and an economy where the Internet fosters innovation and entrepreneurship.

The Secretary General of the International Telecommunications Union, Hamadoun Touré, spoke of the diverse activities of the Union. He spoke of the work of the ITU and its member states in cyber-security, child online protection and climate change. The Secretary General also shared with delegates some of the insights that had emerged in the high level dialogue that the ITU had organised with the Government of Kenya prior to the IGF.

H.E. Kalonzo Musyoka, Vice President of the Republic of Kenya, extended a warm welcome and hoped that they would savour their visit to Kenya. He highlighted the commitment of the government of Kenya to reap the benefits of the Internet for all and to use the Internet to build a more open and transparent government. He stressed the commitment of the government to enhancing access to the Internet and information – and reaffirmed the importance attached to access to knowledge, information and connectivity as the pillars of human development.

In closing the opening ceremony, Ms. Munyua thanked the speakers and highlighted the importance attached to Internet governance for development (IG4D) and stressed the objective that the Internet governance development agenda would permeate all conversations in this sixth meeting of the IGF. She stressed that in keeping with the traditions of the IGF, the meeting outputs would not be formal recommendations but multi-stakeholder dialogues. These dialogues should inform other international processes and particularly the domestic policy issues of all those concerned with Internet Governance. With those comments the opening ceremony was closed.

Opening session

The opening session of the 6th IGF meeting in Nairobi met the expectations of all stakeholders. The session allowed some 20 speakers from all constituencies in the Internet governance community to highlight the challenges and opportunities that confront Internet governance today. The last 12 months set the context for these presentations. It has been a year where the Internet has clearly played a key role as a catalyst for change; creating new access for millions of people around the world; delivering new development opportunities and, ushering in a new period of freedoms and innovation for many people's across the world. Whatever the review of the last year, whatever the country of focus or whatever issue, the role of the Internet has played a critical role – a role that has highlighted the challenges and opportunities that face the broad and multi-stakeholder Internet governance community. In many ways the period from the IGF in 2010 to Nairobi in 2011 has been one of the most tumultuous in the history of the Internet.

Against this backcloth speakers from all stakeholders crafted a vision of the key issues for the future and the choices the Internet governance community faces. All the speakers used the exceptional and continuing rapid diffusion and adoption of the Internet both

globally and locally in Kenya, as an important context. For example, the last few years have seen the transformation of Internet access in Kenya; international fiber optic capacity is now in abundance and over 12 million Kenyans have access to the Internet, and the financial networks of the country have been revolutionized by world class and leading innovative mobile banking services. These trends are echoed throughout the world and across all communities and networks – the Internet continues to expand and redefine the frontiers of our lives.

Without exception the speakers in the opening session stressed their support for the existing multi-stakeholder IGF community, open to all, as the legitimate basis for developing a global Internet governance debate. The opportunities for enhanced co-operation based on the equality of all participants and in processes of open dialogue were stressed as defining features of the Internet governance forum – features which should be cherished as the debate evolves over the coming years. Another harmony was the call by the speakers that the need for openness and transparency in the operation and delivery of the Internet to users should be reflected in the openness and transparency of the institutions. Moreover these institutions of Internet governance should be responsive, innovative and supportive of the Internet as catalyst of change.

The multi-stakeholder community across varied perspectives brought into focus a common concern for the safety of the Internet. The concept of safety expanded the debate and the need for policy development beyond the call for cyber-crime treaties and into a multi-stakeholder dialogue where all can benefit from the synergies, whether the issue was one of protection of children and the vulnerable online to ensuring the security and stability of the Internet itself.

All speakers celebrated the numerous ways in which the phenomenal growth of access to the Internet as well as the content and knowledge it disseminates has advanced human development. Whether in health, education, employment, social life or in the specifics of protection from disaster or recovery from disasters, the Internet has become firmly embedded into our ways of being.

Across many of the interventions the debate evolved around a counterpoint that explored human rights and Internet access. The broad advancement of human development associated with access to the Internet provided a frame for human rights. Not only were these rights posited alongside access to the Internet but also how this access to the Internet was associated with freedoms of expression and association.
Throughout the proceedings however delegates were reminded of the choices to be made; that evolution of Internet governance itself must reflect the aspirations of its multi-stakeholder community and that open and constructive dialogue would facilitate appropriate choices.

Internet Governance for Development (IG4D)

Development issues have been central to the IGF from its inception – the confluence of technical change, new economic opportunities and social change has propelled Internet

Governance issues into the centre of debates on development. The session aimed to consider what some specific examples of global Internet governance issues were that may have particular relevance to development.

As a policy process IG4D is perhaps best understood as an opportunity to optimize the development outcome of relevant policy. The enabling environment in which IG4D policy can flourish is one which focuses on evidence based policy making framing the issues and the inclusion of appropriate international and national institutions. The parallel was drawn to other policy arenas where, for example, international institutions such as WIPO and WTO have taken on specific concerns about development and trade.

The importance of using the multi-stakeholder model in shaping this policy debate is axiomatic. It is through multi-stakeholder processes that the objectives of capacity building and reshaping institutional procedures, especially to remove barriers, can better define policy outcomes.

The significance of mobile Internet was stressed. The current interplay between devices, network facilities, prices and services means that in the immediate period access to the Internet via mobile networks will be in the ascendant. However, the dramatic rise in mobile Internet access is bringing into sharp focus key policy areas, most notably access to spectrum and how it is managed and allocated into bands that optimize network investments. Other areas of concern include the capacity and quality of core network transport networks as well as availability of sustainable and reliable power sources.

The growth in diffusion and adoption of broadband, and hence access to the Internet, has led many to see access to the Internet as a human right; the rights to development and the rights to the Internet are conjoined as the Internet becomes one of the key engines of economic and social transformation and growth so access to the Internet becomes an inalienable human right. Increasingly what is required is a stable and predictable Internet governance framework that builds on full multi-stakeholder participation. Moreover, an Internet governance framework for development would not only focus on access to infrastructures but also access to freedoms of expression and association. Building the human rights dimension in Internet governance for development allows a mechanism for understanding and addressing violations.

IG4D is more than the issue of access, but growth in access and the rise of the Internet as an engine of development has revealed a number of 'capacity' gaps. The pervasive nature of the Internet has created the need for multiple fora to engage in issues of Internet governance ranging from the technical to the social. Multi-stakeholder perspectives remain critical, especially as the Internet has become a global phenomenon and governance issues embrace all stakeholders in and between all countries. It is through multi-stakeholder processes that a coherent policy framework can emerge which is inclusive and can link, for example, public and private interests.

The centrality of Internet in the development process means that emerging economies are no longer passive recipients of the technology but users and innovators. These new

dynamics have many features which impact on areas of Internet governance. The well-established policy frameworks in the ICT sector that support investment, innovation, new services and dramatic increases in access with lower prices and higher qualities need to be replicated across the whole Internet. The costs of access need be driven lower and the policy regimes which foster innovation in and around the Internet should be concerned about costs. An important part about achieving lower costs is an intellectual property regime which fosters the flow of ideas around the world at decreasing rates.

The multiple facets of the debate on Internet governance for development emerged through numerous contributions from the floor, remote participants and further comments from the panelists. Some noted that developing country stakeholders should be able to participate in Internet governance processes in a meaningful way, and that all IG4D process should be more inclusive. Other comments focused on the practicalities of developing and distributing software to schools and the problems of SMS spam to ideas around debt swaps based around new investments in ICT's. Other issues looked at the nature of south-south collaboration and how Internet governance interventions around traffic flows and regional Internet exchange points enhance international capacity – of which the new fiber cables connecting Kenya are examples. Some interventions highlighted the importance of multi-stakeholder processes to reduce cultural and organizational challenges. The importance of social networking tools in development processes were championed along with the rights to have access to and use such tools.

The debate highlighted the significance of Internet governance for development, but not as a fringe activity but as a core element of the development agenda linking new forms of access, economic developments, innovations and new freedoms and human rights.

Emerging Issues

This session focused on the question "Is governance different for the mobile Internet from the wired Internet?" In her introduction the Chair noted the issue was of particular importance to developing countries where the mobile Internet now connected individuals and businesses to services, markets and information previously beyond reach. Kenya provided a clear example of this through mobile services having brought sophisticated financial services into the hands of many who previously had no such access, they had been the "unbanked".

Introducing the session, the moderators noted statistics and surveys that strongly indicated the mobile Internet was the future of the Internet. About half of all Internet users and one-seventh of the world's population had moved to mobile and a recent industry survey estimated that mobile broadband subscriptions would reach 3.8 billion or about half of the world's population by 2015. Another report predicted that also by 2015 traffic from wireless devices would exceed traffic from wired devices. The mobile Internet, to date, has been possibly the fastest growing technology in history; no other technology had reached as many people and been as widespread so quickly.

Reacting to this introduction, participants noted that given the high mobile penetration in developing and developed countries a key development issue was that the mobile Internet must now becoming more robust. Clearly people would be connected. When they were connected they should be protected against the failure of the system they had come to rely on for critical life-effecting services, such as banking, health, and education. There was a consensus view that mobile systems should be designed with an expectation of failure and then fast recovery.

The importance of spectrum allocation and management, which has often been overlooked in the development debate, was also recognized. Spectrum allocation is often linked to the competitive environment and can lead to issues of affordability if competition is limited as a result. It was suggested that the active management of spectrum and new types of devices that use available bandwidth more efficiently could help this situation. Spectrum allocated for Wi-Fi and the use of White Spaces should also be considered.

It was also noted that a broad and diverse ecosystem of mobile technologies of this kind – smart devices and the smart allocation of spectrum– could help achieve a goal of ensuring that by 2020 every human being would have access to one gigabit of data per day for less than a dollar a day. At the same time, the importance of creating an investment-friendly environment was also raised, and this could be a bottleneck to achieving such goals.

The next stage of mobile Internet would be 4G and technologies such as LTE (Long Term Evolution). These technologies provided increased speeds, up to ten-times that of 3G technologies, and increased security, important to the robustness and trust that speakers had earlier identified as critical to positioning the mobile Internet at the center of people's lives. However, most panelists acknowledged that for technologies to be deployed, providers had to be sure they could receive a fair return on their investment.

Considering innovation, one speaker noted that the functionality of mobile devices was often locked and did not allow for open innovation. He asked the audience if the current mobile Internet, as a more closed environment than the wired Internet, invited less innovation than would be achieved if it were more open. The speaker also acknowledged that social networks today do not talk to each other, websites are not always interoperable, and many devices do not talk to other devices. The future governance of both the mobile and wired Internet should therefore consider the importance of maintaining an open web platform. Furthermore, it was suggested that excessive top-down regulation could chill innovation and also interfere with the kind of open Internet governance that experience suggested was successful.

Another panelist reminded the Forum that mobile devices today were still primarily used for voice, and pointed out that the future Internet could also be voice based. A voice based Internet would be more inclusive, would lend itself to the idea of the Semantic Web, and would allow for more a more multilingual Internet. The governance issues of this more global Internet need to be considered.

In her closing remarks, the Chair noted that the governance and the mobile Internet is of great importance, particularly for developing countries where explosive growth in the use of mobile devices was occurring. However, while there were many positive aspects of mobile technologies she reminded the audience that the wired Internet was still important. The massive bandwidth made available from submarine cables landed on the shores of East Africa connected the region to the world at very high speeds and opened new opportunities and a new world for the people of the region.

Access and Diversity

The session on access and diversity sought, through multiple paths, to explore the ways in which the access to the Internet can be understood as a human right. These paths opened up a rich, wide ranging and vibrant debate between panelists, delegates, and remote participants. The debates and questioning moved from the general to the specific – and this was well articulated by the Chair who in his introduction talked about the challenges Kenya faced some years ago and the pressures to shut down the Internet, and how the arguments to maintain flow of information, the rights of freedom of expression won the day. As a consequence the decision to maintain access has helped propelled Kenya to adopt more open styles of government and demonstrate leadership across Africa and the Middle East.

There were many interventions and yet the debate coalesced around several core themes. At the beginning of the session delegates were reminded that access to information is a human right as is freedom of expression; it was also noted that recently the UN rapporteur on Human Rights called for access to the Internet to be a human right.

One of the key debates, and one that embraced many dimensions, was that access is inextricably linked with the concept of accessibility. It was observed that there were over 1bn plus people in the world with disabilities and that many of these are highly vulnerable people with relative low incomes. As a consequence access without accessibility is meaningless; and accessibility takes on many dimensions including, inter alia, affordability, relevance, and issues of design. Moreover, many of those with disability are marginalized in society and increasing access and accessibility can be transformational leading to inclusiveness and economic and social independence.

Using design as a lens to explore access and accessibility was an issue that ran throughout the session. The need to design access and accessibility into the products and services at their origins was seen as a critical step in transforming the landscape. In some cases the incentives to include access and accessibility issues came from legislation, such as the Americans with Disabilities Act, section 255 for ICT/information products, and in other cases the incentive came from exploring commercial or social opportunities – intended or unintended, such as the imaginative and early adoption of captioning in IGF meetings since their inception. For some, using differing incentives was a more appropriate route to increasing access and accessibility rather than the rigidity of legislation. Throughout the session the area of design was revisited as a key element in

ensuring access and accessibility, for example in discussions about introducing new curriculum in schools, technical colleges and universities.

There was some profound questioning over the difference between ensuring the universality of access to the Internet and the Internet as a human right and how these different perspectives forge different political and social debates and different policy outcomes.

Questions of affordability were seen by many as major barriers to access and accessibility. The cost of special ICT equipment for those with disabilities is well charted; many specialist devices are multiples of the cost of the original product. The issues of affordability have impacts across the whole value chain – for the blind a 'book famine' is just one more symptom associated with issues of affordability.

It was argued that the robust linking of access and accessibility has given an important new dimension to access and this perspective had governed many policy debates in recent years. However, it was now seen as important to extend the debate beyond issues of connectivity and focus on issues such as freedom of expression and freedom of association. In short, access to the pipes is meaningless unless the informational and transformational potentials are available and can be used by individuals.

The ubiquity of English was challenged and hence the importance of multi-lingualism was stressed along with all forms of literacy. The power of the Internet and its institutional arrangements to support innovations to deliver diversity was recognized. In some cases these innovations were technologically focused, such as voice/text transposition, or with FOSS, whilst others were service based innovations, such as m-government solutions.

The importance of inclusive and multi-stakeholder debates was reinforced throughout the session as one delegate with disabilities observed there can "be nothing about us without us".

Many of the feeder workshops contributed to the discussion yet each in their own way, all added to the tapestry that underpins the importance of access to the Internet as a human right.

Security, Openness and Privacy

This session discussed the cross-border Internet governance issues that are encountered at the intersection of security, openness and privacy. Further, the issue of human rights was prominent throughout the discussion. Many of the examples debated in the session linked to events of the past year, such as actionstaken by a range of Internet actors in relation to whistleblowers sites, the "seizure" of domain names, proposals for blocking of websites and filtering of networks, the role that cyber security operations centers and law enforcement can play in protecting the Internet and its users from cyber-attacks and

cybercrime, and the impact of actions taken to cut access to the Internet for individuals, groups or entire countries, as was the case during the 'Arab Spring'.

As a cross cutting theme, various human rights principles provided a heuristic for exploring and understanding many of the interventions and issues that were raised. Today, the need for the Internet to remain an open space is increasingly being seen as a human right yet the very nature of this openness has resulted in the increasing use of criminal law to both users and intermediaries. For some participants, this use of criminal law was being used sometimes to curtail freedom of expression and association.

Throughout the wide ranging debate all speakers, regardless of their own emphasis, saw the need to understand the inter-related nature of security, openness and privacy; and no more so than in policy development. It was also emphasized that the three issues needed to be given equal attention and when considering privacy that security had to be kept in mind and when considering privacy that openness needed to be kept in mind, and so on.

We live today in an age of 'information egalitarianism' which in many areas of the world is helping level the playing field between the 'have and have not's'. The Internet clearly is giving individuals and States unprecedented opportunities. The economic growth, employment creation, advances in education and health and scientific developments that the Internet cross-border communication and information exchange are producing is staggering. It is clear that we need to sustain the openness and 'public-space' nature of the Internet that has allowed for this progress to take place. This opportunity and new power; however, requires a shared responsibility, a responsibility that all Internet users must take on to ensure that an open Internet is equally safe, secure and private and takes into consideration basic human rights. It was noted that much of the existing legislation on security, openness and privacy pre-dates the rapid expansion of the Internet in recent years and was typically written without due regard to full multi-stakeholder involvement. However, recent developments such as personal data collection in the cloud, government interventions and regulatory measures aimed at online activity and child protection issues need to be dealt with swiftly and in a collaborative and multi-stakeholder manner. Different issues require different responses, but the importance of always taking into consideration human rights and the rule of law when handling such sensitive issues was stressed again and again

There was a lively debate about where the responsibility lies when it comes to cyber-security. Individual users, families, Internet service providers, independent law makers and regulators, State governments and global policy making institutions were all said to hold such responsibility. Ongoing capacity building and education of users on all of the issues is absolutely necessary.

The importance of human rights and ensuring that individuals and groups maintain their freedom of expression and assembly was emphasized throughout the session and almost all debates returned to the central importance of human rights on the Internet. Concerns were raised about increasing government interventions and regulations and the future implications of instances such as the 'Arab Spring' and the wiki-leaks controversy that

took place in the last year. Again, it was agreed that there was no silver-bullet for this particular issue, the State must be able to protect their citizens but must also ensure their freedom of expression, service providers and other intermediaries must all keep user safety and freedom of expression in mind but must do so with the rule of law in mind and the safety of the users must remain a top priority.

Finally, there was some discussion about the creation of both national and global codes of conduct, declarations or treaties on all of these issues. While there was agreement that all stakeholders must work together to ensure global cyber-security and that collaboration is essential, it is an issue with many layers and different countries are affected in different ways. Cybercrime needs to be dealt with swiftly especially in developing country settings, and while there may be room for global treaties in the future, urgent issues need to be handled in real time with no restrictions from usual International policy making delays.

Clearly, the IGF platform with its multi-stakeholder processes and open dialogues is the ideal place to tackle these complex, robust and politically sensitive issues

Critical Internet Resources

This session sought to focus the debate on Critical Internet resources around three fundamental issues namely (i) the DNS system and the role of different stakeholders with specific reference to new gTLDs, (ii) the re-bid of the contract to operate the functions of the Internet Assigned Numbers Authority (IANA) and (iii) the mechanisms to secure and reinforce multi-stakeholder participation in critical Internet resources, especially those stakeholders from emerging economies. Other issues, such as capacity building, IPv6 and reports from the feeder workshops, were incorporated into the broader debate.

The discussion over the new gTLDs was positioned between a discussion over the lengthy process led by ICANN and the reality that shortly following the conclusion of the IGF meeting in Nairobi; the application process will be open. The new gTLD process has been managed under the auspices of ICANN and has been a process in the public domain – an open and transparent process; however, it was noted that transparent processes do not necessarily mean that all stakeholders participate or can participate in the consultation process. Further, the subsequent decisions are not ones that will be equally acceptable to all stakeholders in the process, a panelist observed that some people will have to accept the "rough part of rough consensus" if there opinion does not agree with that of the majority and overall outcome of the process.

During invited concluding remarks, an expert noted that a problem in participating in ICANN policy development, and the same was also probably true of the IGF, is not one of transparency but rather the ability to digest the enormous amount of data produced in these processes. Another speaker noted that information does not equal knowledge.

The session also touched on the impact of new gTLDs and the controversial access to the new gTLDs. The criteria for acquiring a new gTLD is costly; headline costs were noted

as USD185,000 plus an escrow account deposit of several years operating costs as well as satisfying an evaluation on the ability and credibility of the applicant to manage and support the new gTLD. Although the consultation process has proposed a reduced fee of USD47, 000, for those from emerging markets, no decision has yet to be made.

In the discussion of the broader impact of the new gTLDs; a wide range of possible outcomes, from the positive to the negative, were considered. The expectation was that the new gTLDs would foster innovation and would undoubtedly enlarge and broaden the TLD namespace, but at the same time may hurt businesses in their intellectual property and trademark defenses. Speakers also noted that the role that governments, through the Government Advisory Committee (GAC), had become significantly more effective in ICANN over the past year as they engaged in the new gTLD process and had a major impact on the final applicant process.

The discussion on multi-stakeholder participation initially focused on the IANA contract, which is undergoing a re-bid process, and then broadened out to consider issues around the institutional setting for multi-stakeholder involvement in Internet policy making including the use of the United Nations as the home for a new global body to address these policy issues. The initial debate over IANA provided an important context around the roles and responsibility of IANA, its' functions and the potential procurement process. The consultation process was designed to be open and transparent – all the materials are freely available via the website with over 135 comments from across the stakeholder community.

There was a strong consensus for allowing the existing institutions to continue to evolve and adapt as circumstances demanded. It was felt that the multi-stakeholder approach and the bottom-up structures of Internet governance remained relevant, vibrant and capable for the foreseeable future to meet the many challenges of Internet governance.

Contributors recognized the positive role that the IGF, as a relatively new player, had had on the whole eco-system of Internet governance. It was noted that the 'no- decision' and 'soft-power' making basis of the IGF has stimulated debate and helped organisations across the eco-system to evolve.

Some governments[1] were interested in exploring the options that addressed the ability of developing countries to participate in open and transparent multi-stakeholder processes particularly when there is significant differentiated access to resources. A number of developing country governments expressed concern that their voices have not been fully heard and included in the complex constellation of Internet policy making processes and other fora where Internet policy decisions are made.

Many interventions stressed the importance of the IGF processes in shaping the debate around critical internet resources, especially the ways in which the IGF embraces interventions from the floor and from remote participants. Further, others commented on, for example, how the standard setting process within the Internet community was

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[1] See transcript of the session for a detailed discussion of this point, see http://www.intgovforum.org/cms/

devolved, open and transparent and not predicated on the ability to attend meetings. At a practical level this means that the whole global community could be involved within a meritocratic, open and transparent system regardless of location or access to financial resources.

Taking Stock and the Way Forward

As is now customary the 'Taking Stock and the Way Forward' session reflected on the experiences of the participants and allowed the stakeholders to discuss what went well during the week, what went not as well, and finally, what could and should be done to make the 2012 IGF even better than the 2011 Nairobi Forum. In particular, participants discussed the Forum's contribution to the development agenda and capacity building and how both could be improved in 2012.

It was generally agreed that the 2011 IGF had been a great success. The Kenyan government was praised for organizing and hosting the Forum. It had been the largest and most well attended forum yet, in terms of both physical and remote participation. For this, credit was given to the increasing importance and relevance of the core IGF issues at the global level, and the mutual understanding that the multi-stakeholder Internet governance model is crucial for continued positive progress and development in the growth of the Internet throughout the world.

It was seen as important by many that both the theme of the meeting and the discussions in workshops had adequately incorporated the ideas of Internet Governance for Development. The consensus was that much progress had been made in these discussions and in participation - as participation from developing countries was greater than in previous years and the success of remote participation was also recognized. The themes of development had pervaded all the main sessions and many of the workshops. For some the focus on Internet Governance and development within the IGF naturally lead to the need for more attention to be given to issues of human rights. It was suggested that this linking of development and human rights was a key debate throughout the IGF meeting and again showed the importance of the IGF as a place for open dialogue.

Remote participation has been a key initiative of the IGF to facilitate increased interaction among Internet governance stakeholders outside of the physical IGF meetings. It was recognized that each year the strength of the remote participants was growing and adding to the debates within the meeting venue. A further challenge has been to support the dialogue between each meeting of the IGF. Here several initiatives have been important. From the inception of the IGF dynamic coalitions have played a role in continuing the dialogue through the year and in this session the intention to create a new dynamic coalition around public access and libraries was announced. More recently the instigation of national and regional IGF's were also lauded for hosting focused discussions throughout the year in between the global forums. These initiatives have helped to reinforce the understanding of the IGF as a process rather than an event.

While the Forum was by and large considered to be a success, the desire for constant innovation resulted in many suggested improvements. It was recognized that youth participation needed to be strengthened, both physically and remotely. It was said that the youth needed to be included in all aspects of the IGF and at all levels, not only in 'youth' centered workshops and sessions. Further diversifying participation was stressed. Though holding the Forum in Africa for the first time did increase developing country participation, the inclusion of developing country participants, women, and persons with disabilities, among others, needs to always continue to be strengthened and improved each year.

It was also said that the IGF should better use metrics and other sources of data to help inform some of the discussion and to help forge a consensus around the key issues to be addressed, for example, with respect to IPv6. It was discussed that perhaps the Forum could adopt new procedures to enable all stakeholders more easy access to the vast wealth of knowledge that the IGF has created over the years. A new focus on knowledge management and knowledge exchange could support capacity building activities. It was noted, however, that such proposals are not without significant resource implications and that everyone within the IGF is encouraged to foster such initiatives.

The importance of a multi-stakeholder processes as central to the success of the IGF were stressed throughout the session. The importance of the IGF as a mechanism to allow stakeholders to debate and shape public policy, even if the final decision making took place in other fora, was also stressed throughout the session.

Moving forward, it was agreed that the leadership and financial security of the IGF Secretariat needed to be secured, as a matter of urgency, to assure continuity and growth. Regarding the 2012 forum, civil society representatives called on the United Nations to ensure that the multi-stakeholder process was maintained by the host country in terms of processing visas, providing accommodation and holding truly open and participative dialogues and debates.

The closing session

The closing session allowed speakers from the host country and all stakeholders to reflect on the sixth meeting of the IGF and to articulate their expectations for the IGF over the coming months and years. Profound thanks were expressed to the host country and all those who had participated and made the sixth meeting of the IGF a success.

Without doubt all speakers commented on how the sixth meeting of the IGF had reinforced the positive contributions of the IGF to the process of Internet governance. The unique qualities of the IGF as a multi-stakeholder process convened under the auspices of the United Nations Secretary General were repeatedly singled out as a vital ingredient in building a consensus driven approach to Internet governance.

The importance of holding the sixth meeting of the IGF in Kenya was stressed by many speakers. Not only did the meeting allow new perspectives to be shared and new

audiences to participate but it also, at a very practical level, showcased the considerable strides that have taken place in the Kenyan ICT landscape in recent years. The host country and its ICT sector provided the meeting with access to world class infrastructures and services and were able to demonstrate its resilience. Moreover, the debates throughout the meeting showed how innovation within the ICT sector in Kenya was world class and thus reinforcing the importance of the debates, workshops and discussions around Internet governance for development.

The closing session also saw a number of important issues underlined. The emphasis on the development agenda also heightens the importance of the debate about Internet governance and human rights. As noted throughout the meeting the period between the fifth and sixth meetings of the IGF has seen the tangible examples of the importance of human rights as an integral part of Internet governance agenda, such as during the 'Arab Spring'. The proposition was made that human rights should form the core concept of the theme for the next IGF meeting.

The importance of using a multi-stakeholder process as the basis for building the successes of the Internet governance forum were shared by all and no more so in the debates about the future of the IGF and the deliberations of the Commission on Science and Technology for Development (CSTD). All stakeholders understood the importance of protecting the format of the IGF, and its founding principles, as the basis of a proven model that leads to better informed decision making, as well as ensuring the whole community makes genuine progress towards addressing some of the most important global economic and social Internet issues.

Clear, forceful and specific calls were made for the host country to inform the United Nations Secretary General and the General Assembly of the need to ensure that all stakeholders, on an equal and collaborative footing, are integral to the future of Internet governance. Further, it was seen that the Tunis Agenda should to continue to be the reference point and guide to the responses of the UN to issues of Internet governance.

The importance of the IGF as shaping the public policy debate was stressed. The IGF has become a repository of evidence-based insights into effective Internet governance policies; the workshops, the dynamic collations and the national and regional IGF all give witness to this growing body of public policy insights and its efficacy.

In bringing the sixth meeting of the IGF to a close the door was opened on subsequent meetings. The Government of Azerbaijan reiterated its invitation to host the seventh meeting of the IGF in 2012 and the Government of Indonesia offered itself as the host for the eighth meeting of the IGF in 2013.

III. Proceedings

Main Session: Internet Governance for Development

Sixth Annual Meeting of the Internet Governance Forum
27 - 30 September 2011
United Nations Office in Nairobi, Nairobi, Kenya
27 September 2011

Chair: Mr. Laurent Elder, International Development and Research Center, IDRC

Moderators:
Mr. Ben Akoh, Project Manager, International Institute for Sustainable Development
Ms. Olga Cavalli, Adviser for Technology, Ministry of Foreign Affairs (Government of Argentina)

Panelists:
Mr. William J. Drake, International Fellow, University of Zurich
Mr. Dimitri Diliani, Head of Africa Region, Nokia Siemens Networks
Ms. Joy Liddicoat, Project Co-ordinator, Association for Progressive Communications (APC)
Mr. Katim Touray, Member, Board of Directors, Internet Corporation for Assigned Names and Numbers (ICANN)
Khaled Fourati, Senior Program Officer, International Development Research Centre (IDRC)
Romulo Neves, Head of Division, Ministry of External Relations, Brazil

Remote moderators:
Mr. Fouad Bajwa, Co-founder, Organization for Internet and Innovation
Mr. Barrack Otieno, former IGF Secretariat

CHENGETAI MASANGO:

This is the Internet Governance for Development main session, and I would like to introduce to you the chair, Laurent Elder, who is from the International Development Research Center.

LAURENT ELDER:

So Excellencies, ladies and gentlemen, let's resume the meeting and open this morning's session, the first main session of the IGF on Internet Governance for Development.
I am really looking forward to this session because IDRC, the International Development Research Center, is an institution that focuses on international development. So the

relationship between what we're talking about during these three days and international development is at the core of what I'm really interested in and what I think a lot of us should be interested in.

I should actually start by saying that it's kind of ironic that I'm chairing this session, because I used to be quite a skeptic of the relationship between Internet governance and development, especially when you see the magnitude of the issues that we're dealing with in international development. But history, I think, has proved me wrong, if you take into account the issues with WikiLeaks, if you take into account the Arab Spring and the importance of technology in the Arab spring, and even if you take into account the fact that a company like Facebook has become one of the biggest companies in the world. These issues have put development and international development at the forefront of the types of issues that we should be discussing at the IGF. So the main question that this session is meant to attempt to answer is what are the examples of specific global Internet governance issues that may have particular relevance to development.

To help us with this session, we have two moderators. One is Mr. Ben Akoh, who is the project manager for one of our co-Canadian institutions called the International Institute for Sustainable Development, and Ms. Olga Cavalli, who is the Advisor for Technology, Ministry of Foreign Affairs of the government of Argentina. So their task is to keep us in line, to keep the flow of the conversation going. The moderators for remote participation are Mr. Fouad Bajwa, who is the co-founder of the Organization for Internet and Innovation, and Mr. Barrack Otieno, who is a former IGF Secretariat. We also have six expert panelists, and the moderators will be introducing them. Now, before we get started, I wanted to make sure that two things were kept in mind by both the panelists and the people in the audience. We need to be brief. The translators are only here until 12:30, so the session must end at 12:30 no matter what. We are already slightly late, so that means we have a shorter session. So keep your comment as brief and to the point as possible. I have often bothered my team with the idea of focus on the nugget, the golden nugget that you want to convey to people. Second, in the spirit of all IGFs, please be respectful. Please be constructive in your comments.

BEN AKOH:

The session that we have this morning is titled IG for development, Internet Governance for Development. The development agenda has been on the Internet governance agenda for the past few IGFs. Previous discussions have explored the possible effects of global Internet governance arrangements on the development of the Internet, and people-centered information societies in developing countries.IG4D was a workshop program in the previous IGFs, but it has assumed a key theme in 2011.It is hoped that the development agenda will be a cross-cutting focus in each of the other key themes that we run throughout the next three days. Today we shall be discussing these development and Internet governance-related issues, and perhaps we will be seeking answers to some key questions. One of them, which is our overarching question, what are examples of specific global Internet governance issues that may have particular relevance to development? The subquestions that we have to ask today, and we have a wonderful panel which will

address some of these concerns, and of course you on the floor as well, would be how Internet governance decisions at the national and international level related? How can Internet governance be integrated into development approaches? How can IGF foster the development process? What are the development issues/concerns that to date have not received sufficient attention in the IGF? And a few more questions. My name is Ben Akoh, as the chair has said. I work as a program manager for the International Institute for Sustainable Development. We're based in Winnipeg in Canada.

OLGA CAVALLI:

This one is the first main session that we will have. And it's very interesting because it's about development, which is something I personally have been studying and investigating for many years, especially with focus in Latin America where I come from. I'm advisor of technology of the Ministry of Foreign Affairs of Argentina. I am a university teacher, and I also run the South School of Internet Governance in Latin America to bring new leaders to this fantastic space for debate about Internet governance. So the next session that we will have, it's about Internet governance and development, and we have organized it such as each panelist, one of each of the five panelists will address one of the main issues of the IGF. The idea is that you get this as an introductory session, and you get these ideas throughout all these four days, and maybe you can address or ask other questions or you follow-up with other main sessions and workshops throughout all the program of the IGF. So I would go now to present you our distinguished panelists: Bill Drake from the United States and Switzerland. He is an international fellow in the media change and innovation division of the institute of mass communication and media research at the University of Zurich where he teaches courses on Internet governance and Internet and social change.

BEN AKOH:

On the panel as well this morning is Dimitri Diliani. Dimitri is the head of the African region, Nokia Siemens Networks. He has over 22 years of experience in telecommunications. He was the assistant professor of an electrical engineering department at Bell Labs, and has worked for Lucent technologies.

OLGA CAVALLI:

We have Joy Liddicoat from APC. She is from New Zealand. She coordinates Internet and human rights projects. She was a commissioner with the New Zealand Human Rights Commission for eight years and has experience in the Asia and Pacific region, women's rights, sexual orientation, gender identity, and human rights and the Internet.

BEN AKOH:

We have Romulo Neves. Romulo is with the government of Brazil.

OLGA CAVALLI:

We have Katim Touray from the ICANN board. He is an independent development consultant based in Gambia. He serves on the council of the Free Software and Open Source Foundation for Africa, FOSSFA, and immediate past member of the Board of Directors of the Internet Corporation for Assigned Names and Numbers, ICANN.

BEN AKOH:

We finally have on the list of our panelists today Khaled Fourati. Khaled is from the International Development Research Center, IDRC, and works there as a senior program officer. Khaled has a lot of experience working in the southern African region, helping countries apply ICTs to social and economic developments. You're welcome, Khaled. We are going to go straight into the session and we will ask the first question. And the question is to Bill. Bill, what is IG4D? Why is it an important concept in global Internet policy dialogue? And why are we even talking about it?

WILLIAM J. DRAKE:

Thank you very much, Ben, for asking me the simple question to start with. It's actually an interesting question that we spent quite a lot of time on over the past few years. During the Rio through Vilnius IGFs, I organized a series of four workshops on the notion of a development agenda for Internet governance, in which we, inter alia, lobbied for the establishment of a main session on IG4D, which we finally realized in Vilnius. And in the course of all of these discussions, I had to say that I felt, often, like I was restarting the conversation over each time. I would work through to a certain level of consensus with the people in the room about how to think about these things again. Then the next time, I would go to the next meeting a year later, a different group of people would be in the room and we would start over and we would get different kinds of ways of thinking about this. And I remember just before the Vilnius session, when we were doing the main session, a prominent person from the Internet technical community came up to me and said, "What the heck is this about? I don't understand what this session is about. What are you doing?" So a lot of people find this very obscure. That puzzles me in a way, because it shouldn't be obscure. Perhaps it's just we're not used to thinking about things in this frame.

You know, the reality is that if you work in any kind of a policy arena around ICTs, both at national level and at the global level, you will find that there's a substantial dialogue among many people about how to make policy frameworks more optimized to the promotion of development. At the national level, people who work in telecom, ICT and so on, spend all their time talking about what is an enabling environment, what types of regulations or hands-off approaches towards ISPs best lead to the roll out of infrastructure. Similarly, if you spend much time around Geneva and international organizations like I do, you know that in the World Trade Organization there is a committee on trade and development, in UNCTAD, the U.N. Conference on Trade and Development. They explore in detail the links between trade relations and development. In the World International Property Organization, there's a development agenda which tries to look at how global rules of the game impact development. So linking

developmental dimensions to policy frameworks, either at the national level or global level, is not necessarily an obscure activity. It's one that I shouldn't be, I would think, something that's so hard for people to get their minds around.

Now, of course, we don't all have to agree to exactly one consensual way to thinking about development when we do this. Development is a contentious concept. It has many dimensions, can be viewed in many different ways from many different angles.
And so, also, the way it's linked to Internet governance is going to yield similar kind of diversity of views. That's fine. For me, at the end of the day, then, the simple point is to ask the question. That is to say, when I think about IG4D or I think about a development agenda more ambitiously, I think about a holistic program of analysis and action that mainstreams development considerations into decision-making across the range of Internet governance mechanisms. And I'm particularly interested in global mechanisms here. I think the national level issues are somewhat different, and others here on the panel will speak more to those than I will.

In the first instance, that's an analytical enterprise. It means aggregating information, it means pulling things together, monitoring trends, making them formatted and accessible in a way that people can internalize and draw lessons from. And then, you know, essentially taking any given issue and saying, hmmm, is there a developmental dimension to this. In many cases the answer may well be no. In some cases you may find that there is something there and that might merit some consideration and taking it forward a bit. So first there's an analytical thing, and then secondly, you try, if you can, to identify and generalize good or best practices. And, where necessary, perhaps to identify consensual tweaks or enhancements to the processes that would enhance the development awareness of Internet governance procedures and policies.

At the end of the day, I'm not suggesting an approach that says Internet Governance for Development means we go into U.N. based negotiations and treat Internet issues in the same manner that we negotiate over trade and who is giving up what for what, et cetera. I am saying that I think we could have a multistakeholder process, an open one that is very information intensive, that simply surfaces and aggregates information about how these linkages might be and how we might encourage members in the international community in different institutional environments to enhance their actions to make them more sensitive to developmental considerations. So for me, in closing, that means three things. That means looking at capacity building activities in particular, and how to systematize those and make them more widely available, and attuned to developing country needs. It means looking at institutional procedures and identifying any informal barriers or difficulties that developing countries, both governments and nongovernmental stakeholders, might experience, in participating in Internet governance processes, and then finally looking at actual policy outcomes and saying do these policy outcomes take on board the possibility that this could impact development, either in a positive or a negative way. And if so, can we think about ways to do that more effectively. So that's what I mean by IG4D.

OLGA CAVALLI:

Thank you very much, Bill. And I would like to stress the fact that Bill has been the one to bring this issue about Internet governance and development first through workshops and then through the organization or leadership of this Internet governance and development essential. So I think this is very important and remarkable. And I have a question for Dimitri. Nokia has seen increasing growth in the mobile market in Africa in recent times, and I think all over the world. With the mobile Internet being the access of choice, what are some of the development issues that have emerged in your operations in the continent and perhaps in other developing countries across the world?

DIMITRI DILIANI:

Mobile Internet now is becoming mainstream technology today. There are more than 500 million users today that are using mobile Internet, broadband mobile Internet services across the world. And the demand is accelerating every day. It's driving more and more traffic through our networks as we speak. We estimate that there will be a tenfold increase in the number of subscribers of broadband mobile Internet this decade, and there will be a hundredfold in terms of the usage per subscriber per day. Again, we estimate roughly around one gigabit of data per day is going to be driven by user. This is huge, huge volumes compared to what's happening in our networks today across the world. Mobile Internet presents the greatest opportunity for growth for the Internet availability across all countries, and especially in developing countries, in developing countries. The cost of the initial deployment of mobile Internet is extremely flexible, extremely cheap and flexible compared to other technologies around the world, wireless technologies. However, they are very challenged today in terms of deployment, especially deployment in continents like Africa or in most developing countries. There are three challenges I would like to talk about. The first one is spectrum challenges, both in terms of utilization and allocation. We still have a lot of places today in the continent where 3G spectrum is not allocated. We don't even have the broadband services in a lot of countries in Africa.

We need some policies across the continent, across the world to ensure harmonization of frequency, and limit the fragmentation across the bands. This will drive our costs, from a manufacturing perspective; it's going to drive our costs significantly down, allow the operators to deploy much more cost effectively than what we are doing today.
We simply have too many spectrums today, too many bands, making it very difficult to make it cost-effective to deploy networks. The second one is the device ecosystem. We need some policies to allow developing countries to migrate from low-cost devices, mainly voice-centric devices, into high-end, feature-rich, Internet devices or devices that allow you to access the Internet. Finally, we are having challenges in the continent, especially here in Africa, in terms of power and transport. Power, or lack of, especially when you get out to rural Africa, to be able to deploy and provide the Internet to everybody in the continent, we need to have power or alternative means of power, at least, reliable power, and transport. We have dropped undersea cable to the continent so now we have good connectivity to the entire world. Where we are challenged still is in the last-mile connectivity. We just simply don't have enough more spaces on the towers

to keep putting microwave dishes to back the track from the tower back to the networks itself. That's going to require some vision on behalf of governments, and strategies on how to allow operators to share the transport networks to make it cost-effective for everybody, especially the consumers across the continent.

BEN AKOH:

Those were very useful comments and policy specific where related to spectrum, the migration from low-end to high-end systems, and access to the Internet, last-mile connectivity. As the Internet becomes more pervasive, especially as mobile devices have contributed in the increase in access to the Internet have become available and are in the hands of the majority of the earth's people, certainly there must be some privacy, security, and concerns around openness. What are some of these concerns that have emerged in your work, both at the global and local level?

JOY LIDDICOAT:

Very briefly, in response to the question also of how Internet governance is related to development, I would say firstly, my view is that human rights are as fundamental to Internet governance as Internet protocols are to the DNS. Internet governance cannot be effective, sustainable, and democratic, for all multistakeholders in their respective roles unless it's based on fundamental human rights. So I think the two are inextricably linked. In terms of development, also we must simply first acknowledge that the United Nations has itself framed development as a right, and the right to development is being engaged with by many developing countries and many other forums, and one important aspect for this forum is to make those links. In terms of security, openness, and privacy, I think there are some emerging issues. The first is that while the Internet is becoming an indispensable tool for realizing human rights and accelerating sustainable development, we are seeing that access to infrastructure and access to content and staying online has resulted in new forms of human rights violations. So for example, we've seen that restricting access to infrastructure, while it may be partly a resource question for some states; in other states it may be a strategy to restrict democratic participation. So slow uptake, slow implementation of infrastructure, is itself a security and openness issue because without access, we cannot have fully democratic participation.

And in addition, new forms of control are emerging in terms of Internet and information control techniques. Astroturfing, the creation of fake grass-roots movements, no longer are states shying away from asserting the right to control information and content, especially in development context. Rather, they're asserting their rights as states to do so, and this raises new issues for development because what does that mean when states and private sector are working together on these issues? So in our view, Internet governance must remain transparent, predictable, and based on human rights and other good governance principles. And they must also uphold women's human rights and take into account the multiple and intersecting ways in which gender and development are also affecting women's human rights. We think that finally, in terms of Internet governance for development, that there's really a need to hear multiple voices from diverse

developing contexts, including civil society participation in more and more diverse places.

OLGA CAVALLI:

Romulo, I have a question for you and it's good to have you on the panel because you come from a country that has similar challenges like mine. We live in developing countries with big territories, very big cities, very populated cities, and rural areas. So my question to you is: Which are the challenges for access and diversity emerging in your country with the development of the Internet now?

ROMULO NEVES:

I would like to talk very briefly about the very nature of the Internet that provides room for creativeness to talk about Internet governance for development. First of all, it's a new phenomenon. It's, let's say, a 30 years phenomenon. That's the oldest we can imagine. It's an international phenomenon, in its very first beginning. Or it was not international, but the idea was to become international. It's a sharing phenomenon. The sharing nature of the Internet is, in itself, since the beginning. It was chaotically generated, and in a certain way, it was generated in a romantic way that was based in this sharing nature. It has had a fast development, a very fast development, based on technology. I would like to point out some questions, and in the end, I would like to put them together.

Besides the very nature of the Internet that I just talked about, we have a very important character of the Internet that is, within this issue, we have the important participation of a variety of multistakeholders, because of the very nature of the Internet, the beginning of it. So we have the governments, but we have within the governments, we have the developed countries' governments and we have developing countries' governments.We have the intervenors, of course, and within this group, we have the providers, we have the companies that use the Internet, and we have the Internet companies related to the very new model of economic activity such as Facebook or Google that didn't exist in the past. We have the civil society, and then also in this group we have the developing countries civil society and developed countries civil society, and within the developing countries civil society, we have those countries within the civil society that has freedom, that is organized, and we have those countries within the civil society that aren't organized and don't have, let's say, too much freedom. And we have the academy that played a very important role in the beginning of the Internet.

So Brazil, as you may know, supports the multistakeholder model because we have inside the country, a very successful multistakeholder model, so we understand that. Besides that, we have an existing diversity of fora of decisions. We have IGF, we have IETF, and we have ICANN, whose mandates are very different but complementary. And we have different groups in the continents that take care of different aspects of the Internet.The variety of fora also reflects the variety of issues on the stage. We have technical issues, we have political issues and we have Internet governance directly related

issues. So this is an important thing that we need to put on the stage. And we have the actual flow of decisions that in respect of this diversity of fora are also very different. Within this diversity of flow of decisions, we have money interests, we have power interests, and I would call them the extreme of the spectrum. Money interests include commercial, economical, and infrastructure interests. We have the power interests that include arms, money, sovereignty and history. We have within these extremes the public interest that is also within the money extreme and within the power extreme.

We have a complexity of themes related to Internet governance that you may know, human rights, intellectual property, and so on. Putting this together, we have two possible outcomes. We can increase traditional inequalities through the Internet or we can maybe make the Internet nature through the redistribution of resources, both physically and conceptually. So global organizations, it doesn't matter their mandate. And already participant countries should think about this redistribution. It's our responsibility with development and with the sharing Internet nature, the very nature of Internet that includes sharing. We should discuss a very new model of Internet governance, taking advantage of the the past experienced mistakes. It's a new phenomenon. We have the opportunity to create a new thing.

BEN AKOH:

Katim, could you please tell us if there is a development dimension to managing critical Internet resources?

KATIM TOURAY:

As a matter of fact, my term on the ICANN board actually ends next month, so I'm not quite yet an immediate past member of the ICANN board. Just for your information. And secondly, to mention, Ben, that what I have in front of me is a question slightly different from the one that you've just posed, and the question that I have here is to address the need or whether there should be a development dimension to the management of critical Internet resources. And if I have your permission, I'll just basically address that. It's similar to what you've asked, but it's not precisely the same thing. I am from the Gambia. I'm based in the Gambia. I always like to tell people that I come from a village. I am not a city boy; I'm a village guy. My families, my friends, my relatives, most of them are in the village doing, you know, farming, and those kinds of things that you can expect people in rural Africa to be involved in. So developing country issues are very dear to me, and that's what my life pretty much is all about.

And so it's no question to me as to whether or not we should involve developing countries or have a development dimension to the management of critical Internet resources. And I say this for a variety of reasons. Number one, of course, is the fact that there is a need that the developing countries have, both from a capacity perspective and also from the perspective of getting them to be more involved and participating in the development of the Internet and the management of critical resources. Of course a lot of us involved in development activities have always addressed and discussed the issues of

the capacity gaps that many developing countries face, and I think this is one of the most important reasons why there should be a development dimension to the management of critical Internet resources.

There is of course also the fact that we all know, that the Internet as we knew it 10, 15 or so years ago, has changed dramatically in the past 5 or so years. It was just yesterday at the high-level ministerial meeting that was organized that we heard a presentation, an intervention from the delegate from China mentioning that in China alone, they have 450 million Internet users. That's easily way above the population of the United States, which is just about 350 or so million. I think demonstrating the fact that we have seen in the past 5 or so years a significant shift in the center of gravity of the Internet, a significant shift in the languages that are spoken on the Internet, and the users in the various countries that are getting on the Internet, and I think most of those countries basically are going to be from the emerging and the developing world, and for that reason, I think it will be well worth our while to get developing countries more involved in the management of critical Internet resources. Of course the other reason is that developing countries, like any other Internet users, are also profoundly affected by the use of the Internet and also the management of critical Internet resources.

We're talking here about various aspects. For example, the generic top-level domain name programs, and indeed, the new generic top-level domain name programs, program that ICANN is going to be introducing hopefully early next year. We are also talking about the issues of content, for instance, Internet governance, and various other issues that really have a significant bearing on the Internet experience and how people in the developing world interact and use the Internet. The developing countries also have something to offer, so it's not like they are passive users of the Internet. They also do have, you know, initiatives and creativeness that they frequently put to the disposal of the larger Internet population. I can mention, for instance, Ushahidi, which is software that was developed to use in Africa that's pretty much blossomed into a platform that's used all over the world, and so that's one example. And there is, then, of course the example that we've given so many times of M-Pesa, which was developed as a platform in Kenya, developed in Kenya, to facilitate the transfer of money using mobile telephony and that's also something that's being used more and more in different and various parts of the world, something that certainly originated from the developing world.

So that's one more reason why developing countries should be more involved or should be involved in the management of critical Internet resources, and there should be a development dimension to the management of critical Internet resources. And finally, I'll give a fifth reason why there should be a development dimension to the management of critical Internet resources, and that's what I call the moral imperative, that as I've said before, that the world, we have to understand, is only going to be a better place if it's better for everyone, because if you think about it for a second, think of Nairobi. I mean, where we are now, if you close your eyes for a second and, you know, just forget about the real estate out there, we could for all I know be in New York. It could be in Tokyo. It could be in Paris. It could be in any developing country, for that matter. But the fact of the matter is, Kenya is a developing country simply because of the fact that a

significant part of its population live below the poverty line, and, so for instance, Nairobi is a developing country simply because of the fact that there is a huge slum called Kibera that's known worldwide for the fact that the population in those parts of the city have a lot, you know, to be desired in terms of their lives. So in the same vein, if we expand that to extend that argument to the global Internet space, to the global space of Internet users, I think we have to understand that the Internet experience is going to be better for all of us if it's better for everyone. In other words, when we talk about access problems in the Gambia, the quality of life of access that the Gambians get is also going to affect directly or indirectly the Internet experience of people trying to access the Internet from Tokyo, for instance, or from Germany, for the simple reason that the richness of the Internet is going to be influenced by the abilities of each and every one of us to contribute to it, and that ability is compromised by the diversity of the challenges that various people face around the world. So there is, like I said again, the moral imperative that we have to make sure that we ensure that everybody has the fullest access and experience on the Internet.

BEN AKOH:

I think we have raised quite a number of issues from the panel, but we do think that there may be a number of emerging Internet governance for development-related type issues from the floor.

FROM THE FLOOR:

I'm coming from Tanzania. Do we have anything to do with nonsense and the useless SMS coming from mobile operators enticing their subscribers on various competitions which completely are useless, hopeless, making people winning nothing, losing a lot of money?

BEN AKOH:

Thank you very much, Spam SMS. We will try to address those questions, if we can.

FROM THE FLOOR:

My name is Morris from Cameroon. I was impressed by my friend from the Gambia who said he's a village guy, me too. I'm a village guy. And I'm involved in developing software in African languages for schools in the rural areas, and that's a big challenge. I wonder whether, as a village guy, he's also confronted similar issues.

HASANUL HAQUE INU:

I am Hasanul Haque Inu, chairman of the Parliamentary standing committee on post and telecommunications in Bangladesh. Finance is a great issue in the application of ICT to bridge the digital gap and the digital divide, so last conference; I raised the issue of debt swapping or debt relief for financing ICT development. I think the Internet governance forum and the world community should need to check this issue very seriously, so that

the developing countries who are financing debt financing, so if debt swapping or debt relief is given to them, if the country applies ICT in developing their capacity. That is one important thing. Another thing is, I come from an area which is a disaster-prone area, and many countries of the world are disaster-prone, so ICT applications in natural disaster preparedness and adaptation to climate change impacts, that is very important and I think how to finance a developing country or a disaster-prone country is a very important issue.

BEN AKOH:

Three quick questions that emerge: How do we deal with spam within the mobile sector? Village software linkages to global software markets, I believe, and the third question is of course in relation to debt relief and debt swapping, as well as applications that deal with climate change and other risk reduction systems.

OLGA CAVALLI:

We have heard concrete issues raised about development in different places of the world, and I would like to address this question to perhaps three members of the panel. In thinking about solutions, what would be useful questions to ask in the IGF in terms of solutions for development?

WILLIAM J. DRAKE:

Well, before you can suggest a solution, you need to identify a problem, and so for me, I would start by identifying where there may, in fact, be connections between either national or, in my view, more interestingly, global Internet governance mechanisms, and domestic development trajectories, and try to have a neutral, fact-based assessment rather than a purely political one of whether or not there are ways in which the different kinds of institutional arrangements we have in place seem to be supporting a good balanced developmental trajectory or perhaps could be tweaked and improved in some manner in order to make a better fit. So for example, if one were to take a look at a workshop that had to do with CIR matters and perhaps was looking at names and numbers, you might look at things like how well does the existing framework for regulation of registries and registrars lead to diversification in the global market, how do the market structures better in place impact developing country participation in the namespace, how do the kinds of changes envisioned by the new gTLD program open up new possibilities for developing country participation, particularly given the special provisions that we in ICANN have figured out for trying to ease applications by people from the developing world. One might also then look at issues like technical standards and say "well, are there ways in which the dominant forms of technical standards that are being adopted today empower developing countries, particularly open standards, which we should build on and try to figure out how to make that a more integrated approach to promoting Access to Knowledge? Are there potentially standards that have proprietary elements to them that would in some way inhibit the ability of developing countries to be able to advance their

developmental objectives? And if so, are there ways to try to think about making connections there?"

Intellectual property, do the rules that we have in place for digital intellectual property seem to be lending themself to a sort of robust, bottom-up trajectory within countries or are they constraining people's ability to access and use knowledge and information in ways that serve development most effectively? So the first step is obviously, then, to start thinking about these issues. To put the development frame onto the questions that we normally discuss as sort of insiders looking for technical solutions, political fixes, in a kind of bounded way, and say, well, make sure we check the box on development as a consideration. And if we see that there is something there that merits further discussion, percolate that back up to the concluding session and so on. So I guess that's one way of going about it.

JOY LIDDICOAT:

I think the answer to the question is more questions, and to deepen the understanding, and also to hear an increasingly multiple and diverse range of voices from developing countries. Not all developing countries are the same, nor are the economic, social, cultural, and other conditions the same, nor their civil society and political context. So I think when we're talking about solutions and ways workshops can be assisted, I think, to ask those questions and to dig into assumptions about development, and particularly sustainable development. I think we also need to explore what are the links between democracy, Internet governance, and human rights, and how do we ensure that discussions about infrastructure, access, markets and competition. We should strengthen and support and deepen those links rather than operate in counterproductive ways or, indeed, create new issues which undermine the various things we are trying to achieve.

I think it would be helpful for workshops to focus particularly around issues of security, openness and privacy, on issues such as access to knowledge and Internet Governance for Development. How are intellectual property rights, policies and regulatory measures, both supporting and undermining development? And what are ways that this is affecting civil society groups in terms of their access to knowledge and their ability, therefore, to be full participants and their respective role in multistakeholder processes in Internet governance? And how do we measure IG4D? How do we measure access for different groups? Particularly equitable access as access is not the same for all. And how do we relate our measures for assessing Internet governance with our measures for development and progress there. And I think a further question is, well, what steps can we take in our roles to ensure access to the Internet and related policies actually uphold freedom of expression and freedom of association and ensure a multiplicity of voices, including women's human rights defenders. And in this sense we would particularly like at APC for workshops to be considering whether one way to draw these issues together is to adopt human rights as a main theme of the IGF in 2012, so that we can actually have a space in which to bring these rights issues, which as I said earlier are really the root of Internet governance, the foundation of it in the WSIS, back to the forefront as a link through

which to consider these issues going forward. So I would pose those as questions that workshops could usefully focus on.

KATIM TOURAY:

One of the things that I was thinking about is maybe why not shift the debate a little bit from the traditional notion of looking at development cooperation in a vertical sense to a more horizontal sense, by which I mean that we try to look at development cooperation in Internet governance and, indeed, many other development areas as strictly something between developing countries and developed countries. I'd like us to see the issue; namely, south-south cooperation, I see it is sometimes called, because, I think, developing countries have a lot to offer each other as a matter of fact. I think if we emphasize this going forward, we could probably be much more effective in some of the interventions that we intend to make.

An example of a particular area that I think I would like to see more of is, for instance, in the area of the management of ccTLDs, Country Code Top Level Domain names. We all know that not all Country Code Top Level Domain names are created equal. Some are stronger than others. Some have more domain names than others, some are just struggling. Some are, indeed, as in some West African or some African ccTLDs, Country Code Top Level Domain names, being managed by people outside Africa. And I think when you have say, for instance, a ccTLD like dot BR from Brazil or even dot ZA from South Africa, they have a lot of help I think they can offer and should offer to other developing countries or dot IN from India, for instance. So I think what I would like to suggest here is that as we move forward, we can look at what we can do to strengthen south-south cooperation in the Internet governance domain.

There is also, of course, the issue of cost and its implication for access to the Internet in the developing world. I always marvel myself when I travel at the incredible bandwidth that people around the world experience, which of course is very different from what we experience in the Gambia, for instance. So I think what we ought to do is have a very comprehensive look at the cost issues, especially in terms of bandwidth, between Africa, say, for instance, and the rest of the world and developing countries and the rest of the world, and see what can be done, either, for instance, through aggregating traffic by setting up regional IXPs or national IXPs to ensure that the costs are reduced. And of course, ultimately, also to ensure those costs are passed on to the end users. We all know that Kenya has been celebrating the landing of various fiberoptic cables, but the argument and the quarrel in the country has been now that we have got all this bandwidth into the country, what can we do to pass on the cost savings that the ISPs are experiencing to the end users. And I think this is a debate that we need to continue moving forward.

As we move forward in discussions of privacy and security, we ought to make sure that we pay adequate attention to the distinction between the need to ensure personal privacy and protection and also state security because I think most developing countries, their governments especially, want to run with the idea of security and forget about privacy issues. And of course quite a number of them would not hesitate to use the Internet to

extend some of the autocratic tendencies that they have. I think we need to be very careful of this.

BARRACK OTIENO:

We have five hubs participating in the session at the moment, and the question is from the Cameroon hub, directed to Katim Touray. What is ICANN doing to improve participation of developing countries in the ICANN processes?

BEN AKOH:

We are going to come back to that question in a little bit, but I wanted to ask Khaled to just comment broadly on what he has been hearing so far. What have you heard? What's emerged for you?

KHALED FOURATI:

Many issues have emerged so far, so let me try to synthesize them in a couple or three points. I want to build on the idea of the IGF being a forum to debate policy outcomes, taking into consideration a development perspective. Whether we are in developing economies or more developed economies, we are faced with a few changes around us, and there are underpinning fundamentals. Those fundamentals are that telecommunications costs or telecommunication services, the Internet, are becoming an input factor in many type of other industries and services, whether you look at it from information, like agriculture value chains, supporting, as someone from the audience said, financial services and the emergence of new ways of thinking about providing micro lending, improving data production for perhaps decision-making in health services. The bottom line is that reducing the costs and improving affordability in this sector, in the telecom sector, in the Internet economy is paramount because it's an input factor to other type of sectors and services within our economy.

How do we reduce those costs? I think we need to look, from a development perspective, at the input costs within that sector itself, within the telecom. As mentioned here, we look at the licensing fees, the power and transport costs, the issues of cumbersome regulations that were mentioned; spectrum management, lending rights when it comes to international bandwith, and so forth. My second point builds on the first one, and perhaps to synthesize it, looking at more the rights perspective, and specifically around the issues of privacy and security. Since we are living in a networked economy and society, which means these issues are emerging, and they are more complex. Obviously we don't know the answers to them as yet. If you look at the economy of the 20th century, the main ways of thinking or enabling the economy around services and products was to reducing tariffs; right? And we talked about the WTO and so forth. I think in the area of the network economy, where obviously you want to encourage the flow of ideas, the tariffs have sort of become more around the intellectual property regimes. And we're seeing that instead of producing the cumbersome tariff in this area, we're seeing an emergence of increase in the tariffs in this area, just for the sake of being a bit controversial in this.

So the real question is how to balance the different interests between the rights holders on the firsthand, between those who are interested in making sure there is a flow of ideas to be able to create and innovate. Whether you look at that from the IP vision context, whether it's from the corporate lens or from the patent lens, so as I build on these two main ideas, there are other issues that were brought forward by the panelists. One was in the area of capacity development and how to increase the participation of various actors in this process, both at the national, regional, and international level. Perhaps how to make sure there are interlinkages between the ideas that are discussed here and going back at the national and regional levels and obviously strengthening, as was mentioned here, south-south collaboration and how to make synergies of position. And at the end of the day, I think these are complex issues that we need more evidence. Perhaps this is because I come from an institution that is interested in research, and expanding this from the different lenses on how they interact and be able to build on concrete findings in very controversial issues, I think.

BEN AKOH:

Thank you very much, Khaled. Maybe just to add to some of those questions you are posing and to also refer to a comment that came in from Bangladesh, I believe, on linkages between the economy or the Internet economy and the environment. For instance, we might begin to see linkages as to digital economy and the green economy, for instance. Perhaps these are questions we want to ask as to what linkages exist between them, what's thriving right now in the digital economy and perhaps our concerns as it relates to the environment and the climate and whether there are connections between that, on the Internet, what's going on on the Internet and the green economy.

OLGA CAVALLI:

How do governmentments and the private sector interact on these issues?

DIMITRI DILIANI:

We do it today at three different layers or three different levels. One, we do it at a global level where we participate in forum industries such as this one. We have a research and standardization group dedicated to working on future technologies, and making sure that they confirm within the standards that all the companies in our industry will confirm too, and they work very closely with ITU, and 3GPP, and that's one way we manage it on a global level. On a regional level, we have a group today that's dedicated to working with different governments across the region, for example, I have one in Africa today working with different government entities to make sure we drive our policies. And finally, of course, at the local level, per country we participate in a lot of the local interest groups, such as the CCK in Kenya, ICA in South Africa, and NCC in Nigeria.

ROMULO NEVES:

The Brazil Internet Steering Committee has a very successful manner to deal with all the stakeholders, because we consider all the interests very legitimate, all the stakeholders' interests are represented in this model. We believe this could be applied in global Internet governance by increasing the participation, the effective and real participation. For example, empowering IGF; empowering developing countries in the flow of decisions. There are a lot of manners to do that. There are a lot of possibilities. We would like to discuss the Brazilian model a little bit more with the interested to present some questions and some responses that we already have, but also questions that we want to solve in that model.

JOY LIDDICOAT:

Just to emphasize that in ensuring that developing countries and private sector work together well, I think it's critical that the multistakeholder approach that the IGF itself tries to emulate is taken into those processes so that governments are relieved of the burden of requiring, on their own, to put forward the multiplicity of voices within civil society in their own countries, and that those groups also have access to those processes themselves.

MOHAMMED BOURHAN:

Thank you very much. I represent the Egyptian Ministry of Foreign Affairs, and I would like to thank you all for hosting this great conference. My name is Mohamed Bourhan and I come from a country where we have seen in the past few months the real effect of Internet governance or Internet and how Facebook and different social media have affected us in a huge manner. System change in Egypt has happened since the January 25th revolution, and we are experiencing a new era of freedom. So this is one sense where Internet Governance for development has really been achieved in Egypt. The second thing is we see the need that we emphasize education. Schools need more Internet access, and we have seen statistics where children with Internet access are more intelligent, more able to engage each other in the educational field and have better opportunities for their own careers.

JUAN FERNANDEZ:

I represent the Ministry of Information and Communication from Cuba. I want to underline a subject that, in my view, is essential. That is the economic aspect of the Internet and especially the economic sustainability of the Internet model. Mr. Fourati mentioned some very particular and interesting aspects of that issue. We know that the developmental aspect needs financing, and that is one of the other areas of the World Summit on the Information Society that was left open, one was Internet governance and this is the other one. And as you know, also we are in the middle of an international economic crisis in which there has been cut in funding for many things. Not only for infrastructure, but grants for content creation and so on.

So as Mr. Fourati said, I think that this forum should work on looking into the business models, because the telecommunication network has the possibility to create their own resources, their own income to finance their own development. Of course, in developed countries, there's a very thriving Internet industry. But the conditions sometimes do not apply for developing countries. For instance, in developed countries, the advertising industry is huge and it's a source of revenue for many of these Internet enterprises. But in developing countries, we don't have that situation. So we have to move and find some other business models that could make Internet sustainable in economic terms. If we don't do it, what we're going to have and what we are seeing in many places, that statistics and some friends and NGOs that do these studies are showing that content creation now with the economic crisis is going down. I think this deserves more discussion. Even I can propose that the next year topic, main topic for the forum could be the economic aspect of Internet, because we are in the middle of an economic crisis that I think it will go worse for next year in which funds and resources are getting scarcer. We should pay more attention to the economic sustainability of the Internet.

FOUAD BAJWA:

We have a very interesting question from the Australian hub, reemphasized by the Cook Islands, shows an example of how distances and such issues affect Internet Governance for Development. For small Island developing states, the challenges of Internet development are increased because of the distances of ocean between land masses within each country. When compounded by the cost of transport equipment and connectivity, they increase the digital divide between countries.How can these isolated islands focus on Can multistakeholderism be usable in the spectrum management space? Should dialogue within Internet governance with a development aspect be bottom-up or should it be top-down? What would be a one liner for IG4D that everyone can take back home with them and maybe look at this in the future?

MARILIA MACIEL:

Hi, I am the Center of Technology and Society in Brazil. I have a question for Katim. How do you think the new gTLDs will impact on development? Has ICANN conducted any study about that? Would you agree with a policy that would enforce or provide for some of these new gTLDs to be managed by companies from developing countries? And I'd like to hear a little bit more from Bill, what are the concrete obstacles to the inclusion of developing country actors on frameworks that discuss Internet governance issues in formulating their concerns into real policies?

FROM THE FLOOR:

I work for an NGO called ComFEDI. ComFEDI means Community Facilitation Empowerment and Development Initiative. We are having comparative trade in fiberoptic. Some areas within our nation have not been able to access the Internet. For us to have a policy issue, do we have a mechanism from the forum that can suggest or consult mechanisms that even the community out there can be assisted? Do we have

mechanisms from this forum that we can come up and curb issues possibly of substandard products that are coming and you see in a scenario whereby the economic handicap is placed on us?

FROM THER FLOOR:

I am a project manager for Sevtek Systems. I'm very much concerned about our children in public schools and private schools. What can be done to implement the e-learning systems within the public schools? Can some software be introduced, rather, in e-learning systems, so that it can be engaged within the local and public schools and private schools within our education system?

FROM THE FLOOR:

As you know, there are prevailing famines in the horn of Africa, particularly in the case of Somalia. My simple question is: Do you think that the social media has failed to inform or give early warning in terms of early action, or mobilize all the community in supporting this case in the horn of Africa?

FROM THE FLOOR:

My question is about the Internet. What are you doing to make sure that the environment is much conserved when in the future that there will be no problem with the network? The other thing is about the health of the Kenyans, of the users of the Internet, because I hear you people speaking about the economy, yet the health of the people who are the users of this Internet, you don't consider them but in the future when we come to the future, you will find that there is a problem in the world. So what are you doing about those two things?

ROMULO NEVES:

There are interests that oppose each other, for example, human rights and control, privacy and security. Some interests are overwhelmed in this current situation. Meanwhile, some other interests are sub-estimated. Just to put together some questions about the financing of the Internet, the sustainability of the model, maybe we could get some interest down and put some interest forward by financing, by the Internet itself, the development of, for example, ccTLDs. This is the kind of response to Mr. Juan from Cuba, that there are possibilities to move this issue forward, to put it forward within a very creative model. .

JOY LIDDICOAT:

I think that small Pacific island state governments participate in many international government forums, and one way to ensure their engagement in Internet governance, despite access issues, and perhaps to address them, is to make the linkages between their participation and environment, climate change, and development contexts, and the issues we are discussing, and I would encourage more regional Pacific IGFs to address that.

Secondly, the direct question on open spectrum, yes, definitely a multistakeholder approach is possible in relation to open spectrum, and I would encourage that person to come to the open spectrum workshop which APC is cohosting on day 3 of the IGF to learn more about that and share experiences. Thirdly, in response to the question about the situation in the horn of Africa, thank you very much for that question. Just to know that the Internet rights and principles coalition has issued a statement on that situation, and linkages to Internet governance, this may be of interest. And finally, APC is running a gender report card throughout the entire IGF, and so we're going to be looking for the participation of women in all sessions, and I'd like to point out that there's only been one question from a woman in this entire participation. So let's aim by the end of four days, to get a much more even gender balance in that regard.

ROMULO NEVES:

I just forgot to link the question from Kenya and the remote. This kind of suggestion that I've made could provide access to some people, to some countries, and then to provide participation.

WILLIAM J. DRAKE:

I believe Marilia asked me about barriers that developing countries encounter in Internet governance mechanisms. I would say you have to sort of draw a distinction; you could make it a 2-by-2 or 4-by-4 table. There are governmental and nongovernmental actors from developing countries and then there are intergovernmental bodies and non-intergovernmental bodies, and the mix of questions is different in each case. In intergovernmental processes, certainly governments have the formal ability to participate. There's no question about that, there's no formal barriers to participation. But there are often a lot of challenges for particular players. For example, I know living in Geneva that about 50 least developed countries don't have missions, so to just have meetings in Geneva where you don't have representation there, this is an issue. When meetings move around the world, which can be expensive. That's an issue but there's also a larger point. I think that there are intergovernmental bodies that restrict the ability of nongovernmental actors to participate that could support developing country interests and development concerns, and often, unfortunately, those kinds of restrictions are supported by the governments. To me, that's a bit shooting yourself in the foot. I think it would be very effective if developing country governments would embrace more opportunity to bring on board those nongovernmental actors who have shared interests, shared visions, and want to work with them on those kinds of questions.

And of course there are the general problems of power differences. They are barriers in a lot of ways in every environment. In the nongovernmental bodies, though, I'll just say I think that the challenges are quite different. And I can use ICANN as a particular example because it's one that I've raised with ICANN people quite a bit. The number and diversity of meetings being held around the world and the cost of getting to them, the fact that the issues are often very complex, it's very difficult for newbies of any sort and particularly people coming from a different cultural tradition and orientation to get on

board, to figure out what's going on in a meeting. These things are information barriers. They have to be tackled. I think the fact that the culture of ICANN and other indigenous Internet bodies is really quite different from the culture, say, of intergovernmental bodies. That is a real challenge. In ICANN, people basically don't care who you are. You know, you can come in and say "I'm the Vice Minister of so-and-so," and maybe at the ITU everybody would then say, "Oh, yes, I listen very carefully," but in ICANN, it's like either you have a history of making strong interesting suggestions, in which case you've built street credibility with people, or they'll go "ah, so what," and move on. And people don't know necessarily how to respond to that. So there's kind of like a more of a challenging, demanding organizational culture. So the informational barriers, the cultural barriers, are there and have to be dealt with, but all of the indigenous Internet bodies are very much wide open to participation. There's no formal barrier. There's no reason in the world anybody who can afford a plane ticket, which is no different for an ICANN meeting than it is for a U.N. meeting, there's no reason they can't go to an ICANN meeting, to an IETF meeting, and so on, and participate fully.

KATIM TOURAY:

Thanks, Olga. I'd like to very briefly take turns addressing some of the questions that have been raised to me but before that, I'd like to very briefly touch on the issue that was raised by my brother from Cameroon about the particular challenges that are experienced or felt by those of us from the villages. Indeed, when we talk about the digital divide, we're talking about it existing between both developing and developed countries, but also we recognize that in developing countries there is an internal digital divide that exists between the rural areas and the urban areas. For instance, when you talk in many African countries about erratic electricity supply, in the big cities you talk about the absence of electricity in many of the villages, including my own. When you talk about poor Internet connectivity in a lot of the cities, capital cities, for instance, or the big cities, in my village we talk about no Internet access at all, even though we have relatively good coverage of mobile phone GSM networks. We're talking about also the fact that in a lot of these villages, education has yet to reach many people. In my village myself, there are still families to this day that do not send their kids to school. They just simply as a matter of policy refuse to send their children to participate in western education. That's a reality that we have to deal with in many of these villages.

Still, it shouldn't stop us from dreaming. I dream to this day of taking my laptop to my village and showing people Google Earth of the village, showing people all and any aspect of the Internet that I can show them. The challenges are there, but I think we still have to understand that there's a lot that can be done. Look at mobile telephony, what it's doing, for instance, in healthcare delivery for villages, in e-commerce, in reducing money transfers, for instance, in reducing poverty. So there's still quite a lot of very promising developments that I think we just have to build on and deal with the challenges that we face as we move forward. With regard to the question about what ICANN is doing to support developing country participation in ICANN processes, I think it's worth mentioning here that for the three ICANN public meetings that are organized every year around the world, ICANN provides a fellowship program which is very widely contested,

actually, where people apply for sponsorship from ICANN to attend the meetings and participate in them and hopefully after that become more interested in participating in ICANN's activities. ICANN also works very closely with the government advisory council, the GAC, and in this regard is working diligently to increase the involvement of many developing countries in the GAC process, in the GAC body of ICANN itself, and of course reaching out to various intergovernmental organizations and get their participation and involvement in ICANN's activities. And finally, let me say also that ICANN is working with the community to develop ways and means of supporting people from developing countries, applicants from developing countries, to help them participate more effectively in the anticipated new gTLD program that ICANN is going to launch. For those of you who are not in the know, the new gTLD program, very briefly, is a program ICANN is introducing to liberalize the top-level domain namespace, so that you're not going to be restricted to the dot com or dot net or dot travel top-level domain names, but you can, indeed, have almost any top-level domain name you want, the dot Nairobi, if you want, dot Africa, or dot Asia. Dot Asia is already in the root, of course. And so the challenge here is to make sure that we have a program that's inclusive and have as much participation from the developing countries as is possible. About the impact of the gTLD program on developing countries' economies, there's not been a specific study on that, but I think it would be expected that there's going to be increased competition

KHALED FOURATI:

First, on the area of the issues around the importance of the multistakeholder approach, it is a way of building partnerships, a way to increase population, and perhaps as a way to reduce organization and cultural barriers. Also, there was sort of emerging trends around the importance of the role of social media, not only from the perspective of supporting freedom of expression, but perhaps looking at their role in supporting policies around for security and supporting policies around improving learning and education. And the final point I wanted to make was in this area we're thinking around the economic aspects, and from that perspective I'd perhaps focus more on the importance of being innovative from the policy and regulatory perspective. Thinking from more a development approach in this area, so that we can think more constructively around appropriate business models that are best suited in our context.

LAURENT ELDER:

I want to again thank all the participants for listening intently and your incisive, insightful comments. Thank you to the panelists for what I think was a very enlightening and important discussion. At the end of the day, though, I'm left with the idea that there were possibly more questions than answers, and you've heard that the challenge has been put to you to think about what are potential solutions for thinking about how Internet governance can actually play a positive role for development. So through these three days, I would hope that you would think about these issues and bring your comments back to us on the last day.

Reports of the Workshops

Internet Governance for Development [IG4D] (Cross cutting Priority)

72. Good Practice Forum: Building Trust Environment for e-Commerce - Challenges and Innovation
93. Multistakeholder Internet Public Policy Dialogue: Lessons Learned and Best Practice examples of local to global policy dialogue
125. Parliamentarian Challenge: a Round Table between Parliamentarians and other Stakeholders
144. Human rights come first - towards a 'constitutional moment' for Internet governance?
162. The I* organizations and their contribution to development
183. A possible framework for global Net Neutrality
185. Do policymakers understand the role of libraries in mobilising the internet as a catalyst for development, innovation and freedom?
203. Internet Governance Principles: initiatives toward the improvement of a global Internet Governance
231. Challenges and Best Practices for Internet Regulation in Africa and Latin America
417. Can Digital Citizenship Scale into the Emerging and Developing Countries Effectively? Should it?

Report of Workshop 72:

Title: Good Practice Forum: Building Trust Environment for e-Commerce - Challenges and Innovation

Organizer: Internet Society of China

Moderator： Mr. GAO Xinmin (Internet Society of China)

Panelists： Ms. Jing Pan (AdChina.com), Mr. Chen Yu (YeePay.com), Mr. Robert Pepper (Cisco), Mr. Andrew Cushman (Microsoft), Mr. Jovan Kurbalija (Diplo Foundation), and Mr. Peter A. Bruck (the World Summit Award)

Report:

With the rapid development of e-commerce in recent years, online shopping has become one of the most popular Internet applications. The trust is the basic factor for doing business, e-business even requires more from it. This workshop aimed to introduce the

best practice of e-commerce operating, and share the experiences and lessons learned in the construction of a trust environment. Experts both from global Internet community shared their views and best practice from different perspectives on the panel.

Ms. Jing Pan introduced the status of rapid development of e-commerce applications in China and also pointed out that the industry would need to build up an independent and open credit ratings system. Mr. Jovan Kurbalija stressed that reputation is essential for any activity including economic activity. Trust requires time to be nurtured and needs to develop it over time over consistency and particularly practice, which is important especially for companies who are acting on the global scale. When referring how to build trust, he said long term education and training were very critical. Mr. Robert Pepper mentioned that the power of the brand is the growth of the business that many success

e-Commerce companies was because of the building of the brand, as they had built trust through personal experience. Companies should have a huge incentive to build trust and build their own systems for building that trust. Meanwhile, consumer protection agencies

in virtually local or bi-lateral agreements across countries are help to the trust building. Another point is to develop and perfect authentication system, especially to build up the standards and approaches through global standard processes and cooperation. Mr. Andrew Cushman's focus is on the threats that exist today and the threats that exist

tomorrow that threaten the evolution and the adoption of online or e-Commerce. Microsoft has a program called collective defense that identifies and it is bringing the public health model to the Internet, which requires international and international and local collaboration to identify and governance.

Mr. Chen Yu gave an overview on the e-payment marketing in China, addressing we have to build trust at different levels with the technology level, the business level and the policy level. Meanwhile, he indicated the social media plays role of a credit reporting tool

during the e-Commerce activity. He also explained the different cost of trust building between the Asian and the West world due to the culture difference. Finally, Mr. Peter A. Bruck mainly talked about mobile commerce in the relationship to trust and e-Commerce in a relationship to trust, by illustrated many winner cases of the World Summit Award. Through the panel, it sums up that to build up trust in e-commerce as well in the whole Internet activities requires multi-participation and joint efforts on different levels such as the technology level, the business level and the policy level. Education, training and industrial self-regulation are the necessary supplement. Mutual understanding and cooperation will be added up this effort.

Report of Workshop 93:

Title: **Multistakeholder Internet Public Policy Dialogue: Lessons Learned and Best Practices Examples of Local to Global Policy Dialogue**

Report by: Ben Akoh

Workshop organizer: International Institute for Sustainable Development (IISD)

List of panelists, Chairs, Moderator: David Souter, Managing Director, ict Development Associates ltd, Visiting Professor in Communications Management, Business School, University of Strathclyde and Associate of the International Institute for Sustainable Development

- Byron Holland, CIRA/Canadian IGF
- Alice Munyua, East African IGF
- Nahmsath Yabouri, Togo National IGF
- Raul Zambrano, UNDP
- The Rt Hon Alun Michael MP, Nominet UK
- Raul Echeberria, LACNIC, Brazilian/South American IGF
- Ben Akoh, IISD (Remote moderator)

Participating institutions: IISD, West African IGF, Brazilian/South American IGF, East African IGF, Nominet UK, Canadian Internet Registration Authority

A brief substantive summary and the main events that were raised:

- Two ways of examining the relationship between global and local policy approaches: a) the expansion of the global IGF in its current structure to national and regional areas, and the linkages such as feeder events through which they make issues visible at the global event; b) the complex nature of the interface between internet governance and other public policy domains; the continuum of internet issues in areas where the internet has made transformative changes like intellectual property, security, education, health; with technical and standards bodies, and other stakeholders.
- The different gradation of interventions in internet governance. Laws and regulations on one side, and social norms on the other.

Raul Zambrano:

- How will concerns to address issues at a global level result in a policy at the national level? For instance, how do we address global climate change with policies at the national level?
- Most developing countries are good at passing laws and not very good on implementation.
- People are part and parcel of the policy making process therefore conventions that involve them should involve their decision. It is about participatory governance.
- Participatory governance has five levels: awareness raising, consultation, representation, partnerships and audits. We are mostly involved with the first two and less so on the last three.
- For some countries, there are a number of issues here: how to balance and prioritize global and local issues; capacity challenges; and, resource issues.
- There may be need to mainstream internet governance into broader governance issues from an early stage.
- There is a linkage between internet governance and human rights. Internet and rights should not be anchored to political rights only but to also to social and economic rights. Rights and the internet are a cross-cutting issue.

- How do we tackle critical development issues such as food and health and how this connects to internet governance?

Byron Holland:

- The global multistakeholder forum is somewhat prescriptive in terms of its themes. However, the Canadian context generated themes that were bottom-up by asking "what do Canadians want to talk about?" What are the themes of relevance when it comes to the internet and internet governance that can be talked about in a multistakeholder environment?
- It took a year planning the process. Initially put out a survey in 2009 that was statistically relevant to over 1700 people cross cutting geographic sections, stakeholder groups; and an online discussion list open to the Canadian Internet Registration Authority.
- Developed discussion papers with key partners; IISD and MNET , tease out themes
- The national forum generated passionate debate even from people who are not regularly exposed to multistakeholder models of dialogue. Small regional consultations were useful and allowed the drilling down into groups that an usually excluded from such dialogue.
- An unintended consequence and benefit is the creation of a dialogue space and the results of networks between people and stakeholders whose paths would otherwise not cross each other.
- A more generic event rather than a specific technology or self-hosted event on the back of some other national event would be more efficient.

Alice Munyua:

- Issues discussed at the regional East African IGF emerge from addressing the critical internet governance concerns at the national level. These are further discussed and validated at the next face to face meeting. National and one day f2f meetings are building blocks to the regional forum.
- Each country develops three critical issues that are relevant for discussion at the regional level. Usually similar across countries. Some of the issues have included investments in fibre optic cable, affordable access to broadband, local content, gender and ICTs, and critical internet resources.
- Effort has been made to attract a broad range of stakeholders. Governments, industry, and technical community some of who financially support the national and regional forum.
- The regional IGF acknowledged from the beginning that the global IGF had limitations, that it could not make decisions. The EAIGF had to be different and reduced the influence of the global IGF.
- The 2011 process is calling for the institutionalization of the forum which may result in a government led initiative that is backed by the East African Community (COMESA). This has potential impact to thebroad multistakeholder and button up approach that has been assumed hitherto.

- Convinced that research is important and the EAIGF has decided to run a particular issue through research and have the outcomes shared at the regional forum and the policy recommendations will be applied to government policies.
- Involved children as an additional stakeholder run and organized by children themselves. They raised issues such as access, skill development, cyber security and online protection.
- Governments are important stakeholders. They are however new to the stakeholder model. Better ways of engaging them would have to be considered.

Raul Echeberria:

- A stakeholder assembly was created in 2008 in the LACNIC region through which reports are presented to the different stakeholders. This forum evolved and became one for preparing for the IGF. It is currently in its fourth year and an important regional event with participation reaching over 100 persons.
- This led to an online consultation which lasted a month.
- Funding was made available this year after four years, to provide fellowship to participants from the regional IGF to attend the global session. Three persons that have never attended a global IGF are funded to attend. This establishes connection between the regional and the global.
- The regional meetings gather more support and participation than the global ones, indicative of the fewer numbers of participants to the global event compared to those that attend the regional meeting. The regional meetings are more important than the global ones.
- This sort of multistakeholder dialogue has influenced how public policy meetings are held in Latin America. Rather than the closed sessions, dialogue is becoming more open and requiring the participation of more stakeholders. For instance, an ELAC process which started out as a purely government only process has evolved to involve more multistakeholder participation.

Alun Michael:

- Countries can learn from each other's experience at hosting national and regional forums.
- Cooperative governance is less understood in the administration of the world. It is much harder work in terms of participation and better in terms of outcome. And involves all several layers of government – engaging people at village/town right through to the international level.
- Politics is driven by events. They also require evidence to show business and private sector that cooperative governance is actually a better way to do things. It is not about disempowering government but about getting a balance in the way things are done.
- Decisions need to be based on evidence and principles.
- The IGF needs greater and better engagement of parliamentarians. One way of doing this is to have a parliamentary session for legislators framed within the broader context of the IGF. Another way is through integrating the inputs from

groups such as the commonwealth's where inputs are made from developed and developing countries. Other engagement strategies include the setup of website for parliamentarians such as www.pictfor.com to publicize their activities; a chief executive forum involving senior industry chief executives and parliamentarians that meet every six weeks with those that can make serious decisions about the industry; the implementation of a "broad local level" approach to addressing otherwise perceived "big, international and pervasive" internet issues. One example include the creation of the business crime centers (examples exist in Wales and Yorkshire in the UK) to deal with cybercrime issues.

- The UK engages young people not just by inviting them to the debate but engaging them more proactively such as participating in the IGF, debating issues among themselves, and addressing the parliament.
- The IGF is a process, not an event. The regional and national will become more important than the global. Thus, the global should enable us go further and not to come to conclusion but to find ways of reaching conclusions in the right place such as in the individual countries or regions where a link can be established between both.

Conclusions and further comments:

- Implementation of multistakeholder framework at the national level depends on the use of a very simple framework which is focused on the principles of multistakeholder participation; and that the process must be supported through funding contributions by all stakeholders at the national level. At the East African IGF, funding support is mostly generated from the government and industry and less so from society. The quality of the multistakeholder model in each country is largely dependent on the level and strength of these various multistakeholder groups.
- Recommendations can be made at the local/national level. At the EAIGF, it has taken the form of a report to governance and other stakeholder groups. In recent times, the introduction of evidence based research has contributed to the development of these reports which inform policy. The issues identified at the national levels in Kenya, for instance, are taken back to the global level.
- The internet affects, benefits, and is important for every aspect of life and for every constituent – online or offline. Every decision taken; social, economic or human; government or legislative, should be understood in the context of the 21st century ways of communicating, and of human interaction. We could either leave the decisions about the internet, a) from the technical community, (b) through briefings and research papers, or c) through partnership with various stakeholders. The third option is the only one worth considering.
- Evidence is important in the shaping of national policy. Research is one way of generating evidence.
- Consent is also important, of those for whom the decisions that are made at these levels would affect.

- A number of tools have been applied and implemented over the years in generating public debate and participatory policy making. IISD has put them together for policy makers and actors as consent and evidence based tools.

Evidence based tools:
- **Mapping the broad policy landscape:** A contextual mapping of policy making, including documenting: the policies that are already in place; the issues that may warrant attention for policy formulation or reform, the stakeholders that are or should be in involved, and the mechanisms currently available for policy dialogue.
- **Mapping the ICT landscape:** Understanding the status of ICT deployment through empirical (evidence based) data and analysis in a way that it reveals the role of ICTs in the community as a whole including adoption rates and usage, in the context of the state of the economy, geography, demographics and trends.
- **Online surveys:** Creating a baseline of stakeholder opinions, perceptions and knowledge levels. Web-based surveys represent a cheap (even free) and easy way of reaching a cross-section of interests.
- **Expert roundtables:** Bringing together experts and thought leaders, to discuss trends, frame issues, and identify information gaps, critical uncertainties, and policy challenges.

Consent based tools:

- **Background papers and policy briefs: Presenting the evidence**: Based on the mapping, data gathering and survey processes, writing the background paper that describes issues. Must be written by a local and highly respected expert and "ambassador" who understands the issues and is able to articulate the concerns that must be addressed to the larger community.
- **Public multi-stakeholder event:** The holding of a public event that brings in a diversity of sectors and interests for the purpose of developing a shared understanding of issues and challenges.
- **Focus groups and Workshops:** A useful way to explore perceptions, attitudes and trends, within a community or group of people that have something in common and organized around a geographic space (city or regional), theme or profession.
- **Scenarios, backcasting and related modeling and forecasting processes:** Scenarios can be a useful activity that helps stakeholders consider possible futures, identifying in the process common concerns, differences of opinion, and building awareness of options. . Back casting is a useful process to consider what actions might be necessary over time to achieve a desired future. Both will benefit from modeling data and trends as inputs.
- **Online discussion boards and mailing lists:** Discussion boards and mailing lists represent a common way for groups to keep in touch, keep organized and engage in debate across a far-flung network of people. A very practical administration tool useful for asynchronous consultations, agenda setting prior to in-person consultations, and for eliciting evidence and consent.

- These tools have been applied at one stage or the other in the Canadian, West African and East African IGFs.

Report of Workshop 125:

Title: Parliamentarian Challenge: a Round Table between Parliamentarians and other Stakeholders

Organization: Nominet

Contact Person: Martin Boyle

Reported by: Martin Boyle

A brief substantive summary and the main events that were raised:
Panel:
• The Hon James Rege, Member of Parliament, Kenya (Chair)
• The Rt Hon Alun Michael, Member of Parliament, UK
• Robert Shlegel, Member of Parliament, Russian Federation
• Arda Gerkens, Former Member of the Dutch Parliament and Member of the Working Committee on Copyright and Government IT Expenditure, currently a Political Advisor
• Sabine Verheyen, Member of the European Parliament from Germany, Member of the Culture, Education & Media Committee
• Eric Joyce, Member of Parliament, UK (from the floor)

Summary:
Short introductions from the panel identified a number of issues of specific interest to them and their parliament:
• Public interest in the management of infrastructure
• Human rights, right to privacy, security
• Protection of personal data
• Access to a safe and secure Internet
• Electronic identity and identification
• E-government and e-democracy
• Intellectual property and copyright
• Combating child abuse, shared international understanding of terminology on issues such as extremist views, race (and other forms of) hate speech, trans-frontier trafficking
For Parliamentarians there was a real need to develop understanding and ensure well-informed policy decisions. The framework of multi-stakeholder discussion helps in this process and the parliamentarians all agreed on the need for improving understanding and developing ideas with other stakeholders. As such the IGF provides an ideal forum.
The discussion, with interventions from people from the Netherlands, India, Nigeria, Malaysia, Kenya and the UK focussed on the following issues:

• No one entity or community can answer all the diverse issues associated with the Internet: the IGF has a very important role here. The Internet is a tool, and like many

tools it can be dangerous if not used properly: the IGF has also got a role in helping people understand how to get the best from the Internet safely.

• Parliamentarians and governments have a role to protect the citizen. Crimes like the theft of IDs, the theft of citizens' money, child sexual abuse, and incitement to hate are all things that most countries agree are illegal, but they're harder to police. The IGF needs to help build an international consensus and understanding to support and protect the citizen worldwide. This needs to be seen in the context of securing human rights on the Internet, a major priority for the parliamentarians.

• The role of the parliamentarian with the development of e-democracy.

• While some new laws have been needed, a lot of the existing legal base is directly applicable. But there needs to be education and awareness-raising for the police and judges.

Conclusions and further comments:

Panel and speakers agreed that there was real advantage in parliamentarians engaging in discussions in the IGF, contributing to the debate and developing their understanding, and not as "experts" delivering advice. In fact a major motivation for engagement was identified by one MP as helping improve their understanding of complicated and diverse issues. This engagement will also help parliamentarians understand the cross-border and diverse nature of the questions. As one parliamentarian put it, the role of MPs in this forum is "to listen, to talk, to exchange, and to take all these points of view" and "the Internet is not something virtual where we have to find laws and special things but we have to transfer in an intelligent and good way the common rules for our daily life, for that's what our societies decided what's right and what's wrong for us." We are addressing behaviors, rather than the technology. So we need to look at legislation that is more about human beings and behavior and then look at the way that they're applied and interpreted, whether by the courts or by partnership approaches to crime prevention, which actually a much more effective way of doing things than thinking that everything has to be done through the detailed lines of legislation and a very bureaucratic approach to these things. The engagement of members of parliament is important. Their role is very clear: not just to contribute or pontificate, but to listen and to participate.

Recommendation:

The parliamentarians welcomed the Kenyan innovation of a high-level event on the day before the IGF started, providing a dialogue between Ministers from many countries, parliamentarians and world-leading experts. It was recommended that this be made a part of the IGF for future years. This could usefully be followed early in the IGF with a session for parliamentarians to identify issues that are coming up in their parliamentary and public debates as discussion points with other stakeholders.

Report of Workshop 144:

Title: Human rights come first - towards a 'constitutional moment' for Internet governance?

Moderator: Mrs. Maud de Boer-Buquicchio – Deputy Secretary General of the Council of Europe

Co-moderators: Mr. Wolfgang Kleinwächter – Aarhaus University, Chair-person of the Council of Europe Ad Hoc Advisory Group on Cross-border Internet, Mr. Bertrand de La Chapelle - Program Director International Diplomatic Academy, France; member of the Council of Europe Ad Hoc Advisory Group on Cross-border Internet; ICANN Board member

Key speakers and discussants:

Mr. Matthias Traimer - Head of Department, Media Affairs and Information Society, Federal Chancellery, Austria, Mr. Antti Peltomaki – Deputy Director-General of DG INFSO, European Commission, Mr. Jimmy Schulz – Member of the German Parliament Ms Katitza Rodriguez – International Rights Director, Electronic Frontier Foundation, USA, Mr. Dimitri Ypsilanti – Head of Division Information, Communications and Consumer Policy Division Directorate for Science, Technology and Industry OECD, Mr. Nicolas Seidler - Policy Advisor, ISOC, Switzerland, Mr. Christoph Steck – Director of Public Policy, Telefónica, Spain, Mr. Rômulo Neves - Head of the Division for the Information Society, Ministry of External Relations, Brazil, Mrs. Hong Xue – Professor of Law and the Director of the Institute for the Internet Policy & Law at Beijing Normal University (BNU), China (remote participation), Mr. Matthias Kettemann – Institute for International Law and International Relations, University of Graz, Mr. Parminder Jeet Singh – Executive Director of the India based NGO, IT for Change, Mrs. Ana Neves – Head of International Affairs at the "Knowledge Society Agency (UMIC)", Ministry of Science, Technology and Higher Education, Portugal

A brief substantive summary and the main events that were raised:

The Council of Europe presented a set of ten principles on the governance of the Internet recently adopted in a declaration of the Committee of Ministers. Workshop participants representing different stakeholder groups commended not only the outcome of the Council of Europe initiative but also the openness of the process in which they were developed.

Other international organizations presented the work they have done in similar initiatives on Internet governance-related issues. The OECD explained the economic underlying perspectives and objectives included in the organization's Communiqué on Internet policy making principles. The European Commission gave an overview of the thinking behind the Internet essentials discussed by this institution.

Conclusions and further comments:

The value of developing international principles for Internet governance which are grounded on the international human rights framework was recognized by most of the participants. Action on Internet governance issues requires a common perception at the level of principles and human rights provide a good basis for consensus.

The participation of users in policy processes that focus on the core values of Internet governance was considered necessary, and the Internet provides several platforms and opportunities that facilitate such participation.

Report of Workshop 162:

Title: The I* organizations and their contribution to development

George Sadowsky ICANN Board, GIPI Executive Director, Web Foundation Consultant (private sector, civil society), Katim Touray ICANN, ICT4D Consultant , The Gambia (private sector), Kamel Saadoui, Regulator, Tunisia (government)

Organization: Global Internet Policy Initiative

Contact Person: George Sadowsky

Reported by: George Sadowsky

A brief substantive summary and the main events that were raised:

The session concentrated on the relationship between the I* organizations and development. Members of the panel discussed in some detail activities of the various organizations, and the attention to possible development-oriented spinoff activities.

One persistent theme was what brought the people and the organizations together to engage specifically in development offshoots to technical work. In part, it relates to the considerable university and academic orientation of the technical personnel building the Internet. Academic environments have a very strong cultural component of sharing, and the early Internet developers, understanding the poser and importance of what they were building, wanted to have it grow to encompass the entire world and to make its benefits available to everyone. While the infrastructure of the Internet has been substantially (and necessarily) commercialized since that time, that early spirit is widely shared in the I* organizations, and increasingly in the IGF itself. There is no resistance to using the Internet for development; its use is limited only by the supply of good ideas, the volunteers, and the financial resources that could be employed.

The issue of language was commented upon. While there is now a lot of content on the Internet in multiple languages, there was a word of caution by one of the panelists to remember that linguistic diversity does put up barriers that limit or prevent understanding

and the ability to use knowledge. Also mentioned was the notion of a generational gap. While young people generally become easily conversant with the Internet and learn to exploit it, there are significant numbers of older people who are often overlooked in efforts to develop people to benefit from the newer technology.

Several people noted that the mandate of the use of the technology for development takes on new urgency now, and that the I* developments have shown the way and deserve to be continued. This is of course, exemplified in the promotion of development from a cross-cutting issue to a major objective as exemplified in the Nairobi IGF's primary concentration on development.

It was noted that there is still perceptual ignorance on the part of both sides of development. The technical community does face hurdles in becoming more development oriented, and governments do not understand the magnitude of the advances, both technical and developmental, that the I* community has provided for them.

There were many other points raised, and the transcript provides a good sense of the feelings in the room.

Conclusions and further comments:

There was a general conclusion that the I* organizations have contributed a great deal in the aggregate to development, even though most of the work has been in the technical sphere. There was also perceived to be a realization that now that the Internet is so pervasive in affairs of all dimensions, that the governments are actively looking for assistance in dealing with various aspects of Internet technology and policy.

The general thrust of almost all of the remarks was very much in the same direction, which was a surprise to the session organizers. Almost all remarks highlighted various initiatives that ha been taken by various I* members. One participant suggested that I* as a group did not get nearly the publicity that they should have given the aggregate contributions to development. There were no comments arguing that the I* community was not contributing sufficiently or significantly to development. No one identified a dimension of development to which the I* organizations could easily be contributing to but were withholding any contribution. Given the degree of concern and occasional hostility with which the Internet administrative ecosystem was regarded at some of the early IGF's by a variety of participants, this was an unexpected and welcome result, and may signify that a greater degree of understanding an maturity of participation is developing as more IGF's occur.

One very interesting observation was made by one of the panelists: that the beginnings of development activity and cooperation among I* organizations was essentially a bottom up process. Several people made comments to the effect that the participants in many of the training activities were regarded as colleagues, not students, and that this made a significant difference in the interpersonal relations both during the training activities an

afterwards.

One person made a suggestion at the end of the session that seemed to encapsulate a number of suggestions: that it may be time for the I* community to think about a kind of consortium arrangement to focus upon development and raise the profile of the different initiatives that currently exist.

Report of Workshop 183:

Summary report on IGF workshop on a Possible Framework for Global Net Neutrality a Possible Framework for Global Net Neutrality

Annual Meeting of the Internet Governance Forum, Nairobi, September, 2011

The workshop was organized by Civil Society Internet Governance Caucus, Instituto Nupef, Brazil, Diplo Foundation and IT for Change, India.

The panelists were Megan Richards from the European Commission, Vladimir Radunovic of Diplo Foundation, Nii Quaynor of University of Cape-Coast, Ghana, , and Raman Jit Singh Cheema of Google, India. The workshop was moderated by Izumi Aizu and Parminder Jeet Singh of Civil Society Internet Governance Caucus.

The workshop was intended to take stock of various global discussions on network neutrality, including at the earlier IGF, and specifically explore if conditions and possibilities exist for developing a global framework on network neutrality.

The moderator opened the meeting by describing the context and purpose of the workshop. He mentioned how while network neutrality was such a hot topic in many countries not much has been spoken about the global context of network neutrality. Such a discussion may be important because the Internet is essentially global. So, a key question is; how can network neutrality policies be practically enforced and maintained across borders. Another important aspect of any network neutrality discussion is that this term has many different definitions, and agreeing on one definition itself may be a tough task.

The first speaker, Vladimir Radunovic, started by mentioning how he has been involved with many workshops on the issue of Network Neutrality in the previous IGF's. At the start there were completely polarity of issues. One side believed that there should be no prioritization of traffic in any case. Telecom businesses on the other insisted that they should be given a free hand to provide the best services possible. Over the years of discussions, the two sides have come closer. Network Neutrality advocates now largely agree that some discriminations due to technical imperatives may be allowed, while business seems to agree that there should not be discrimination based on content and services. However, it is not always possible to distinguish between technical and economic reasons for traffic discrimination. The question is who will decide this issue? Another important aspect concerns new services on the Internet about which we may not

even know clearly at present. The Norwegian model of coming up with a set of principles mutually agreed among all stakeholders is perhaps the best one. Here, compliance is based on name-blame-shame game. And only if needed may the regulator step in with concrete policy measures.

Nii Quaynor spoke next and stressed the issue of unpredictability of the directions in which technology and thus economic models will develop. Different countries of the world were at different stages with respect to the Internet. However, some degree of separation of the infrastructure form services is certainly required. Educating consumers about different choices and the implications there of may be the best way to go. Speaking about Africa, Nii said that their's was the youngest economy. While on the consumer side they were fine, they had to do much on the producer side. It is for this purpose that he does not want to constrain the producer side with too much regulation.

Nii was followed by Raman Jit Singh Chima from Google, India. Raman spoke of the strong support for an open Internet by Google. An open Internet is basic to innovation, it made a Google, a Facebook, possible and it is which allows academic sites, social science research networks etc to leverage the Internet. The most important thing is open competition. Open and healthy competition in the network provider space will help punish players who perform badly and discriminate unfairly, causing harm to the public interest. The second important element is transparency vis a vis network management practices. Third is some basic ethical standards. In the US, the Broadband Technical Advisory Group has been able to work some good basic standards.

The moderator at this point urged the speakers to examine the network neutrality as a possible rights issues, and from that perspective look at gleaning the kind of principles that are needed to ensure the right to a specific kind of network.

The last speaker was Megan Richards from the European Commission. Megan said that they were looking closely at how the market was operating and whether there were real issues concerning network neutrality like VoIP blocking, or issues with transparency of the information provided to the consumers. By the end of the year we are expecting to get enough information to decide on what further action, if any, is needed. Much is still to be done to ensure proper broadband infrastructure for Europe, however as more broadband becomes available it may also limit Network Neutrality related problems. We remain especially interested in the area of new web based applications and services, and want to make sure that there is sufficient room for their expansion and growth. We are   keen to ensure good competitive markets to address all these issues together.

The presentations were followed by inputs from the general participants. One participant wanted to leave things as they are, and introduce no new rules. Another wanted to focus on providing information and full transparency to the consumers but was confronted with the question, is transparency enough to allow consumers to make choices they like. Another participant specifically commended the idea of Network Neutrality tools like the one developed by Google which helps detect if network traffic is being discriminated. Competition and transparency was insisted by many to be the key things to ensure.

Another participant wanted more consumer education. Someone raised the issue of violation of network neutrality in many developing countries whereby free or cheap packages of a few Internet services only were commonly available on the mobile Internet. Another participants found nothing wrong with such a service if it makes those services more affordable to users.

One participant took a core technical view that it is really not about discriminating content, applications or services, much less, users, it was non-discrimination vis a vis packets, and that is all. The network does not know people to discriminate among them. Another countered by saying that the real concern after all is about people, and the advantages and disadvantages that they may face. One participant pointed out that a few telecoms already had too much market power and if we do not check network neutrality violations, the situation will become very bad, and perhaps impossible to remedy later on. A remote participant warned against the Internet becoming a big boys club which will happen if collusion between network provider and content providers is not checked. The question also got raised if it was about all kind of Internet intermediaries and not just telecom providers. For instance, what has been called as 'search neutrality' is also an issue allied to network neutrality.

In the end, speakers were asked if they had any specific comment on the possibility of developing some kind of global principles regarding Network Neutrality, and if it were to be done, what is the appropriate process and forum for it.

Vladimir thought that a lot of focus will continue to stay on the national level processes. He agreed that the issue is human and not technical but the two cannot be disconnected. The IGF is indeed the most appropriate place to develop any global principles on Network Neutrality, but it may be a slow and gradual process. Megan referred to the speech of European Commissioner for Digital Agenda, Neelie Kroes, where she spoke of a 'Compact for the Internet'. Megan said that there certainly can be some common principles that may be applicable across the board, although it is not necessary for everyone to agree on every detail. She also thought that the IGF was the appropriate forum to try and develop such common principles.

The moderator ended the workshop by noting that by the next IGF, some improvements to the format may be implemented consequent to the expected report of the UN's Working Group on Improvements to the IGF. It will be interesting to explore if the new processes and format provide possibilities to start evolving some kind of global principles on network neutrality.

Report of Workshop 185:

Title: **Public Libraries as Catalysts for Development, Innovation and Freedom.**

Report by: Monika Elbert

Workshop organizer: APC and EIFL

Panel:
Chair: Anriette Esterhuysen, Executive Director, APC
Richard Atuti, Director, Kenya National Library Service
Monika Elbert, EIFL
Geoffrey Kimani, Director of Research and Insights, TNS International
Remote panellist: Barbro Wigell-Ryynännen, Ministry of Education, Finland
Remote moderator: Stuart Hamilton, IFLA (International Federation of Library Associations) Senior Policy Advisor

Workshop aim:

The workshop intended to discuss the changing role of public libraries, the contribution they are making and potentially could be making to community development, and ways to impact perceptions of public libraries by policy makers and funders as evidenced in a recent research study commissioned by EIFL.

Workshop description:

There is substantial evidence that public libraries that offer services based on free public access to the Internet can contribute to positive change in their communities and support development goals in vital areas including health, agriculture, employment and education. However, a large majority of decision makers in developing countries, especially in Africa, see public libraries primarily as print-based educational facilities, and the workshop set out to discuss how this perception can be changed: how a shared vision can be created of Internet enabled public libraries that contribute to achieving the Millennium Development Goals and how a dialogue can be created between policy makers and librarians; what sustainable funding models will support and expand the role of public libraries.

Anriette Esterhuysen introduced the workshop by pointing out that many countries possess a public library infrastructure, mostly poorly resourced, while investing in parallel structures such as telecentres. Public libraries however are free and trusted places that are close to the needs of the communities, and, when Internet enabled, can open the whole world of information and ICT for community development needs and goals.

Geoffrey Kimani of TNS International presented the key findings of the Study on the Perceptions of Public Libraries in 6 countries in Africa (Ethiopia, Ghana, Kenya, Tanzania, Uganda, Zimbabwe) http://www.eifl.net/perception-study. This study surveyed a variety of stake-holders: library users and non-users, librarians and library leadership, policy and decision makers in national and local government. Monika Elbert and Richard Atuti substantiated public libraries' contribution to development by giving practical examples of innovative projects that public libraries are carrying out under the EIFL Public Library Innovation Programme in areas such as 'youth at risk', access to e-health resources, information for farmers and farming, support for the unemployed. Technical problems did not allow the remote link to the Finnish Ministry of Education, but a paper

on the Finnish library policy, a model that harnesses the public library as a free and democratic institution for all people, in urban and rural areas alike, has been made available to participants.

A very lively discussion developed amongst all the participants from the private and public policy sectors, and the library community. Questions raised focused on the public library as a trusted place to learn about the whole world of digital information, how to harness ICT's and the Internet for social well-being and economic livelihoods, the potential to reach out to poor and marginalised communities through the public library and help them bridge the digital divide through innovative library services, thus catalysing change.

Conclusions

Time was much too short for an in-depth discussion of all the issues raised. All the participants in the workshop felt energized by the potential and possibilities of public libraries' contributions, as discussed and evidenced in the study findings and practical projects, set against the clear needs by communities as expressed in the discussion. It was therefore decided that time had come to bring the potential of Internet enabled public libraries to the various IGF fora that address Internet governance in relation to youth, gender, health, education, and others. To do so the organisers of the workshop will apply to the IGF to form a Dynamic Coalition on Public Access through Public Libraries, so that discussions can take place at the global IGF as well as the national and regional IGF events, with the aim

- To place public access to the Internet through libraries on the agenda of the IGF as a cross-cutting issue on a number of IGF key themes.

- To bring library representatives into contact with policy makers in pursuit of sustainable funding and favourable policies towards libraries.

- To ensure that IFLA and EIFL are consulted on issues of Internet Governance, both within and outside of the IGF context.

Report of Workshop 203:

Title: Internet Governance Principles: Initiatives Toward the Improvement Of Global Internet Governance

Organized by the Center of Technology and Society from Getulio Vargas Foundation Law School in Rio de Janeiro (CTS/FGV), Brazil and coordinated by Carlos Affonso Pereira de Souza. Composed by Dixie Hawtin, interim Chair of the Internet Rights and Principles Dynamic Coalition from the Global Partners and Associates in the United Kingdom, Joy Liddicoat project coordinator with Internet Rights and Human Rights at the Association for Progressive Communications, and the Chair of the Regulator of the Domain Name Limited in the dot and space, Rômulo Neves from the Brazilian Ministry

of External Relations, <u>Wolfgang Kleinwachter</u>, Chair of the Cross-border Internet Group in the Council of Europe and <u>Carlos Afonso</u>, from the Brazilian Internet Steering Committee, CGI.br.

The workshop started with a set of proposed questions:

1. Is there an urge toward a setting of principles in the Internet Governance?
2. What are the circumstances that created this scenario? And what is the scenario behind the creation of those instruments?
3. What are the specific questions those charters want to address?

Dixie Hawtin talked about the Charter for Human Rights and Principles created by the Internet Right and Principles Dynamic Coalition. This was a multi-stakeholder group created in 2009 intending to establish a Bill of Rights for the Internet that would define policy principles for the Internet. The principles were discussed through a collaborative exercise set up in a wiki platform. Six human rights experts were chosen to go through the document, channel it down and make it usable, coherent and in line with Human Rights standards. The Charter is composed by 21 articles and its aim is to define what stakeholders need to do to produce a people-centered Information Society and since it is a human rights document, it is aimed primarily at States. For the private sector, the document could work as guidance. She remembers, nevertheless, that the Ruggies: Protect, Respect and Remedy Framework points out to a growing understanding that the private sector has also responsibilities under human rights standards.
Dixie chose a few articles and principles to discuss in a more detailed basis:

Access: there was no consensus about this principle, as exposed by Dixie. On one side people said access to the Internet is not a Human right, that it will undermine the charter. That Human Rights have both positive and negative obligations on States and we should only be focusing on the negative ones, telling States to hands off, rather than to take positive action. On the other side, that she believes is the winning side was first the argument that without access we would be undermining the whole charter. This is the idea that access is fundamental to so many human rights, not just freedom of expression, but also education, assembly, association work, and many more. That in order to really fulfill any of those rights, access was necessary. There was also an argument that access could be an emerging right. Here, Dixie mentions a BBC survey driven in 30 countries, showed that almost 80% of the questioned people thought access should be a right. Dixie also mentions Frank La Rue's Report that states access is a fundamental aspect of many other rights:

- Quality of Service: should be developed with technical possibilities.
- Network Neutrality: as an important aspect of access
- Right to Culture: the approach taken was the one from the Universal Declaration of Human Rights that the need is really to balance the rights of the creator with the public interest. Including the need to promote cultural and linguistic diversity, the need to use and promote permissive licensing models, use of fair use limitation, and the promotion of free and open source software and open standards.

- Right to a legal remedy and fair trial: for Dixie, this is a human right that seems to be forgotten a lot in our approaches to controlling the different content and activities online that we want to, which various actors want to control particularly in terms of filtering and blocking.

- Right to an appropriate social and international order for the Internet: Under article 28 of the Universal Declaration of Human Rights, people are entitled to an appropriate international order in which their Human Rights can be realized. And that needs to be applied to Internet Governance as well.

Carlos Afonso talked about the principles of CGI.br and explained the multi-stakeholder characteristics of the steering committee. The process of establishing the principles was enrolled in about 10 years, due to its multi-stakeholder nature and the challenges of balancing diverse interests. Carlos Afonso stated that the principles established had the main purpose of orienting CGI.br work. But they also wanted it to be a reference for national and international foray. The principles are:

1. Freedom, privacy and Human Rights: he Internet must be driven by the principles of freedom of expression, individual privacy and the respect for Human Rights, recognizing them as an essential to the preservation of a fair and Democratic society.
2. Democratic and collaborative governance: Internet governance must be exercised in a transparent, multilateral and Democratic manner with the participation of the various sectors of society, therefore preserving and encouraging its character as a collective creation.
3. Universality: Internet access must be universal so it becomes a tool for human and social development.
4. Diversity
5. Innovation
6. Network Neutrality: Filtering or traffic bridges must meet ethical and technical criteria only, excluding any political, commercial, religious and cultural factors in any other form of discrimination or preferential treatment.
7. Network accountability: Every action taken against illicit activity on the network must be aimed at those directly responsible for such activity, and not at the means of access and transport, always upholding the fundamental principles of freedom and respect of Human Rights.
8. Functionality, security and stability
9. Standardization and interoperability
10. Legal and regulatory environment.

Wolfgang Kleinwachter talked about the draft of the Declaration on Internet Principles of the Council of Europe. The main dilemma was to decide whether it would be a treaty or an intergovernmental instrument. They were inspired by the Human Rights Legal Framework, because the Council of Europe is based on the Human Rights Convention. He remembers, through the history of the Council, that when Roosevelt chaired the committee, shed the same question, should we go to legally binding instruments first, or should we start with a soft law approach in the form of a declaration?

They decided, for that matter, to look into general principles. Wolfgang pointed out that they hoped to draft something like the Ten Principles of CGI.br. While the Council of Europe is an intergovernmental organization, but the Internet, you know, has to be managed in a multi-stakeholder way and the question was how we approach this conflict between, let's say, multilateral treaties and multi-stakeholder environments. And the conclusion was in the very early days the work of the group was that we will continue to have a multilateral treaty system. But the multilateral treaties in the future will probably be embedded in a multi-stakeholder environment. That means the multi-stakeholder principle, you know, it's more or less the more general principle. And from this approach, then you can go to the specific rights, duties and responsibilities of governments. Governments are an important stakeholder, though. That means they will disappear in the next 200 years and that means that the intergovernmental system will remain as an important element internationally. It has a specific role. It's not the only the band in town. There are other players, and the challenge is how to link this together. The principles are:

1. Rule of law
2. Multi-stakeholderism
3. Open Internet
4. End to end for the architecture
5. Empowerment of users

And the rest of the principles are similar to the Brazilian proposal from IGF.

But looking forward that means that we have to have indeed the commitment of the other stakeholders. Otherwise these principles remain empty principles. Sometimes regulation is not needed because we have enough regulation already for many things. And if you look deeper into an issue, then you say okay, what is the difference? Whether you steal money online or off line, and you have enough law which can fight against these claims.

Rômulo Neves from the Brazilian Ministry of Foreign Affairs talked about the Brazilian Civil Framework for the Internet. Rômulo explained how the initiative was started. He demanded for such a framework appeared within the Civil Society. It has come from the Civil Society. And this took place in the Brazilian Internet Steering Committee and it was adopted especially by the faculty, school of law of the foundation, Getulio Vargas Foundation, and then adopted by the Ministry of Justice.   There is some ways in Brazil that the people can propose directly a law in Brazil. But it's needed nowadays one million signatures to try to send some proposal to the Congress. Just to have an idea, with 3,000 votes you have a representative in the Congress. But to propose a law in Brazil directly, you need at least 1 million signatures, because it's 1 percent of the total of the electorates in Brazil. There are a number of people trying to put that number down to 400,000, but right now it's like that. So the decision was the law or the proposal should be presented in a Web site by the Ministry of Justice. People started to comment to give ideas to suggest it was a two phased open consultancy. The Ministry of External Administrations was demanded to search for experience like that around the world. So he made an international consultation through our embassies to gather information about such kind of

proposal or initiatives around the world. This material, this information, was sent to the Minister of Justice. And then in August of 2010, the consultation was finished, and then started the work of harmonization. I don't know if that word exists in English. But in Portuguese it exists. In the end of 2010, we have a government change in Brazil. Politically, it was a continuation. But even in such a consideration, you have change in a lot of ministries. We have a coalition. Within the Congress, there is a proposal to be attached to this proposition the other laws that already are there related to issues about the Internet. Like cyber crimes, like information security, like other issues.

The thing that I would like to call your attention here is that it was a very creative way to put it forward, the very nature of the Internet, to regulate itself. As I have said, if it was just by the Civil Society, it would be very hard to put it forward because you need a lot of support. And even in a huge country as Brazil, to have one million people supporting such kind of law it would take too much time. It would be necessary a lot of organization and money and it would be hard. Carlos Affonso from FGV made a review of some articles of the Brazilian Civil Framework for the Internet. We have this test as a result of this consultation that was mentioned. We have received more than 2000 comments from people, from Civil Society, government, law firms, enterprises and companies, academia, technical community. So it's very interesting to see the diversity in the quality of the stakeholders that were presented in this consultation that resulted in this text. It was hard to come up with a text after receiving 2000 comments. So this for us was quite new. So we are still in the process of studying and analyzing and to try to come up with best practice on the process itself.

Article 2 talks about principles - a number of principles that were mentioned by Carlos Afonso were contemplated in the first articles of the Marco Civil Review. So you have cooperation, plurality, diversity and Human Rights and the exercise of assistance, which is the environment as the basis for the regulation of Internet in Brazil. Of course it's a broader article. It's more of a broad position. But it's important to have that in order to connect directly to the work that CGI.br has been doing and to create this connection to the work that has been conducted in the previous years.

Article 3 of the Marco Civil Review is also interesting, because it deals with privacy and protection of personal data. And this is a very sensitive issue. Because Brazil does not have a framework on privacy, a specific general law on privacy. So the Marco Civil Review had to be very aware of its borders, in order not to conflict with other processes. They are going on nowadays in Brazil and the creation of a law for privacy and data protection is one of those cases.

Article 4 deals with the objectives of the regulation of Internet in Brazil. And this article is interesting because it talks about the promotion of innovation - compliance with the open technological standard to allow communication, accessibility, interoperability between databases. So it's a commitment to the further regulation that is applied to the Internet in Brazil is committed to open standard.

Articles 8 through 9 talk about the preservation of rights to privacy. Article 8 says that the preservation of the right to privacy and freedom of expressions in communications is the condition for the full exercise of the right of Internet access. In a number of occasions in the Marco Civil Review, you have the affirmation of the right of access as a fundamental right. It can be a statement like this one, or it can be in situations in which you prohibit States and private parties to degrade or to shut down the access to the Internet through non-legal reasons. Related to that, Article 9 talks about net neutrality principle, which says the party responsible for transmission switching or routing of data has the obligation of granting equal treatment to every data package, with no distinction by content, origin and destination, service, terminal or application. Any traffic discrimination or degradation that does not arise out of the technical requirements necessary to equality provisions of service is prohibited in accordance to further regulation.

Article 15 was the most controversial one. n the consultation, the first version of this article that now is article 15 that relates to liability of intermediaries, the first version of this article, it contemplated a position on the article that is a little bit similar to the notice and take down with some difference from the experience that the U.S. Has on the notice and take down for the removal of content online. We received huge criticism at the Marco Civil Review platform, at the Web site, from the users, from the community of the Marco Civil Review, as well as from the press, as well as from a number of players that said like this is censorship - content will be removed from the Internet without judicial order.

We listened to the criticism that we received in the consultation. We changed the wording of the draft law, and now we have this article 15. That is the wording that has been sent to the Congress. That says that except otherwise established by law, the Internet application provider, this is like ISPs, can only be responsible for the damage caused by content generated by third parties if, after receiving a specific judicial order, they do not take action to, in context of the services and in the established timeframe make unavailable the infringing content. So we removed the notification parameter to a judicial order as a way to assert civil responsibility into the Internet, for torts damage.

Joy Liddicoat talked about IWP Internet Rights Charter and her experience as ccTLD regulator. You all have charters and principles. At the end of the day, these are just pieces of paper. They only have the meaning and power and moral that is right that we give them by how we behave and how we act. And I have seen previously in this forum that, in my view, Human Rights are as fundamental to Internet Governance as Internet protocols are on the DNS.

1. In the early days Internet pioneers recognized that Internet functions would themselves require trust. And that in fact the Internet was a public commons that relied on the good conduct of those who used to it maximize it to its full potential. And while the technical matters that we comment on today are different, I think it's mindful to recall how it was that the Internet itself was created. And that was through a very Democratic process. It

was through a process that the technical community pioneered. And I appreciate there are pioneers and gurus in the room present today and those who have gone before.

How does this relate to Human Rights? - It's fundamentally a call to the moral authority of the public commons and how we behave, how we regulate, and how we engage in it. The Universal Declaration of Human Rights is not a binding document, it has only has a moral legal force that nations of the earth gave it when they signed on and said these are our basic Human Rights that we as governments, all governments, all governments who are members of the United Nations have ascribed to.

What are we building into the movement around Internet Rights and Principles and Governance?
  - Internet Governance provides an opportunity to bring the best of technical and human rights communities together to create something more than a simple restatement or reapplication of existing law to this new forum. Although those things are essential and critical and indeed that is why APC developed this Internet Rights Charter, because we were struggling to frame Human Rights in the context of this new paradigm.

The other point to note in the Human Rights framework is that governments are not rights holders. We as human beings are rights holders. Governments are duty bearers. They are obliged to respect, protect, and uphold our rights. And one of the tensions we are seeing, and I think one of the reasons why, to answer the question that was posed to us, why are we reaching for rights frameworks? It's because we are increasingly seeing that what is done in the name of our rights by duty bearers is increasingly raising questions about the realization of our rights, whether it's filtering, whether it's Internet content blocking, and many, many other questions, some of which you touched on. And some would say that the question is even becoming problematic. Do we need a metered principles document? Do we need a stronger articulation of rights framework on Internet Governance? To that, I'm not sure. But I would like to see a greater critique and a greater realization that actually Human Rights are infused in the fabric of the Internet Governance arrangements, particularly across and outside government arrangements, and that those are the points I think where we can dialog and say do we need another forum? Do we need to create another process? Or shall we watch with curiosity and wonder at the principles and rights that are being articulated? And participate in those discussions and dialogs, with a view to looking at this process as an evolutionary one, rather than a final point in time, where somehow our rights are magically crystallized forever in the final statement of what our rights are and also what our obligations are?

Open for discussions:

Vint Cerf: First of all, I really want to applaud the notion that we talk about the environment that we wish we could have in this network, and second we pay attention not only to the rights and privileges that we want, but the obligations that we have. There are many parties and many actors that make this network function, and if we can characterize some of the obligations and responsibilities that we undertake in order to achieve the

environment that we want, I think we will achieve a balance. And I'm not sure that we talked enough about obligations and responsibilities.

Bill Smith: I wanted to echo Vint's comments. The discussions and presentations I thought were excellent. But for me, I was somewhat surprised by them. I thought we were going to talk about the principles, as principles for Internet Governance. So for me those principles would be things like transparency, openness, inclusivity. I absolutely agree with the rights as I've seen them expressed here and elsewhere, and the principles that may be behind those, but I was expecting a different conversation. And I think only the Council of Europe actually, their ten principles, addressed any of these things with respect to what Internet Governance, the principles upon which Internet Governance itself should be based.

Eduardo, from Centre for Studies on Freedom of Expression and Access to Information: If the idea to start with soft law, having in mind to have hard law at some point, the timing is something that concerns a little bit of me. I think that we are going to have soft law, plus soft law, plus soft law, because we never will have hard law because the timing of the government to pass treaties that are binding are not, you know, in accordance with the timing of the evolution of technology, particularly the Internet technology.
So I'm not saying that we need to treaty right now, because that will not happen. But my question is: What we have in mind when Civil Societies like global partners are working with this charter, or the Council of Europe is working on a declaration, what is the final goal of all of this? Is it really -- if that is the case, I have some concerns, because of the timing.

Sebastian, Singapore Internet Research Centre: I wouldn't want us to think that the Human Rights concerns that have to do with the Internet or Internet Governance is special content or is a component of Human Rights. Human Rights are Human Rights. What I think is that we can think of or work towards integrating Human Rights concerns having to do with the Internet with the rest of the international Human Rights regime, and then we look at the uniqueness of the Internet related Human Rights, see what kinds of instruments we need to put in place to bring Human Rights, Internet Human Rights related international cooperation, so that it doesn't appear as if we are inviting States, say, to constitute a new regime based on the Internet. Because States tend to be resilient against forces of Human Rights protection. But I think the steps being made so far are important and it's important now that we collaborate through regional IGF, Human Rights organizations, start engaging regional IGF across the world, so that each of them begin to debate, to engage and to discuss Human Rights issues, so that quickly and more effectively we can bring it to the agenda of the Internet international community.

Carlos Affonso: I recall how surprised and pleased I was when the Brazilian principles were introduced at the Vilnius meeting last year. And I think discussions like this have a certain helpful, bring a certain helpful perspective to the issues of what individual countries and organizations should and will do in the future. However, I tend to look at these discussions and ask how can they be brought down to ground? How can they be made practical? What can we get out of them that is tangible? And I think ultimately it

comes down to sort of how we view the Internet itself. To me, and I don't know that everybody would share this view, but to me the Internet is a method of interconnecting a lot of individual components and capabilities and resources, whether they be network, computers, applications. I mean, it's the protocols that really make the Internet what it is. And in some sense they are the technical governing factor. We can talk about the social institutions that help to evolve them, and that sort of spread the word, but ultimately the only thing that you can expect is that the operators and owners and proprietors of these different capabilities will adopt rules and principles subject to the laws in which they operate, and that is ultimately where the rubber hits the road. So when we talk about rights, they may be rights that one derives in a country by virtue of what a government does. They can apply to a given operator or applications provider of some sort. But I don't think we will ever get to the point where there are specific legal constructs that apply to the Internet as a whole, protocol wise or other, because it's just too broad a concept. It's got to be applied in a local area by a local authority that has responsibility for either administering something or governing something.

Report of Workshop 231:

Title: Challenges and Best Practices for Internet Regulation in Africa and Latin America
   1) Joana Varon gives an overview on the Brazilian context
Regular wave of regulations concerning the Internet that now Latin America and Africa are facing. In Brazil those topics are being discussed in different regulations, policies and draft bills
   - Access: National Broadband Plan (infrastructure); consultations about regulating the quality of connection and of service; consultations about competition in the telephone market.
   - Copyright: Reform on copyright law - pushing questions of the development agenda within committees like WIPO.
- Privacy: Discussion about a draft bill on data protection - personal data, sensitive data. Discussion on the Civil Rights Based Framework for Internet in Brazil - ISP liabilities.

   2) Pedro: Overview regulatory Spanish speaking LA :
4 main areas: The region is very active in addressing the different issues with regulations, many projects. We have to catch up with the lack of regulation.
   a) Freedom of expression:
      - Joint declaration of *rapporteurs* was the highlight.
      -Venezuela: a law that is related with internet content, ISP license and liability of intermediaries
   b) Privacy: one is the most actives in the region. Ongoing work in many countries.
-The developments in terms of privacy linked with discussions of trade.
-No single model that Latin America is following - Mixed standards.
   c) Copyright - Safe harbors - Intermediary liability
-Ongoing work in many countries.
-Chile: first country to pass huge copyright reform that recognized judicial "notice and takedown".

-Latin America standard: judicial "notice and takedown"
-Developments in copyrights levies, like Argentina, which received huge criticisms
　　　d)　Net Neutrality, open access an broadband
Chile is leading in the region, first net neutrality law in the world. Many countries are following that model (bills presented in various countries).
Bills that address recognition to access to broadband as a human right in some countries
　　　3)　Eduardo Bertoni:　Liability of ISPS:
Some preliminary conclusions:
-Movement towards starting regulations.
-In Latin America regulation of intermediary is scarce, need of specific regulations.
-Regulations should be clear and unambiguous.
-Criminal responsibility: should follow the principles underlined criminal law.
-Internet activity should not be considered a "risky" activity, very common in Latin America
-Notice and takedown model: should be judicial, with an expedite process
-What happens when you don't have regulations? - Several injunctions issued by judges that ordered search engines to block some content, like Argentina, judges not apply FOE standards when they decide these cases. Decisions sometimes are contradictory.
4) Alex Comninos and the economic partnership for the economic development and the southern African IGF.
-The communications regulators tend to focus more in telecom regulations, they are still trying to connect many people, and they are still struggling with the **access** issue.
-The next step is mobile internet – smart phones have amazing applications that could allow people to do things that can increase basic economic development
-Net neutrality comes in the four place, especially in the mobile internet environment. On the mobile Internet, operators tend to want to decide what services they would like you to use, much more than they would on the fixed Internet.
-Cross boarding connectivity another issue regarding telecom and information. There is a lack of frameworks for dealing with what happens if I want to lay fiber from South Africa to Namibia and if I want to make a connection there.
-Internet exchange point was something pointed out by Alex through an example and to show that the development of Internet infrastructures in Africa must be encouraged:
"A lot of the times I access the Internet in Africa. If you do a trace route, you see that I'm sitting in South Africa, I'm visiting a trace route is a command you run on your computer to see the different IP addresses that you request. And you often find that the thing goes to either New York or Europe and back. And I find that if I want people to access my Web site faster, in Africa, I'll host the thing in California, which is quite unfortunate."
5) Lilian Nalwoga /Africa: some questions to address
What kind of internet do we want in our regions? Affordable, reliable internet fast Internet or the opposite to that?
1. We have to invest in infrastructure, in order to address the issue of access, because we will not jump into regulating the Internet when we cannot even afford to have it.
2. Mobile and connectivity: cost of the equipments - expensive devices which cannot be afforded by the everyday person that we're looking at, under sub-communities, the local communities, so we are calling for a reduction in the cost of ownership in this equipment.

People are not aware of cyber laws - The everyday person is not aware of the existence of these laws. You find that when you look at mobile money transfers, we have heard cases in Uganda, and I think it's the same thing in Kenya, where someone does a mobile money transfer and somewhere within the period of the transfer the transaction does not reach the other person. But then what does the law say about this? What does the mobile service provider say about this? This person doesn't know where to go. So if we talk about Internet regulations, we need to know that this is the law and this is how they can be accessed and they are available for everyone to access them.

3. Privacy and security: we are able to connect.

4. Definition of content: How do we define content? How do we define what's hate speech?

On the issue of FOE: how do we protect user's rights? Conflicting laws.

We need to catch up best practices.

Success stories.

    6) <u>Alex Gakuru</u>

In Africa and other developing regions there is no competition among telecommunication companies. They should be very careful of the government, ISPs for instance can't speak. In terms of public interest, who is actually minding the public interest? Because maybe the ISPs in Uganda couldn't speak because if they spoke their license would be revoked. Mobile operators have to do what they are supposed to do, regardless of how much it violates the rights of the people. Alex used that as an example. In Africa there are very few countries that have laws on regulation of internet content. Information, child protection, et cetera, it's still a very gray area. The electronic evidence or record being admissible in court, and then the baton of that evidence being real, was it on a computer or a screen shot? Problems upon problems. And this is not just an African problem. You either take the tough technology cases or you show your smart cases. We don't have people who are well prepared to address these issues. Regarding net neutrality, there are a lot of issues to be addressed. In Africa, the ratio is 10,000 people per one domain name. And then you find in Kenya, it's 2500 for one domain name. As of June, Africa contributed only 2 percent of the Web Pages, only 2 percent of the content online. This means that we don't have a presence online and we have a problem in terms of the expression that is being put online. It's not African. We have to do a lot to make sure that our presence is online so we can see that the Internet is truly representative. In Africa, we are continuing to be pushed into the digital plantation in this era of technology, just like we have always been for raw materials or labor. In this connectivity area, we will go into the digital plantations era and to carry with us several other people from different areas. You look at common names; you look for Swahili, pick any Swahili name you like. The names belong to other people. Our language. So again it comes into the issue of ICANN and other issues that have to do with resolving disputes. We don't want to participate at Internet national fora, ICANN, GA, WIPO, when the Net effect of our participation is nil. We just go there to rubber stamp the decisions made. So there is a case here for a south to south group being formed on the Internet where we look at all the issues that are dear to us, whether it's a caucus or a lobby.

<u>Pedro: wrap up: similarities and differences</u>

-Access is one of the biggest issues. In Africa there are many places with no access (not Latam)

What strategies? There is no single solution but for example, one important thing is to help to develop solutions at the community level (for access). Take down broadband costs.

-Mobile users: both regions are very heavy on mobile. Need of good app in that area

-Both countries, discriminatory mobile plans.

-Lack of cyber awareness, in the users, teachers, judiciary, legislators, and families. Train the different stake holders.

-Our legal communities are tiny.

-Lack of strong local civil society movements.

-Issue of jurisdiction and how is going to affect relations and the rights of different countries.

-Need to use the different international forums to find solutions not only to talk.

-need to have harmonized set of regulations.

Article 19: Internet is not part of the human rights discourse. We are being more reactive with the situations of restrictions.

-competition is the best scenario; in Africa we have a state monopolist.

-Expression rights: come later. We need more multi-stakeholders. Africa is underrepresented.

Suggestions: to come with an east African template? We need effective participation, there is no strategy in this meetings (good example: African IGF) how to improve it effective participation? Idea to create a <u>caucus for the global south- south IGF.</u> Let's discuss creating south IGF caucus

--How to ensure that there is local content? (Ford trust to enhance local content.)

Closing remarks. Session was finalized with an attempt to create a online network with fellows from Latam and Africa.

Report of Workshop 417:

Title: Can Digital Citizenship Scale into the Emerging and Developing Countries Effectively? Should it?

Our workshop, consisting of a youth panel of nine young people from Egypt, the UK, and the US and an adult panel representing NGOs, government, and industry, addressed our topic by considering the current state of digital citizenship, Internet safety and the meaning of "digital citizenship to youth." Asked how they'd rank "digital citizenship" on a scale of 1 to 10 – with 10 representing "very relevant and meaningful" – the youth panel, ranging in age from 15 to 22 gave it a 1, two 3's, a 5, a 6, and an 8. The British teen who gave it a 1 said it "sounds distant and abstract," and people shouldn't distinguish between citizenship and digital citizenship anyway. An American university graduate newly living in Nairobi gave it a 6 saying she hopes it'll catch on but "it's not relevant to our generation yet." The Egyptian young people, who were remotely participating, gave it a 3 and a 5, making the point that it can't be relevant to youth unless there's Internet access at school so it could be practiced. The American panelist who gave it an 8 said digital citizenship is "the same as citizenship now that we're so much more connected internationally." When the panel's moderator, Will Gardner, CEO of London-based

Childnet International, said, "Ok, so the label on the digital citizenship jar doesn't grab you, what about what's in the jar?" the panel was noticeably more positive. So what is in the jar? In her opening remarks, Anne Collier of ConnectSafely.org in the US offered five components of digital citizenship that have come up again and again in academic papers and international forums in the past few years:
• Norms of behavior, often called "good citizenship" or "online etiquette
• Participation or civic engagement (also seen as community, social, or political activism online)
• A sense of membership or belonging
• Three literacy's: tech or digital literacy, media literacy, and social literacy
• Rights and responsibilities – what often comes to mind when people hear "citizenship" (rights might include access and participation, freedom of expression, privacy, physical and psychological safety, and safety of material and intellectual property; responsibilities might include respect for self, others, and community; protection of others' rights and property; learning and benefiting from the literacy's of digital citizenship mentioned above).

The panel seemed to find these "jar" contents somewhat relevant to their current Internet use. However, it was clear during our 90-minute session that there is as yet no clear consensus yet as to the definition and best practice of digital citizenship. A member of the youth panel from the UK said, "Maybe 'participant' is a better word than 'citizen'." Douglas Harre of New Zealand NGO Netsafe said in his opening remarks that schools in his country, which "are increasingly integrating the idea of digital literacy into our National Curriculum document and aligning it with the key competencies [of] a digitally literate citizen: Someone who…
• Is a confident and capable user of ICT
• Uses technologies to participate in educational, cultural, and economic activities
• Uses and develops critical thinking skills in cyberspace
• Is literate in the language, symbols, and texts of digital technologies
• Is aware of ICT challenges and can manage them effectively
• Uses ICT to relate to others in positive, meaningful ways
• Demonstrates honesty and integrity and ethical behavior in their use of ICT
• Respects the concepts of privacy and freedom of speech in a digital world
• Contributes and actively promotes the values of digital citizenship.

David Miles of the London- and Washington-based Family Online Safety Institute cited examples of digital citizenship best practice in Kenya, Nigeria, Rwanda, South Africa, and Zambia, based on the findings of FOSI's GRID (Global Resource & Information Directory). The Kenyan example he gave is the UNICEF-supported Mapping Kibera Project, demonstrating digital citizenship in action. He told us that Nairobi's Kibera slum is Africa's largest, with 1 million occupants. "Prior to 2009, the slum did not appear on any maps, and the Map Kibera project trained 13 young people to use GPS devices to map facilities such as toilets, street lighting and clinics. In addition to the valuable mapping project, the youths involved (a gender mix is maintained) also receive training in how to use technology that will provide transferable skills for future employment. As well as mapping physical features to benefit their community, the mapping project

identifies safe areas and crime hotspots, including hot spots of child abuse. This allows the NGOs behind the project to work with the authorities to combat them and residents to stay away for their own safety. The project team have found that large numbers of residents own mobile phones that are utilized in various ways, from crowd-sourcing information from residents on all topics, including safety (which is then published on the Voice of Kibera Web site) to sending SMS alerts of trouble. UNICEF is just one of the agencies supporting the project, stating in its 2011 report that, 'through this process, young people gain new awareness about their surroundings, empowering them to amplify their voices on critical issues.'"

The Map Kibera project demonstrates the value of using mobile technology and the Internet to enable communities to connect within and outwardly and to be aware of risks to the safety in the offline world. This is the kind of practical, meaningful work that gives meaning to the positive, active engagement of digital citizenship. This kind of practical, meaningful work is a demonstration of how technology can foster community cohesion and notions of citizenship.

Yomna Ahmed Shawky Omran of the Ministry of Communications and Information Technology in Gizah, Egypt, said that, "as a developing country, Egypt realizes the potential of online social media and the importance of introducing not only online safety, but also the wider and more comprehensive concept of digital citizenship that examines the implications, risks, benefits, rights and responsibilities of internet use and functions. We realize that the adoption of the concept of digital citizenship is a challenge both for the end user, as well as for the service provider, or entity in charge (educational, consumers' protection, etc). Both groups have a role in disseminating and localizing the concept in order to fit into the cultural context of the country. But the vision of digital citizenship offered us a comprehensive and rich framework balancing between positive and negative usages of the internet and an opportunity to educate the masses by providing them with multiple dimensions they rarely find in any trainings or awareness raising sessions."

Kim Sanchez of Microsoft said that her company's approach to children's online safety includes "the four components of 1) technological tools; 2) education and guidance; 3) robust internal policies and practices for moderating content and addressing online abuses; and 4) partnering with government, industry, law enforcement, and others to help create a safer, more trusted Internet for all." Recent research done by Microsoft does indicate that American parents and teens are actively managing their online reputations with an eye toward good digital citizenship.

Conclusions and further comments:

In summary, it seemed clear from the workshop that we collectively have a ways to go before we reach consensus on what digital citizenship is, much less how it can be practiced and taught in a uniform way. But with multicultural, multinational and multi-stakeholder discussions like this, we are getting closer to the goal.
We certainly did have consensus on several points: 1) there is no consensus yet, among

the workshop participants or in individual countries, much less worldwide, 2) youth, as some of the Internet's most active participants, have to be included in the consensus development, 3) broad uptake of "digital citizenship" may be difficult because the Internet is slowly changing our collective notions of citizenship, including the meaning of "belonging," "community," and rights and responsibilities thereto, and 4) if consensus develops among activists in Internet governance, including youth, there will be a significant need for global awareness-raising for it to become broadly meaningful. Except possibly in New Zealand (also represented in the workshop) – whose national online-safety organization, Netsafe, has completely replaced Net safety with digital citizenship in its programs and approach – it won't be a simple matter of just replacing online safety with a more empowering, less negative and paternalistic approach to young people's online activity. And a key reason for that may be a not wholly unjustified suspicion on young people's part that "digital citizenship" might be a "fancy new wrapper around on the same old messaging," which they tell us has consistently missed the mark. However, there's something about social media and citizenship that seemed commonly accepted among the youth panelists, illustrated too by the Map Kibera project: the power of combining connection and intention. Both youth and East Africa are all about rapid growth, and when we combine a strong sense of purpose with the connections and informed active engagement that technology now allows, we have citizenship on a whole new level, including possibly a more global sort. We hope the discussion will continue and enfold more and more stakeholders.

On the youth panel:
Ahmed Ragab Al-Kotby, a postgraduate student at Alexandria University, Alexandria, Egypt, Yasmeen Fahim, 17, a college student in Cairo, Alex Everett, 17, a secondary student in Devon, UK, Becca Cawthorne, 16, a secondary student in Leeds, UK, Jack Passmore, 15, a secondary student in Devon, UK, Nicola Douglas, 15, a secondary student in Edinburgh, Scotland, Kellye Coleman, a 4th-year student at Elon University in North Carolina, US, Samantha (Sam) Baranowski, a 4th-year student at Elon University, Taylor Foshee, a 2011 graduate of Elon University now residing in Nairobi

Adult participants:

Pamela Covington, Verisign, Dulles, Virginia, Anne Collier, ConnectSafely.org, Palo Alto, California, Nevine Tewfik, Ministry of Communications and Information Technology, Giza, Egypt, Will Gardner, Childnet International, London
Douglas Harre, Netsafe, Auckland, Dave Miles, Family Online Safety Institute, London
Kim Sanchez, Microsoft, Redmond, Washington, Jim Prendergast, Galway Strategy Group, Fairfax, Virg

Opening Ceremony

Sixth Annual Meeting of the Internet Governance Forum
27 - 30 September 2011
United Nations Office in Nairobi, Nairobi, Kenya

27 September 2011

Opening Ceremony

Ms. Sahle-Work Zewde, Director General, United Nations Office in Nairobi (UNON)
Mr. Thomas Stelzer, Assistant Secretary-General, UNDESA
Ms. Alice Munyua, Chair, Kenya Internet Governance Steering Committee, Republic of Kenya
Dr. Bitange Ndemo, PhD, CBS, Permanent Secretary, Ministry of Information and Communications, Republic of Kenya
Hon. Mr. Samuel Poghisio, CGH, MP, Minister of Information and Communications, Republic of Kenya
Dr. Hamadoun Touré, Secretary-General, International Telecommunications Union
H.E. Kalonzo Musyoka, Vice President, Republic of Kenya

CHENGETAI MASANGO:

Good afternoon, distinguished guests, ladies and gentlemen. Before we start with the opening ceremony, I would like to call upon the Director-General of the United Nations headquarters in Nairobi, Ms. Sahle Work Zewde. Ms. Zewde will say a few words of welcome and she will be followed by the Assistant Secretary-General of the Department of Economic and Social Affairs, Mr. Thomas Steltzer, who will then be opening the meeting.

MS. SAHLE WORK ZEWDE:

Your Excellency, Honorable Kalonzo Musyoka, Vice President of the Republic of Kenya, distinguished participants, ladies and gentlemen, friends of the ICT community.

On behalf of the United Nations family in Nairobi, it's my great honor and privilege to warmly welcome you all. The United Nations office at Nairobi is proud to be hosting this important meeting and we are delighted to see such a high level of participation. I'm also particularly pleased to welcome, once again, His Excellency, Honorable Masahiro Yoshizaki, who serves as a demonstration of Kenya's commitment to this forum.

At the United Nations in Kenya, we were extremely pleased when the Kenyan government expressed interest in hosting the sixth Internet Governance Forum in Nairobi, and are happy that the event takes place here in Gigiri, the only United Nations headquarters in Africa and, indeed, in the developing world. The Gigiri United Nations complex is home to the headquarters of two global programs, the United Nations Environment Program, UNEP, and the U.N. Habitat. In addition to hosting the regional offices of a number of U.N. programs and funds, as well as the country team for Kenya, our complex is also home for a U.N. mandate and components working on Somalia. The United Nations office at Nairobi, which I had the honor to serve as the Director-General, serves as the administrative hub for the U.N. system and is the representative office of the Secretary-General in Kenya.

The total number of U.N. staff based here in Gigiri is just under 3,000. We have a unique privilege to work on 140 acres of green and pleasant surroundings, as you have been able to see, bordered to the south and west by natural forests, inhabitants of which are spotted routinely within the compound. As you can tell, we're extremely proud of our headquarters here and hope that you'll find your stay with us productive and enjoyable. Now, I would like to give the floor to my colleague, Mr. Thomas Steltzer, the Assistant Secretary-General of the United Nations department of economic and social affairs, to formally open the meeting.

MR. THOMAS STELTZER:

Your Excellency, Mr. Kalonzo Musyoka, Vice President of the Republic of Kenya, Honorable Samuel Poghisio, Minister of Information and Communication, honorable ministers, delegates, distinguished experts, ladies and gentlemen, it's my great joy and honor to represent the Secretariat to the United Nations, Mr. Ban Ki-Moon, at this Internet Governance Forum, and I have to say I'm very pleased by the interest this forum has been generating. On behalf of the United Nations Secretary-General, I would like to thank the government of Kenya for hosting the sixth meeting of the Internet Governance Forum, the IGF. This is the first IGF to be held in sub-Saharan Africa. The Internet Governance Forum came out of the Tunis Agenda at the end of World Summit on Information Society in 2006. Since then, it has continued to encourage open and honest exchange through a multi-stakeholder process as mandated in Tunis.

It has helped government officials, civil society, the private sector, technical community representatives, and U.N. agency leaders to work together to bridge the digital divide and to afford the benefits of the Internet to all. Moreover, the multi-stakeholder approach of the IGF provides an opportunity for all stakeholders to be informed and included in defining options and debating choices, and to contribute to other key debates. Building on

the momentum of previous years, and in particular following the success of last year's Annual Meeting in Lithuania, we hope this IGF in Kenya will further define emerging issues in Internet governance and set the path for our way forward. Indeed, this occasion marks the first meeting of the IGF under its renewed mandate. The decision to renew the mandate was made by the United Nations General Assembly on the 20th of December 2010 in recognition of the successes the IGF has achieved in its first five years and its continuing relevance to the development of a global information society.

The theme of the IGF 2011 is "Internet as a Catalyst for Exchange, Access, Development, Freedom, and Innovation." In view of the Internet's impact on transforming the world we live in, this year's forum will focus on the Internet as a medium for positive change and human development. Indeed, the debate at this IGF should be encouraged by the continuing advances in access to the Internet, and the potential for development through innovation, entrepreneurship, and freedom. Given that Internet governance and the spread of It's offer both opportunities and challenges for development, there is a great expectation that the next four days will offer stimulating debate around these challenges and opportunities, as we discuss the main themes of the 2011 IGF.

In particular, the cross-cutting priority session on Internet governance for development will generate discussion on how the Internet can foster sustainable development, freedom, and innovation. For example, through improved education and knowledge while empowering citizens. The growth in the number of Internet users worldwide offers an opportunity to use the Internet as a medium to achieve the Millennium Development Goals. In some countries, more than 80% of households have Internet access. Almost all of them through a broadband connection and many of them through mobile networks.

In Kenya, over 60% of the population uses a mobile phone and there are 4.7 million Internet subscriptions, the vast majority gaining access through mobile devices. Kenya is known for highly advanced mobile banking services which have brought financial services to much of the population for the first time. Today, it is estimated that the number of people with access to the Internet in their home has increased from 1.4 billion in 2009 to almost 1.6 billion in 2010. However, digital divides between developed and developing countries and between urban and rural areas remain prevalent. Access to ICT is also limited to disadvantaged populations, as well as persons with disabilities.

The rise in access to the Internet means that the debate for fixed versus mobile access has been eclipsed by more profound issues, such as the need to analyze specific global Internet governance issues relevant to development, and to determine how to promote capacity-building in critical Internet resources, and to foster innovation while addressing cross-border Internet security issues. We also hope to encourage an open discussion on emerging issues, such as cloud computing services for development, Internet governance in Africa, and digital technologies for civic engagement and social change. We know that more and better information can bring public value and greater transparency in public life. Relevant information freely available enriches people's lives and contributes to better governance. But you also know that the digital literacy is a key element for ensuring

better information leading to a more inclusive society, and helping development potential offered by the Internet come to full realization.

Dialogue on managing critical Internet resources center on policy issues affecting global development and, in particular, on examining the issues of deploying new resources. I hope the debates here will continue to refine our understanding of the appropriate local and international institutional arrangements. Discussion on security, openness and privacy can be addressed in light of the increasing number of young users. At the same time, international cyber attacks are a growing concern. Cloud governance is an attempt to make the Internet sustainable and serve as a positive international change. I expect that the IGF this year will continue to move the debate forward and use the multi-stakeholder process of the IGF to secure enhanced dialogue on this issue.

Next June, in Rio de Janeiro, the United Nations will convene a summit-level conference on sustainable developments, also known as Rio+20. At Rio, we will assess progress to date and the remaining gaps in implementation of the Agenda 21 and address new emerging opportunities and challenges. As part of the Rio+20 process, the IGF can make a significant contribution as discussions around Internet governance have become ever more crucial in setting the ICT agenda and in solidifying the Internet as a catalyst for positive change and supporting sustainable development.

Excellencies, colleagues and friends, we have been given the opportunity to continue the debate on the use of the Internet and the appropriate governance mechanisms for it. I wish to thank the government again for their generosity and to wish you all well in your multi-stakeholder debates over the next few days. I would also like this opportunity to express our appreciation to the international donor community for providing the financial support for the IGF project, allowing it to fund several participants from the developing countries to attend the forum as well as the staff of the IGF Secretariat. I hope that the community of donors will continue and increase its financial support of the IGF project to secure the implementation of United Nations General Assembly resolution 65/141 of December 2010 for a further five years of the IGF, putting it in line with general WSIS review that is expected to take place in 2015. In accordance with the custom of the IGF, I now have the honor to invite Ms. Alice Munyua, chair of the Internet governance Steering Committee to assume the chair of the meeting on behalf of the host country.

MS. ALICE MUNYUA:

Your Excellency Honorable Kalonzo Musyoka, our Vice President; Thomas Steltzer, Assistant Secretary-General for Economic and Social Affairs; Honorable Samuel Poghisio, Minister of Information and Communications; Dr. Bitange Ndemo, Permanent Secretary, Ministry of Information and Communications; Dr. Hamadoun Toure, Secretary-General, International Telecommunication Union; honorable Ministers, delegates, distinguished guests, ladies and gentlemen. It is a great honor for me to serve as the chairperson of this, the sixth meeting of the Internet Governance Forum. I thank you all for expressing your confidence in me. We are extremely proud to welcome you to Kenya and to be hosting the first IGF to be held in Sub-Saharan Africa. I'm actually

counting on your continued and full support of all the stakeholders participating in this meeting over the next three days to make our meeting a great success.

DR. BITANGE NDEMO:

Your Excellencies, those seated here today are policymakers from many countries, experts, and other Internet stakeholders. We are meeting here today to discuss various issues. Among them, access to broadband, mobile Internet, cybersecurity, and privacy, and the cloud computing.

Coming closer to home, we had a very simple strategy where we started dealing with the supply-side issues of Internet. Over the past three years, we have dealt with those issues comprehensively, and we have a very small part yet to finish, especially the last mile. We have impact on the demand side of issues relating to Internet. Internet has changed the world. When Abraham Lincoln said in 1860s that democracy, and defined democracy as a government for the people, by the people, little did he know that that would change completely, that the people would, indeed, govern by themselves. We have seen what has happened with the Arab Spring; that the top-down governance has changed to bottom-up. This is what the Internet has done with respect to governance. And we expect that more will change. Even on an individual level.

Today, whether you are a doctor, teacher, or a nurse, you cannot survive without Internet. Teachers must learn how to use Internet so that they can teach students through e-learning methods. Doctors would do the same, because even surgery has gone Internet. So Internet has become so critical that we have got to meet like this to discuss governance issues relating to Internet.

DR. HAMADOUN TOURÉ:

Let me start by thanking the Kenyan government for its kind invitation to this important event. As Africans, both myself and Mr. Brahima Sanou, the director of ITU's Communication and Development Bureau, who is here with me, take a special interest in working with ITU's African member states and local and regional initiatives. So we are delighted to be here with you today for the opening of the sixth Internet Governance Forum. We are greatly honored by the presence of Honorable Vice President of government of Kenya. Let me also congratulate the Kenya Internet governance Steering Committee and its chair, Alice Munyua for their efforts in organizing this event that we can already say it is successful. It is the largest by size. I'm told that there are more than 2,000 delegates already registered for this conference.

I think that this is a good opportunity for us to look back briefly at the origins of the IGF, which was created as an outcome of the World Summit on the Information Society in Tunis in 2005 which was the most wide ranging, comprehensive and inclusive debate ever had on the Information Society. For the first time, governments, the private sector, intergovernmental organizations and civil society all worked together, hand in hand, for the common good. At the close of the summit in November 2005, we heralded a

breakthrough agreement on Internet governance, which acknowledged the need for enhanced global cooperation. The IGF was therefore created as a fresh start to pave the way for discussions on a number of issues in order to foster the sustainability, robustness, security, stability and development of the internet. Ladies and gentlemen, ITU remains firmly committed to the WSIS process, which has made considerable progress in many areas in advancing the implementation of the WSIS outcomes. The annual WSIS forum goes from strength to strength, and this year attracted more than 1,150 participants from over 140 countries. More than 1,000 stakeholders from all parts of the world followed the forum through remote participation, and contributed to the positive outcome of the event. Next year's WSIS forum will be held from 14 to 18 May in Geneva, and I look forward to welcoming you there. The WSIS process encompasses many important issues, including accessibility, climate change, and cybersecurity. And we are pleased to be co-organizing events on this particular topic here at the IGF in Nairobi.

Accessibility remains a very important issue with an estimated 1 billion people around the world today suffering from some kind of disability. To achieve the goal of equitable communication for everyone, ITU, through standardization and development bureaus, focuses on a series of strategic issues ranging from the rights of the disabled to making technical design centers accessible to providing education and training on accessibility. We are also very active concerning the biggest issue facing humanity today, which is, of course, climate change. It's are crucial in this regard because while they are responsible for 2 to 3% of global greenhouse gas emissions, they can help reduce emissions in other sectors by 15%. As is so often the case, it's once again prove to be part of the solution, not part of the problem. ITU plays an important role across all three sectors. Our radio communication sector identifies and protects the necessary frequency spectrum for climate monitoring and disaster prediction, detection and relief. This includes close cooperation with the World Meteorological Organization in the field of remote sensing applications.

Our standardization sector develops standards for energy efficient ICT equipment, notably through ITU Study Group 5 which is working on a set of methodologies for assessing the environmental impact of ICT. This includes a global methodology which ICT companies could use to measure their carbon footprint, as well as to estimate the considerable savings in global greenhouse gas emissions and energy that can be achieved in other sectors through the use of It's. And our development sector continues to help developing countries mitigate the effect of climate change, including the use of emergency telecommunications and alerting systems for disaster relief.

Distinguished colleagues, let me now turn to cybersecurity, which I mentioned briefly during yesterday's ministerial forum here in Nairobi. This was a major area of concern highlighted at WSIS and it was interesting to note that in the six years since then, this has become an ever-increasing subject of importance. Indeed, hardly a day goes by without new reports of cyber attacks on governments, corporations, and individuals. Our concrete response was to launch the Global Cybersecurity Agenda, the GCA, in 2007. This is now in its operational phase with several global initiatives already implemented.

We are also doing important cybersecurity work within the ITU standardization sector which provides an international platform for the development of the protocols such as systems and services that protect current and Next-Generation Networks, NGNs. With ITU study group 17 being the lead study group on security and identity management. On the operational front, we are proud to have forged a strong and highly supportive relationship with impact. The international, multilateral partnership against cyber threats, which is the world's first comprehensive alliance against cyber threats. Impact is a key organization fulfilling ITU's cybersecurity mandate in the operational sense in that it provides our 192 member states with access to expertise, facilities, and resources to effectively address cyber threats as well as assisting U.N. bodies in protecting their ICT infrastructure.

As I mentioned yesterday, 136 countries, 50 of them in Africa, are now part of the ITU impact operational deployment which assists member states in improving their cybersecurity through activities and projects, such as facilitating, free of charge, access to the Global Response Center, GRC, and facilitating the establishment of Computer Incident Response Teams, CIRTs. As of today, some 30 countries have been assessed, and we are now moving to the implementation phase. We have also been working to deliver assistance to U.N. agencies following requests to help them in improving the security in their ICT infrastructures and the services delivered to the constituencies. Assessment and penetration tests were conducted for a number of U.N. specialized agencies, and coordination is currently in progress to provide cybersecurity solutions and capabilities to them. The MOU signed between ITU and UNODC, the United Nations Office on Drugs and Crimes, where, for the first time, two U.N. bodies agreed to develop a global approach in assisting member states in elaborating harmonized legal frameworks, also represents another historical step in fighting cybercrime globally.

Let me also briefly mention another very important ITU initiative concerning cybersecurity which is child online protection, or COP in short. With a globally coordinated approach to cybersecurity, we need to recognize the very real dangers being faced by children and young people online that often find themselves in cyberspace alone and unprotected. Often, this is simply because the guardians do not fully understand the risks. We therefore launched the COP initiative at a high-level segment of the ITU council in 2008 as a multi-stakeholder coalition and the DGC framework. COP was endorsed by heads of states, Ministers, and heads of international organizations from around the world, including Mr. Ban Ki-moon, the U.N. Secretary-General. Since then, we have established an international collaborative network for promoting the online protection of children worldwide, created and published guidelines for all the different stakeholders and published child online protection statistical framework and indicators. With our patron Laura Chinchilla of Costa Rica, the COP initiative is now working to transform the COP guidelines into concrete activities which will deliver significant national benefits.

Ladies and gentlemen, before I close, let me say once again that ITU has been and will continue to be an active participant in the IGF process. As I mentioned, we have co-organized events on a range of topics such as cybersecurity, including child online

protection, accessibility, and climate change. We have also provided funding to support the participation of aspects from developing countries through a generation donation from the Canadian government, and I wish to thank them one more time. We remain committed to working with all the stakeholders, and we are pleased to be able to offer a forum for open discussion of those issues. In closing, let me mention two very important events, one taking place at the end of next year and the other taking place just next month.

The event taking place next year is the World Conference on International Telecommunications, or WCIT, which I discussed briefly yesterday at the ministerial forum. WCIT will revise the International Telecommunication Regulations, the ITRs which were last updated a very long time ago, in 1988. Let me emphasize here that ITU's members do not want heavy-handed regulation and a return to the old days of accounting rate and government controlled communications, but we do want harmonization and agreement between members. There is clearly a need for coordination and consultation between agencies at both the national and international level, including private sector, civil society, and users groups. If we are to sustain growth in the massively interdependent global digital economy in the 21st century, WCIT needs to find a win/win solution for the future development of the whole ICT sector. And of course the event taking place just in a few weeks in ITU, which is ITU telecom world 2011, which marks the 40th anniversary of this landmark event, I expect and hope to see you all there to continue shaping the future of the global ICT sector, which, of course, in the second decade of the 21st century means shaping the future of the world itself.

This meeting, the IGF, brings together a unique, broad mix of stakeholders from all sectors, and let me therefore use this opportunity to issue you with a challenge, a challenge which can be carried through the next year and beyond. Let us all, each and every one of us, commit to making the world a better place through increased equitable and affordable access to the Internet. At this crucial time in human history, this is the very least we can do. Let's make the world a better place for all.

HON. MR. SAMUEL POGHISIO:

I'm indeed, honored to welcome you all here during this meeting of the U.N. Internet Governance Forum in Nairobi. We feel greatly honored for Kenya to be hosting this important event. I would especially like to extend a warm welcome to all delegates for accepting our invitation to participate in this year's sixth U.N. IGF meeting in Nairobi. This being the first time an IGF is being held in a sub-Saharan country, we welcome the development focus of this forum, but also welcome other issues or themes that are equally important and are going to be discussed at this forum. This forum comes at a time when Kenya is focused on becoming a knowledge economy and creating a new hub of industrial and financial activities on the continent of Africa. Our vision for the knowledge and Information Society posits sustainable economic development, international competitiveness, improved standards of living, and equitable income distribution among our citizens, in line with our vision of 2030 and the World Summit on Information Society and the Millennium Development Goals. We are, therefore, implementing

various policy initiatives and programs to facilitate the development of ICT infrastructure, in particular, and the sector in the overall.

Kenya is proud of the enormous growth of the ICT sector. As we speak, there are 26 million Kenyans who subscribe to a mobile telephone. That represents 65% penetration. The number of Internet users is estimated at 11 million, up from 3 million only three years ago at the landing of the undersea fiber optic cable. Mobile phones will continue to boost Internet penetration to enhance business efficiency and lay a firm basis for employment creation, particularly among the youth who are involved in the software application development, among other activities. The faster Internet speeds also pave the way for the launch of e-solutions, which can be applied to the health, education, agriculture, and other sectors of our economy. These indicators prove that a lot of attention needs to be paid to the mobile Internet and also prove that Kenya is closer to the critical mass needed for business and service to thrive. Through investments in the fiber optic cables we now have abundant broadband for national development. Kenya is currently connected to three submarine fiber optic cables, with plans for a fourth cable by France Telecom expected to land later this year or early in the year. Increased access to faster broadband will continue to enhance our e-government initiatives aimed at the valuable government services to all citizens. We recognize that access to knowledge, information, and communication is crucial in the development of any country, and so we launched the open data portal to further give the ongoing reforms the necessary impetus to make core government development data and information available to the general public and mobile telephony and it will, indeed, enhance access to this open data portal. We also have several initiatives to encourage the development of local, relevant content.

With all gains we continue to make in the ICT sector, we also are faced with several challenges. Universal access is still a challenge, as it evolves from universal access to telecommunications becoming the integral part to achieving the Millennium Development Goals. While mobile Internet continues to present unique opportunities, there are several challenges; among them the need to strengthen security and privacy to mobile Internet users as the mobile phone becomes not only a communication tool but also a banking tool for many of Kenyan citizens. In addition, we recognize that cloud computing and social networking are important technologies and tools which need to be appropriately harnessed while also guarding against their abuse. We have been promoting awareness, development of legislation and enforcement, as well as encouraging development of technologies to protect children online and aiming to adopt legislation for protection of personal information and framework for cybersecurity. Kenya is currently in the process of finalizing the establishment of our national CIRTs. With these developments and challenges, the Internet and its governance will continue to remain an issue of focus, not only for Kenya, but also for our region.

We are therefore very keen to continue to engage in global Internet governance and policy processes, and towards this end, we established the Kenya steering committee on Internet governance which will continue to engage with the various processes of national, regional, and global levels. Indeed, the IGF multi-stakeholder model has provided opportunities and a platform for various stakeholders to discuss sometimes quite

challenging policy and political issues. We encourage consideration for increased support for the IGF that goes beyond just multi-stakeholder dialogue to include financial support for its activities as well as support for full engagement of stakeholders from developing countries to ensure relevance and diversity in participation and contribution in order to enrich the global Internet governance policy processes. The Internet is, after all, a global resource and a key infrastructure for development, so all stakeholders need to provide support for the sustainability of this model. In Kenya, we have set up the Kenya Internet Governance Steering Committee, again, which is a multi-stakeholder committee to coordinate Kenya's input into the various Internet governance-related policy issues, including, but not limited to, the IGF, ICANN, and others. Kenya will continue to participate actively in all these processes.

I am confident that this year's IGF will be a great success, and wish all of you a very fruitful deliberation, and also ask that you find time to enjoy the beautiful country that Kenya is. And now, ladies and gentlemen, join me in welcoming His Excellency, the vice president, to come and give the keynote address for this opening ceremony.

H.E. KALONZO MUSYOKA:

Thank you Minister Samuel Poghisio. Madam Zewde, Director General of the United Nations offices at Nairobi, Assistant Secretary Thomas Steltzer, Secretary-General International Communication Union, Dr. Hamadoun Toure, excellencies, distinguished guests, ladies and gentlemen. Karibuni Kenya. I'm not sure what you think of that. Probably Greek or Chinese? But that is in our national language the welcome that I wish to issue to you here in Nairobi today. You will hear words like "hakuna matata." There's absolutely no trouble. So please consider yourselves at home, away from home. And I'm particularly pleased to be able to join Minister Poghisio and all of the others who have spoken before me in also welcoming you to this sixth United Nations Internet Governance Forum.

This timely forum does provide a good opportunity for I.T. experts from across the world gathered here to take stock of the developments that have taken place in cyberspace in recent years and their implications to the future of the sector. More specifically, the forum will no doubt shed light to ways in which the Internet will become the watershed of ideas that will determine how effectively human capital, talent, skills, and other resources can provide solutions to challenges facing mankind. That being the case, the theme of the conference "Internet as a Catalyst for Change, Access, Development, Freedom, and Innovation," could not have been pursued at a more opportune moment. Most critically, given the growth literally in leaps and bounds of the Internet in recent years, it is crucial now, more than ever before, to seek deeper understanding on how best to pursue Internet governance.

I heard from the Assistant Secretary that last year alone, some 300 billion SMSs were actually communicated and I'm sure that that figure could go well into the trillions. On the overall, I'm delighted that for the last five years since this forum was initiated, the level of engagement among stakeholders in the world of the Internet has been

commendable. I therefore have no doubt that this forum will open up new frontiers that will keep the progressive momentum whilst providing generic I.T. interfaces across disciplines and specializations. It is no longer tenable to underestimate, let alone ignore, the potential of the Internet and related technologies to transformative tools that invariably shape the democratic character of any society. Over the years, the Internet has become an essential tool in propagating social change and transforming economies and development across the board. The net is a unique information and education resource, and essential, too, for the conduct of commerce, a driver of innovation, and an amazing catalyst for employment.

In certain instances, the Internet has been instrumental in the design and deployment of efficient administrative systems and access to public, as well as official, information. Similarly, where and when the power of the Internet has been put to cutting-edge use, it has led to the restoration of public trust in political processes. In my view, therefore, the net is an indispensable facet of modern-day life. Access to knowledge, information, and communication is critical to the development of any country, and with this in mind, such initiatives as the open data portal can give great impetus to public participation in translating government data and information into a reservoir of development ideas. This significant development creatively interfaced with mobile telephony can achieve enormous results in record time and to a great majority. Already, the growth of mobile telephony has greatly improved accessibility to the Internet in Kenya and, indeed, around the world.

The impact continues to have dramatic effects, including the overwhelmingly successful mobile telephony cash transfer platform which has been referred to as M-Pesa, pioneered here in Kenya just a few years ago. Clearly, the boundaries of mobile telephony have been stretched by innovation to limits that have resounding ripple effects, whose net value by far supersedes imaginable technological possibilities over half a decade ago, the precise point in time when the first Internet governance forum was held. Therefore, as leaders in Internet technologies, we have no excuse to delay the expansion of space for such services as mobile money and micro-insurance through Internet access and more so by mobile telephony technology. In Kenya, we have made some strides; some call them great strides, towards making Internet accessibility readily and cost-effectively available to every region in our country. This has been made possible, as you have heard from Minister Poghisio, by the installation of three undersea fiber optic cables along the coast of east Africa. Consequently, fiber connectivity via long distance wireless communication technologies such as WiMax and 3G has increased Internet access tremendously. Still, I encourage more initiatives and partnership on the use of the Internet for development purposes, and in particular in areas such as healthcare and in education.

Cybersecurity is a multi-stakeholder issue which requires collaborative coordination between governments, regional, and international organizations, industry, technical community, civil society, and other stakeholders. I call upon all stakeholders to pay special attention to protect children online as well as to develop ways to address other forms of attacks against the integrity of infrastructure, networks, and services of the Internet. As I conclude, I must commend the Kenya Internet Governance Forum, which is

already active in representing Kenya in all Internet governance processes, and I want to particularly congratulate Madam Munyua for this leadership. I request all such country-specific fora to consult more in between the scheduled annual events in order to ensure that this forum ultimately achieves more at the point of formal convening such as this.

It's now my pleasure to declare the Internet Governance Forum officially open and wish you fruitful deliberations. I also join Minister Poghisio in inviting you to not feel restricted here in Gigiri. I know that Madam Zewde will wish to show you around but we still have things that we hold in trust for you, such as the world famous Maasai Mara. You just missed the great wildebeest event which is between the month of July and August, but there's still plenty that you can see around, including interacting with Kenyans, who are as open-minded as I'm sure you all have observed.

Opening Session

Sixth Annual Meeting of the Internet Governance Forum
27 - 30 September 2011
United Nations Office in Nairobi, Nairobi, Kenya

September 27, 2011

<u>**Opening Session Speakers:**</u>

Mr. Gytis Liaugminas, Lithuania Representative; Hon. Dr. Ignace Gatare, Minister of Information and Information Technology, Rwanda; H.E. Ms. Neelie Kroes Vice-President of the European Commission, Commissioner for the Digital Agenda; Ms. Grace Githaiga, Kenya ICT Action Network (KICTAnet), Civil Society Representative; Mr. Piotr Kolodziejczyk, Under Secretary of State of the Polish Ministry of the Interior and Administration, Poland (EU Presidency Representative); Hon. Mr. Edward Vaizey Minister for Culture, Communications and Creative Industries, U.K.; Mr. Jānis Kārkliņš Assistant Director-General, UNESCO; Mr. Larry Strickling, Assistant Secretary for Communications and Information, National Telecommunications and Information Administration (NTIA) U.S. Department of Commerce, U.S.A.; Mr. Jean- Paul Philippot President, European Broadcasting Union (EBU); CEO, Radio Télévision Belge de la Communauté Française (RTBF); Mr. Vint Cerf, Internet Pioneer; Mr. Tom Omariba Chair, Telecommunication Service Providers Association of Kenya (TESPOK); Ms. Maud de Boer-Buquicchio, Deputy Secretary General, Council of Europe; Ms. Lynn St. Amour, CEO and President, ISOC; Mr. Masahiro Yoshizaki, Director-General for Policy Evaluation, Ministry of Internal Affairs and Communications, Japan; Mr. Rod Beckstrom CEO and President, Internet Corporation for Assigned Names and Numbers (ICANN); Mr. Adiel Akplogan, CEO, African Network Information Centre (AfriNIC); Mr. Francis Wangusi, Ag. Director General, Communications Commission of Kenya (CCK); Mr. Subramanian Ramadorai, Chair, ICC BASIS; Vice Chairman, Tata Consultancy Services (TCS); Ms. Jasna Matic, State Secretary for the Digital Agenda at the Ministry of Culture, Media and Information, Republic of Serbia; Mr. Elmir Valizada Deputy Minister of Communications and Information Technologies of the Republic of Azerbaijan

MS. ALICE MUNYUA:

We will now proceed with welcome remarks by representatives of all stakeholder groups. We have 22 people who will each speak for a maximum of four to five minutes, and I

would like to thank the Lithuania representative, Mr. Liaugminas, for allowing the Honorable Minister from Rwanda, Dr. Gatare, to speak.

HON. DR. IGNACE GATARE:

It is a great honor to speak to you in this global multi-stakeholder forum to discuss and share experiences and challenges, which we face globally in the ICT sector. Rwanda has put at the core of its development agenda ICT as a cross-cutting tool for our socioeconomic transformation. We have completed the deployment of our broadband national fiber optic backbone, linking all the 30 districts, with nine border points for regional network interconnection. A high-speed optical fiber network is currently operational, linking both public and private institutions, and there are ongoing efforts to increase access to last-mile broadband countrywide.

We are putting strong emphasis on e-government, the ICT community, and private sector development, particularly the small and medium enterprise. We strive to achieve substantial economy of scale through infrastructure sharing and cloud computing, to link our broadband agenda with our focus on private sector development, particularly youth, entrepreneurship, and innovation in the ICT sector. Special attention is paid to information security and efficient Internet traffic management. In this regard, various projects are under way, including national Internet exchange and virtual landing points, security operations center and public key infrastructure. This is coupled to our effort to promote digital content development as well as capacity building in ICT. Our recent partnership with Carnegie Mellon University to establish a regional ICT campus in Rwanda is illustrative.

Our ICT development agenda would not be sustainable without global cooperation and partnership. That's why Rwanda is fully supporting the IGF process. And just for information, Rwanda has hosted the East African IGF meeting this year with great participation of regional colleagues. The multi-stakeholder forum was not only the venue for exchange, but for exchange best example in the challenges facing our region such as affordable broadband access, regional cooperation for cybersecurity, and ccTLD management, but was also an important arena for shaping through ICT for development agenda for the region which include the citizen, especially the youth. We truly believe that youth empowerment through use of social media networks and other ICT tool will promote the development of ICT in our country and impact our development agenda. We want to promote research and innovation in the ICT sector, child protection, and job creation through fostering small and medium enterprise, another important reason why we are pursuing ICT as tools to transform and enrich our society and achieve socioeconomic development.

Our President is himself involved at the global level as co-chair of the Broadband Commission. I was also very encouraged by yesterday's ministerial conference, which was co-hosted by the government of Kenya and ITU, which I want to comment on right now. The importance of ICT as tools for development was expressed by many distinguished delegates, and it seems to get renewed vigor. This is also consistent with

the IGF principles specified under the World Summit for Information Society, Tunis Agenda. While technical issues are important, and we should collectively address those challenges, we should not stray ourselves from the real reason why we are using and pursuing this. As a conclusion, I would like to express my sincere appreciation for Rwanda to participate in this important multi-stakeholder forum, and we look forward to cooperate, coordinate and embark on this exciting endeavor in order to address together challenges brought about by ubiquitous use of Internet and ICT's.

MR. GYTIS LIAUGMINAS:

On behalf of the Minister of Transport and Communication of Lithuania, I would like to address you on this special occasion, the opening of the sixth Internet Governance Forum here in Nairobi. Having become a tradition, this forum is one of the most important worldwide annual events of the format. We are united by a common goal here, to further the development of the Internet as well as broad dialogue on key Internet management issues. In six years since the World Summit on the Information Society, the Internet Governance Forum has fully demonstrated that while we are of the nondecision-making multistakeholder approach for addressing the public-policy issues and challenges relating to the Internet while also addressing opportunities for access and growth as the Internet continues to evolve and increase its crucial role of a global information economy. Lithuania was honored to host the fifth annual meeting of the Internet Governance Forum. We consider that IGF has performed a successful evolution as a unique platform for addressing the opportunities and challenges created by the rampant development of the Internet and for sharing the best practices and showcasing solutions.

It's crucial that open Internet access and diversity and human rights best practices are integrated in the global discussions on the Internet's future, and these factors should continue to be essential drivers behind the development of Internet. I believe that constructive engagement during this forum will bring new ideas and inspirations for the development of a global Internet network, knowledge society, and strengthening international business relations in the field of information and communication technologies. Once again, I would like to express the deep gratitude to the Minister of information, communication of Kenya for hosting this important worldwide event, which further facilitates the development of new technologies and modern environment in our every day life. Please allow me to wish you all many fruitful discussions during the plenary sessions and working groups, which I believe will reveal plenty of ideas and proposals.

H.E. MS. NEELIE KROES:

Would you be so kind to pass two messages to your government? Number one; please pass my sincere condolences with the passed away of Professor Wangari Maathai. The world and your country just lost a truly remarkable woman. She showed the world what a determined woman could achieve. Her fight for the environment, for the poor and for the rights of women was remarkable. My second message to your government, is that I was so impressed this morning when three members of the European Parliament and myself

paid a visit to a primary school, our Lady of Nazareth, and the impressive attendance of 1600 children, age 4 years till 12 years, was really remarkable. And they are learning how to deal with computers. So that was most fascinating, with an initiative of a private group, a closed-the-gap group that indeed was offering the computer at school, made it possible that your younger generation is quite familiar with computers. And it was fascinating in discussions with those kids of ten years that they were already aware that it is, indeed, changing the world. The Internet is changing the world, and it's not just trillion dollar marketplace. It is a forum where people connect, a platform for astounding innovation, and a powerful vehicle for human rights and fundamental freedoms. And those youngsters were proving that it is making sense; that they were already dreaming about their future and the future of your country and their country.

In May at a high-level meeting on the Internet economy hosted by the OECD, I put forward my vision for how the Internet could maintain that success. And I called that vision Internet essentials, a compact for Internet, so to say, because we should say an Internet of civic responsibility. An internet that is multistakeholder, pro democracy, architecturally sound and inspiring confidence and transparency. For me, such ideas are the compacts for guiding our Internet policies in Europe and in our international relations. Let me give you a couple of examples today of how we are using the compact in the EU. pFirst, it can be used to guide public and private actions in cyberspace. One of my principals wrote that the Internet must inspire confidence. People will use the online world only as far as they trust it. And if the Internet is for everyone, then it must be a place of security, of privacy, and safety for everyone, not just for those with deep technical expertise or deep pockets.The European Union is working on several fronts to achieve that goal. People must be confident about their online privacy, so we are revising the rules on EU personal data protection to make them clearer and better suited for the globalized online century. Parents must be confident that their children are safe online. And I'm working on a new initiative to ensure informed choices about online behavior and to protect from threats like bullies or sexual predators. Finally, the confidence in the system as a whole, and I am working on an Internet security strategy to help us face all sorts of cyber threats to information and networks.

The compact can be used to guide decisions on how the Internet should be governed, and I support and have always supported a transparent and a multistakeholder approach. Involving different stakeholders in policy making and encouraging transparent and accountable self-regulation is a benefit for everyone. Indeed, it is the approach the commission has been taking for many years in this policy area and others. However, we must be clear what multistakeholder means. Ultimately, different actors have different fields of expertise and of responsibility, and that must be respected and due weight must be given accordingly. I can agree that sometimes the question of attribution of who is responsible for what might not always be perfectly clear. And the public authorities must cooperate to avoid legal uncertainty or outright conflict, especially in cross-border environment like the Internet. On these and similar issues, I am fully open for discussions, but the fact remains that public authorities have a particular role; indeed, a particular obligation to deal with public-policy matters off- and online, and this must be reflected in the decision-making process. Otherwise, the outcome of multistakeholderism

is that lobbyists hijack decision-making that private-vested interest from the public interest and that some put themselves above the law. These are not things I will accept now or in the future. And in particular, the next IANA contractor must be protected from conflicts of interest and must interact efficiently Governmental Advisory Committee.

These are issues on which we have had very constructive discussions with our international partners. Sometimes this debate for Internet principles is caricatured as an attempt to regulate this Internet, whatever that might mean. It is far from that. On the contrary, the space which the Internet creates for freedom, for self-expression and innovation, is not one which public authorities should seek to crowd out. Yet few people question the need to regulate the off-line world in pursuit of legitimate public-policy obligations, for example, to assure trust and security, to protect fundamental rights, or to defend markets from monopolies. There is an equal need online. As the net becomes an ever-more structural part of our economic and social framework, so grows the case for public authorities to take a role, modest but not inactive.

If the Internet is to fulfill its glorious potential, public authorities must support and protect it, but not kill it. Regulation is only ever a last resort, and even then, keyhole surgery, rather than amputation. We must, in particular, recognize the global character of the Internet. In the first instance, I would welcome a degree of convergence between the different visions emerging out there from the Council of Europe, the G8, the OECD, and so on. For our part, we are bringing our own compact to the table but also open to listening, and in the long term, we should remain open about means to achieve that goal, but we should not rule them out for the future.

The Internet carries enormous potential for the future and for the next generation, and that was the inspiring issue of this morning. For me, principles along the lines of the Internet compact provide an invasion, a lens through which we scrutinize proposals for shaping that future, so let's keep an open ear and an open mind in the discussions to follow. I think that future generations will thank us for that.

MS. MAUD DE BOER-BUQUICCHIO:

When the IGF was first established, it represented a revolutionary departure from traditional multilateral conferences by co-opting industry and civil society as partners in dialogue. The Council of Europe believes in the IGF process. Multistakeholder dialogue about how we govern the Internet is the best way to initiate, to discuss, and to agree on the Internet's development and evolution. The next step for us in the IGF and its regional emanations such as EuroDIG is to move from multistakeholder dialogue to multistakeholder delivery. The tangible results are waiting to be seized. The Council of Europe is already delivering to the 800 million Europeans it represents. Issues such as data protection, cybercrime, medi-crime and the protection of children from pedopornography and grooming through Internet are addressed in far-reaching international conventions. A wealth of standards is being developed in many Internet-related issues.

Last week, the Council of Europe 47 member states formally adopted 10 Internet governance principles, but the Council of Europe is neither a divinity nor the prophet entrusted with the Decalogue carved in stone. The work we are delivering is the fruit of the investment of government, civil society, and the business community. As a human rights organization, we do feel entrusted with the mission of bringing fundamental rights and freedoms, democracy, and the rule of law to the IGF table.These are the values that we place at the very top of our decalogue. Last week, the Council of Europe further agreed on essential measures to protect the free flow of information on the Internet by helping them prevent, manage, and respond to significant trans-boundary disruption to the Internet's infrastructure. Furthermore, our member states recognize domain names and name strings as part of freedom of expression and agreed on criteria for a new notion of media, and to help government policymakers assess the freedoms and responsibilities of media and Internet intermediaries within this new notion.

These layers of Internet governance policy focus on people and on rights. This also means giving users the ability to manage their identity, privacy, and integrity online and therefore as part of our long-term strategy we intend to develop a charter of rights of Internet users. Ladies and gentlemen, my plea today is the following. Please make sure that IGF remains a dynamic, inclusive, and efficient forum to discuss but also to deliver. This is the best way to guarantee that Internet becomes an open space which maximizes our rights and opportunities and minimizes our restrictions.

MR. PIOTR KOLODZIEJCZYK:

It is a great honor to address you on behalf of the government of Poland, which is currently holding the presidency of the council of the European Union here at the IGF in Nairobi. Now, we are gathering for the sixth time and for the very first time in the sub-Saharan Africa and Kenya, the land of the Nobel Peace Prize winner Wangari Maathai, the writer Ngugi wa Thiongo, Olympic Gold Medalist Kipchoge Keino, just to name a few. This year's forum is being held under the topic "Internet As a Catalyst for Change, Access, Development, Freedoms, and Innovation."

Let me begin with access. "My God, my God," Wangari Maathai reportedly exclaimed when the director of the Nobel Institute called her on that poor mobile phone connection to tell her that she has been awarded a Nobel Peace Prize for the year 2004. She bubbled over with joy and the news spread across the globe in 20 minutes before the official announcement in Oslo per mobile telephone. Today's official statistics present a very different reality. The number of mobile Internet subscribers in Kenya has been forecasted to grow by approximately 800% during last year. It is expected that at the end of 2010, there were almost 4 billion mobile subscriptions in the developing world.

This is why we are developing access to new technologies, and in particular, broadband networks infrastructure must be regarded as a priority. A broadband Internet treated as one of the basic infrastructures like transport or energy. Such access to the Internet should also become a right for people in the developing countries, part of net solidarity.

If I look at the Internet as a catalyst for change in terms of development, it is Africa where the potential of ICT to raise the quality of the life might be most beneficial. ICT services such as voice over IP, payments by phone, usage of ICT in health, education, or in times of natural disaster have transformed or at least made life of many Africa's communities easier.

When I think of Internet as a catalyst of change in terms of freedom, I think of the advance of technologies which have been enabling in the oppressed nations to disseminate the use in times of unrest and political and economic hardships, technologies which acted as a tool for mobilization, thus creating space for freedom, otherwise not existent. As I came from Poland, I very well understand what it means to be deprived of communication tools with phone connections being cut, with television saying little on what was happening in the shipyard in Gdansk in the north of Poland where the solidarity movement originated. One of the tools to combat communist regime was underground press when censored publications were reproduced often by hand or by using semiprofessional printing presses and passed from one person to another.

Innovative policies need innovative leadership, at all levels and sectors of policymaking. Desmond Tutu once stated, "Do a little bit of good where you are. It is those little bits of good put together that overwhelms the world." Youth in developing countries can change the societies. Business innovative leaders are young entrepreneurs. Finally, let me wish you all very fruitful discussions.

HON. MR. EDWARD VAIZEY:

Let me use this opportunity to be among the many praising the Kenyan government for organizing such a successful IGF and a high-level ministerial forum yesterday. I think it served to really highlight how I.T. is transforming Kenya, and in fact, some of the transformations happening here are things that all countries can learn from. I think Kenya is a beacon in terms of I.T., not just in Africa, but across the whole world so it's been a great honor and a privilege to attend. This is my first Internet Governance Forum and I wanted to use the opportunity as well to set out our support for the Internet Governance Forum. When it was set up at the World Summit in 2005, a lot of people thought "This isn't going to work, it's just going to be a talking shop," but actually the fact that hundreds of people are here and there are people participating remotely shows, I think, what a huge success it's been.

I also think the existence of the Multi-stakeholder Advisory Group, the MAG, as it's known, is also a very important element of the IGF in ensuring that it adjusts and evolves going forward. What I particularly support is the fact that now there are national and regional MAGs embedded throughout the world. So the IGF is now a very firm part of the calendar. We all know that it happens every year and it's very important that we all participate. It's particularly crucial that governments participate in the Internet Governance Forum, because government cannot govern the Internet alone. It needs to engage with all stakeholders from business and, in particular, from civil society. So while we welcome the U.N.'s Commission on Science and Technology for Development

looking at how the IGF can further improve, what I would put on the record is that there is no need for fundamental change.

The agenda here is very important, talking about many of the challenges that we face to keep an open, safe, secure Internet. Next year is going to see a major change to the landscape of the Internet, with the launch by ICANN of an application round that is likely to increase significantly the number of new generic top-level domains. And this will be a huge step change in the development of the domain name system, which will, I hope, stimulate innovation and promote competition. It's vitally important that all economies, including developing countries, should look at the opportunities that these create for them.

Now, everybody knows that this initiative very much tested ICANN's policy development and decision-taking processes, and in so doing has rightly brought governments to center stage to ensure this initiative takes proper account of all public interest aspects, many of the issues that concern all of us here. It's vitally important that all stakeholders, including governments, through the GAC, engage in ICANN's open and transparent processes to ensure that the domain name system remains dynamic and supportive of the global information economy. So I applaud ICANN's acceptance of the recommendations of the independent Accountability and Transparency Review Team established under the Affirmation of Commitments, and it's important that these changes are implemented as soon as practicable. I've touched on many issues and may I point that many of them will also be discussed in November at the London Conference on Cyberspace being hosted by Foreign Secretary Hague in London, to which we expect more than 70 countries to attend.

MR. JANIS KARKLINS:

On behalf of UNESCO, I would like to say that it is a great pleasure for me to address the sixth edition of Internet Governance Forum, the first meeting in the extended five years mandate. I would like to express our gratitude to the host, the Kenyan government, for their hospitality and thank the Multistakeholder Advisory Group and IGF Secretariat for excellent preparations that I am sure will bring us to a successful end of this forum. During the past five years, the multistakeholder nature of the IGF has successfully fostered the exchange of ideas, proposals, and approaches among all actors, creating the consensus-building platform. In addition, the IGF has protectively remained on top of key public policy issues. UNESCO has been an active supporter of IGF since its outset. Many of our current activities fall into the domain-related forum. Recently, upon the request of numerous governments, UNESCO undertook a reflection and analysis on the opportunities and challenges that have emerged from the development of the Internet.

One of the conclusions of the study is that the focus of international debate will gradually shift from infrastructure and access to issues related to actual use of Internet. This is fundamental change in comparison to the focus over the past seven or eight years. At the core of the WSIS negotiations seven years ago was the issue of how to provide broader access to Internet and infrastructure development. Today, we are talking about high-

speed access, broadband, as well as the theoretical ability of 5 billion mobile telephone users to access the net via their handheld devices. Infrastructure development is considerable, in the past five to seven years. Africa is embraced with the optical cable that has increased the speed of access considerably.

However, in terms of content development, we cannot observe the same comparative progress. In many parts of the world, local content production, including services, usually lags behind of infrastructure development and does not generate sufficient returns to the investment made in infrastructure. Innovation is driving not only the technological development of Internet, but also the applications and the services that are offered. In other words, use. In this regard, we see huge potential for educational, cultural, scientific, and medicine in practical terms, use in all sectors of everyday life. At the same time, we observe an increase in misuse of the Internet, which gives rise to legitimate concerns and discussions about the needs for regulation. This is a very complex issue because of the trans-boundary nature of the Internet, but whichever direction the debate takes; several fundamental principles need to be observed.

Freedom of expression should not be limited. Access to information should be assured. The privacy of users should be ensured. The quality content development in multiple languages should be stimulated and supported. And the multistakeholder collaborative nature of the Internet should be upheld at all costs. Let me conclude, ladies and gentlemen, by reiterating UNESCO's commitment to IGF, the multistakeholder principle, and our contribution to the working group on improvements of the IGF. Our goal is to promote inclusive knowledge societies and clearly the governance of the Internet plays a central role in achieving that goal. We owe it to the future generations. As a young Egyptian tweeted from Tahrir Square following the announcement of Mubarak's resignation in February this year, "My dad hugged me after the news and said 'Your generation did what a curse could only dream for us. I am sorry we didn't dry hard enough.'" In 10 years from now, we should not have to be sorry for not having tried hard enough.

MR. LARRY STRICKLING:

Thank you to the Kenyan government for organizing this terrific event. On behalf of the United States government, I have three points to make and one request. My first point: The Internet that we enjoy today, this marvelous engine of economic growth and innovation did not develop by happenstance. It emerged from the hard work of multistakeholder organizations such as the Internet Society, the Internet Engineering Task Force, and the World Wide Web Consortium. These organizations have played a major role in designing and operating the Internet we know today. And these multistakeholder processes have succeeded by their very nature of openness and inclusiveness. They are most capable of attacking issues with speed and flexibility. By engaging all interested parties, these open multistakeholder processes encourage much broader and more creative problem solving.

These attributes of speed, flexibility, and de-centralized problem solving stand in stark contrast to a more traditional regulatory top-down model characterized by rigid processes, regulatory capture by incumbents, and in so many cases, impasse or stalemate. My second point is that the future of the Internet is at risk. The multistakeholder model is being challenged. In the last year, we have seen more and more instances of restrictions on the free flow of information online. Disputes between standards bodies and even appeals from incumbent carriers for government intervention on the terms and conditions for exchanging Internet traffic. We have seen statements from international organizations and some governments that call for more direct regulation of the Internet.

For example, earlier this month, IBSA called for the creation of an appropriate U.N. body to coordinate and evolve global public policies pertaining to the Internet. IBSA urged that this new governmental organization should oversee all bodies responsible for technical and operational functioning of the Internet. This brings me to my third point, which is that African nations and the developing world should have a stake in this battle. Where Africans have chosen the path of openness and inclusion, two key attributes of the multistakeholder process, the rewards have been great.

Take the example here of the Kenya Internet Exchange Point. Before the KIXP, there was no Internet exchange point in the African continent between Morocco and South Africa. All Internet traffic was routed internationally, and international lines here were dominated by a monopoly incumbent carrier. Today, 25 members peer at the exchange point, including 16 ISPs, three backbone gateways and a government network. KIXP has reduced costs and increased speeds. It has encouraged the development of local content leading to financial opportunities for entrepreneurs in Kenya. It has served as an example for other African countries to create their own Internet exchange points.

So the choice for the developing world is clear: Rely on closed heavily regulated systems and stagnate or choose openness and inclusiveness and encourage the rapid economic growth and wealth creation that the Internet has made possible. It's no coincidence that where African countries have embraced the open and multistakeholder Internet, the percentage of their tax revenues attributed to ICT have soared.

My request now is that all nations should step up in support of the free and open Internet and the multistakeholder process that has led to its success. In the next year, as some seek to seize control of the Internet for governments, we will all have a choice to make. We can choose to expand bureaucracies or we can choose to expand jobs, economic development and wealth and fundamental freedoms and rights for all.What is at stake is the preservation of an open and continually innovating Internet. If we want to maintain a vibrant and growing Internet and to preserve the established global institutions that helped create it, we must all take action to do so. I look forward to working with all of you to build a global consensus with nations around this world on this important point.

MR. JEAN- PAUL PHILIPPOT:

I will deliver a message that is perhaps a little less positive. It is absolutely urgent that we go from restrictions to actually proposing regulation, because otherwise, the development will be stunted and the Internet is rich and it will stimulate other values, but I would like to say that there should be a new Internet connector. Broadcast and broadband will join together in 2012 and the television and also the most great Internet will also join together. And what are these rules that we're talking about for many years now? We've been talking about private broadcasting. 60 years. And this has been a transparent forum and it has been a proper link to the citizen.

The diversity of languages and the copyright, respect of copyright, the respect and protection of sources and the governments own national resources and regional resources. And Europe, in fact, made a legal framework to uphold these rules. Now, tomorrow, in 2012, when the Internet will have joined, what will be the rules that we can turn to?

If there are no new guidelines, the rules which are applied to television will be rapidly out of date. They will no longer be valid, the protection of journalists, of children, of health. Debates which for many years now have been a framework which have allowed those who look at television to have, and also those who participate in the copyright, and we must have a new technical framework, and we must ask the international and national fora to take the necessary decisions in order to ensure that the richness that we have and that you have praised many times here, that we have the broadcasts that we have had for 60 years, should be reflected in this new communications world.

MR. VINT CERF:

I must confess to you that this is my first visit to Kenya, and seeing the rapid uptake of Internet and mobile technology, I was tempted to say I had seen a miracle, but I think this is not a miracle. This is the result of hard work and perseverance, and I must congratulate you and the others in sub-Saharan Africa for the rate at which you are taking up this capability.

I want to endorse the multistakeholder model of the IGF and encourage its continuation. I am also very encouraged to see regional Internet governance forums forming and taking action. It's very important to get all of those ideas into the discussion, and I especially hope that the regional representatives will bring those ideas to the annual meeting and make sure that they are made visible. Second, I want to confirm absolutely the importance of a global open and interoperable Internet. The benefits that we get from the information sharing capability of this network will dissipate if it is not fully open and interoperable.

Third, it is time for us to focus on safety in the network. You heard many words associated with security, with protection and the like. Safety is a very broad term which encompasses a wide range of actions and technologies and facilities which need to be in place. Not only do we need to be safe in using the network. We need to feel that way as well, a point that was very well made during the ministerial discussions yesterday.

I think we also need to have common agreements on what is acceptable and what is unacceptable behavior on the network. This is not just a matter of criminal action. This has a great deal to do with ethics. It has to do with people's behavior towards each other. It has to do with norms for which business is conducted. All of these add up to a need for a common agreement on a global scale. Then we need to figure out how to assure that those behaviors are enforced, if necessary.

Finally, I want to alarm you, to remind you that the Internet address space, which was originally developed and designed in 1973 when Bob Kahn and I were first doing our work has run out as of February of this year. IP version 4 went into operation on January 1st, 1983. On June 8th, 2011, a test was performed, thanks to the Internet society's initiation called world IPv6 day. On that day, very many of us, including Google and others, turned on the IPv6 protocol in addition to IP version 4, and lo and behold, the network did not collapse. We are intending with our colleagues to turn on IP version 6 once again for a week. The proposed date is June 6th, 2012. But what would be especially wonderful would be on January 1st, 2013, 30 years to the day that IP version 4 was turned on, that we all turn on and leave on IP version 6.

MR. TOM OMARIBA:

Distinguished ladies and gentlemen, it's a great pleasure and honor for us, as the Telecommunications Service Providers organization of Kenya, to host you in this forum. We have all witnessed and can testify that the Internet has the potential to improve our quality of life, right from economic, social, and cultural development to a democratic citizenship. The theme, Internet as a catalyst for change: Access, development, freedom, and innovation, couldn't be more appropriate, especially in a meeting at this location in Nairobi, Kenya.

The Internet has heavily been dependent upon, in Africa and the rest of the world, as a key tool for development. And, indeed, it has been observed in Africa that a lot of the innovations are demand driven and are contributing heavily to overdevelopment for various economic sectors such as agriculture, health, education, and even in the informal sector. Stability, security, and ongoing functioning of the Internet depend heavily on critical Internet resources and how they are managed. At the Kenya Internet exchange point that my friend Strickling has talked about, which is owned by the Telecommunication Service Providers of Kenya, we have had the privilege of establishing strategic partnerships to facilitate availability of key root name servers for both the local dot ke domain name system and established global domain name systems.

The collaboration of the various private sector and governmental stakeholders has led to the establishment of private backbone infrastructure. Local Internet is still on IPv4, however. But efforts are being made by the local business community to facilitate the implementation of IPv6. TESPOK, in conjunction with the Regional Internet Registry, that is AfriNIC, have been involved in capacity building with regard to developing IPv6 skills. Ensuring local access on Internet exchange point is an important element in

making Internet affordable on an ongoing basis. This is due to the high cost and latency as associated with the need of international links when accessing local traffic.

I am happy to announce that the Kenya industry efforts to make the local Internet accessible and affordable is bearing fruit, and, indeed, in the past couple of months, local traffic of KXP has increased 17 times. This goes a long way in emphasizing the critical need for government and private sector to collaborate. We are, therefore, very pleased that this forum on Internet governance, which is a key resource in development, is happening here, and we are looking forward to more fruit from this meeting that will enable for ability and accessibility to the Internet for all citizens.

MS. GRACE GITHAIGA:

I will be speaking on behalf of civil society, but first I must thank all of you for coming. It has taken us a lot of time to put this together. We have burned the midnight oil and we are very grateful for this innovation of the Internet because we were able to do a lot of work just communicating online.

On behalf of civil society, I would like to say that the IGF in its first five years has proved itself as a discussion forum. We, therefore, want to see the next five years, rather than simply replicating the previous five years, should concentrate and see the evolution continue. The IGF has the potential to be a public sphere in a miniature for Internet where otherwise disenfranchised voices can have a real impact in shaping policy decisions taken elsewhere. It should therefore provide itself up to the task of offering concrete and useful input into the policy development processes of various institutions involved in IG issue. In most other fora, the influence of economically powerful, such as entertainment and pharmaceutical, industries can cloud policy-makers' view of broader public interest, but the IGF does not suffer from this same limitation to the extent that all participants have equal status, but we must continue to improve the IGF accessibility, including through online means.

We appreciate the ongoing work of inclusion through remote participation and support for continuing development of multistakeholderism as a model for other global policy processes. We underscore the importance of regional IGFs and their results. The role of civil society has seen the involvement of civil society add democratic legitimacy to Internet governance processes by presenting often overlooked perspectives, including those that transcend national borders. There's need, therefore, to provide civil society with equal opportunity and privileges in these processes. In terms of the Kenyan and as the host, we have worked through this multistakeholder model where a lot of civil society comes together to influence policy, and this has allowed innovation and growth in business as well as policy contributions that has reduced conflicts and understanding by all.

As civil society, we are happy to see the wide catalyst in the theme of the IGF this year, with its indication that the Internet is not just a thing itself but the people are the thing themselves. Therefore, civil society is key in democratic governance. It is important that

civil society has equal participation in building an Internet of the future. The current multistakeholder model that provides for an unthreatening environment for robust discussions to take place is simply excellent for us. The multistakeholder model provides an avenue for powerful collaboration and robust discussions where we can argue about issues and yet walk away and share a cup of tea.

MS. LYNN ST. AMOUR:

Distinguished guests, it's a great pleasure to be here in Nairobi for the sixth Internet Governance Forum, and I would like to thank Kenya for hosting this conference, for where better to hold the meeting than in a country that is flourishing in terms of connectivity and innovation. The Internet is growing incredibly quickly in Kenya, and I would like to take this opportunity to recognize all those who contributed to providing this meeting with a world-class network, one that is IPv4, IPv6, and DNSSEC enabled. These standards were developed in the Internet Engineering Task Force, which has supported every aspect of the Internet's growth over the past 25 years through an open and collaborative process.

The IGF's importance to all of us who have a commitment to an open, thriving, accessible Internet cannot be underestimated. The opportunities for engagement are greater than ever, and its purpose as a forum for collaborating on Internet issues and sharing experiences and best practices is extremely valuable. The theme of this year's IGF is especially timely and important. The popularly known Arab Spring has demonstrated that the Internet can be an instrumental tool to sustain people's aspirations for freedom and social development. We are entering an age where the freedom of opinion and expression, as enshrined in Article 19 of the Universal Declaration of Human Rights, has gained a new dimension through the Internet. This right includes the freedom to hold opinions without interference and to seek, receive, and impart information and ideas through any media and regardless of frontiers.

This article encapsulates the very essence of the Internet and its borderless nature. The Internet empowers citizens as never before, and we cannot and should not try to put the genie back in the bottle. To this last point, the same technical developments that benefit billions of people are also used by some to control citizens and their use of the global network without due respect to those basic rights. We recognize the rights of governments to protect their citizens and enforce laws and also that there are misuses of the Internet and illicit online activities. However, responses to these challenges should, as a first principle, not be assumed to be different from the off-line world, and they should, in all cases, be based on due process and the rule of law.

Further, we should not endanger the architectural integrity of the Internet. Policies and regulations that require the interruption of the Internet's infrastructure, for example, DNS filtering or domain name seizure, have serious drawbacks. They interfere with cross-border data flows and services, and they undermine the Internet as a single unified global communications network. Most worrisome, DNS filtering and seizure raises concerns

about human rights and freedom of expression. Solutions to these and other issues must be developed through international collaboration and in a multistakeholder model.

I'd like to make my final comments on the development theme. All the Internet organizations participating here today are dedicated to ensuring a ubiquitous, reliable, and sustainable Internet that is equal in all countries, one where the developing world is on a par with the rest of the world. To do this, and to create lasting economic and societal impact, Internet and governance must be open, transparent and inclusive. The success of the Internet itself and the undeniable benefits it has brought to mankind clearly supports this model of governance. And Internet users worldwide continue to have high hopes and expectations for participatory Internet. In a recent global survey of Internet users conducted by the Internet society, nearly nine out of ten respondents indicated the Internet has a role in solving global issues, including the achievement of the U.N. Millennium Development Goals. We all have a role, individuals, governments, private sector, civil society, and we all need to learn to work together in this new world. Yet disturbingly there are many indications that we are headed to a world where governments increasingly seek to define our communications environment, severely restricting multistakeholder participation and, ultimately, the Internet's development. The global Internet has always been shaped by individuals. Empowering every individual on this earth to fully participate in this evolution if they so choose is critical to our collective well-being and to creating the best possible Internet and the best possible society.

MR. ROD BECKSTROM:

Thank you very much and I am delighted to be here at the IGF and thank very deeply the government of Kenya for hosting this event and also for hosting the ICANN public meeting that was here last March. In the past two years, ICANN has undergone tremendous positive change. Its oversight moved from one government to oversight by the world thanks to the Affirmation of Commitments. That agreement includes significant reforms overseen by ICANN's global multistakeholder community. And those reforms and processes are well under way. The Governmental Advisory Committee has assumed a much more prominent role in ICANN. An extensive and constructive consultation between the GAC and ICANN's international board advanced and improved the new generic top-level domain program, opening up the right of the dot.

Internationalized domain names are now in the root for China, India, and many other countries, and the security of the domain name system itself has been enhanced with DNSSEC. ICANN is an example of the multistakeholder model at its best, like many of our ecosystem partners: open, inclusive, balanced, effective, and international. With board members and staff from all five continents on this earth, and volunteers from around the world. More than 200 countries are involved in ICANN through the GAC, the community, the board, the staff, and operations. Another element of ICANN is the IANA functions contract, which has been referred to today, which ICANN performs in conjunction with U.S. Department of Commerce. Many parties around the world have submitted comments on the IANA contract renewal, giving voice to their ideas on how to

make it even more international and other ways to improve it. In keeping in line with the fundamental character of the Internet itself.

The IANA contract is the next critical step in the evolution of the multistakeholder model and the best vehicle for its expansion. Many parties around the world now seek clear progress on the structure of the contract. The credibility of the multistakeholder model itself will be judged by how well this evolution occurs. And we have confidence that it will be advanced. The efforts to improve ICANN and reform the IANA contract are a collaborative global community process, and we look forward to making continued progress together working with all parties. What we don't want to have is a small group of stakeholders who do not represent the global public interest stepping into the breach. This could stifle the voices of those whose contributions have led to the unified and open Internet that the entire world enjoys today.

Over these past two years, we have also seen tremendous success in executing every major initiative that's faced us, including some like new generic top-level domains that have been stalled for years. We should all be proud of our collective accomplishment as a community in moving this forward. The multistakeholder community, with your input, has also significantly improved ICANN. We are now implementing reforms including transparency and accountability measures emerging from the global community. And we have made significant advances in operations across the board, upgraded the professional staff and executive management team and clarified our strategic priorities.

So I'm thrilled with the IGF theme, which is that the Internet is a catalyst for change, for the world, but what is the catalyst for the Internet itself? That catalyst is the multistakeholder model. It's the multistakeholder model that's been the catalyst for the advancement of the technology, for the advancement and development of standards, for the development of policies, and for the development of the global governance structures, such as this important body and this forum that we are in today. So the catalyst behind the Internet is the multistakeholder model, and it's helped to deliver this miracle for mankind. So we appreciate everyone here being here, participating in protecting this model, in protecting the catalyst for the benefit of mankind and for protecting the vital institutions that we have here today, including ICANN, and of course the IGF itself. Thank you very much for protecting the catalyst that helps to drive the Internet, which is the catalyst for changing the world. Thank you for supporting one world and one Internet.

MR. MASAHIRO YOSHIZAKI:

First of all, regarding the great east Japan earthquake, which struck on March 11th, I greatly appreciate many countries' cooperation and support, such as sending rescue teams, food, water, so on. This earthquake damaged a total of approximately 1.9 million fixed line services, and 29,000 mobile phone base stations. Public and private efforts for the recovery of the infrastructure led to a successful recovery by the end of April, except in a few regions. The disaster reminded us of the importance and effectiveness of the Internet, including social media, SMS and Twitter, as well as TV and radio.

Immediately after the disaster, people used SMS and were able to confirm the well-being of their families and friends. Furthermore, the Internet was utilized as a useful means to distribute information in the recovery phase. Volunteers and private companies set up websites that showed the situation of damage and recovery in each area, and matched people who wanted to send goods with those who wanted to receive goods. On the other hand, the disaster caused congestion and communication disruption in a broad area. Therefore, we have studied future Internet utilization and network infrastructure, considering that disaster.

This April, this distribution of IPv6 address in the Asia-Pacific area finished earlier than in other areas, and Internet connection services with IPv6 for general users have already started in Japan. I will promote the use of IPv6 and the cooperation between the public and private sectors. In this way, the environment and issues surrounding the Internet are becoming more complex. The United Nations General Assembly held on November last year decided that extend the IGF mandate for another five years. This decision is a result of the expectation and respected exchange of opinions among multistakeholders and the evaluation of the IGF's past work.

While the Internet will develop further and related issues will become more complex, I would like to convey Japanese work and experience to the world and contribute to the discussion about Internet governance. Finally, regarding the earthquake, I appreciate many countries' cooperation and support again, and I hope that this forum will end successfully.

MR. FRANCIS WANGUSI:

Our friends from the world of Internet, ladies and gentlemen, may I also add to the voices of the Kenyans who have spoken before me to welcome you to Kenya. And I want to say that this forum is an important one to us. As a developing country that is moving towards using Internet in its socioeconomic development, we will want to say that this is a very good forum for us. As policy implementers and the regulatory agents in Kenya, we have been keen not to lose focus on the need for us to ensure the ICT sector remains dynamic. This is because among many other reasons, it is indeed a central pillar is scaling our socioeconomic development. As a principle, CCK continuously strives to maintain consultative relationships among stakeholders in the sector. This is one of the key operative words in our regulatory regime, noting that this is one of the principles that have enabled ICT sector to be one of the fastest industries in Kenya.

Ladies and gentlemen, in our country's development plan, as echoed by our minister in his remarks earlier, ICT has a critical role to play in accelerating the transformation of Kenya into an industrialized nation. Currently, the sector contributes about 2.8% to the gross domestic product. We are; therefore, keen to ensure that the uptake and usage of ICT services in the country is increased through various regulatory mechanisms we employ. One of the key focus areas is the reduction in costs of communication, access to electronic infrastructure, to promote competition in the sector. This is because we believe

that a vibrant ICT is an enabler for other sectors of the economy as we aspire to grow into the knowledge economy.

We continuously and consciously make the effort to keep up with the best international practices in regulation, so that we can also stay abreast with the fast pace of the sector growth. I'm happy to note here that the tele-density of over 65% in the country has been realized. Mobile connectivity is the largest contributor to the growth of the Internet in the country, and in addition, with the increased access to mobile services we have also been seeing robust growth in the mobile Internet market. As a matter of fact, this is a good indication that mobile cellular operators in Kenya have recognized the Internet as the next frontier for service diversification as the voice market becomes saturated. Kenyans are known to be among the heavy users of social media, including Facebook and Twitter, whose popularity has continued to increase.

In the last five years, the number of Internet users in Kenya was recorded as more than 12 million. However, even as Internet access increases, the pace of broadband growth is still slow. The good news is that there is a positive mind-set in the industry to boost broadband access through steady reduction of broadband tariffs and vibrant approaches to increase the last-mile broadband connectivity necessary for fast access to Internet. There is a huge potential in the mobile sector, which now boasts over 25 million subscriptions to a population of 40 million. In the segment of mobile usage, over 70% of consumers use mobile money transfer services. As operators increase focus on the broadband market, we are bound to see more investments in this market segment with increased value-added services to benefit the consumer especially in the Internet.

In our endeavor to pursue evidence of best regulation, CCK has just concluded the ICT study gap which will help us determine the relevant interventions to ensure access to communication services by all in Kenya. We value the outcome of this study because it forms the basis for deployment and implementation of the broadband strategy in the country. We shall continue to work with government and other stakeholders in order to address the identified obstacles that curtail increasing coverage in underserved areas.

These are mainly high operational and maintenance costs occasioned mainly by lack of electricity, access to roads, and cable vandalism. The study further revealed that the majority of the sparsely populated parts of Kenya lacked even basic communication services. The government is putting mechanisms in place to operationalize the Universal Service Fund which we expect to provide good intervention in closing the access gaps.

Finally, this forum has provided a much-needed platform for all of us to share and learn from each other's rich experiences as we dialogue. It's my sincere hope that at the end of the forum, all of us, the industry, service players, consumers, civil society, government, and the IGF fraternity in general, will be able to at least look for mechanisms of defending the fundamental right of the child on the net. I think as we end up our forum in the next three days, we should be able at least to accept all of us to be responsible and accountable to this young child that we are bringing out. It is said in my own language that when a child is born, you never know whether he's going to be a president or a thief.

It is the way you bring that child up that will make that child what it is going to be in the society. So we are happy with the Internet but we hope it is not going to be a monster; that it will have to revolutionize this world in its own way but in the right way.

MR. ADIEL AKPLOGAN:

It is an honor for me to talk here today in the name of the African Internet technical community, not only because this is the first IGF meeting in sub-Sahara Africa, but because it is in Kenya. It is in Kenya, a country that has given us a model not only in terms of multistakeholder, but also in terms of innovation. I would like to thank you for giving us this example in Africa to follow. When we are talking about IGF, we should not lose sight on why the IGF was created. The IGF was a process by which we get everybody together to explore and discuss issues and identify avenues for solving them through a multistakeholder consultation link.

The IGF has to bring together all actors from ICANN to ITU. The IGF should not be seen as an off-the-shelf solution for our problem, but rather an exploratory and informative tool serving the development of the Internet. The IGF has helped all of us get a deeper sense on what a multistakeholder problem-solving approach looks like. Hundreds of workshops took place during the past IGF meeting. Those workshops have led to several cooperation projects and also business initiatives. The IGF must continue exploring this collaborative approach. It has to evolve increasing and raising the level of discussion we are having, building on past experience and new identified issues.

Looking at this with an African perspective, it's clear for us to understand that while we are gathering here at the IGF meeting and having the opportunity to share our experiences, to learn from others, and share our worries and concerns in the global context, we should also keep viewing IGF as just one of the tools in our hands to address Internet development issues. IGF will not solve everything for us. In order to gain more focus on our issue, we need to really look into localizing and regionalizing the IGF model, making better use of our local resources.

Since 1998, many anonymous on our continent are working hard to position Africa in the global Internet debate outside of the political arena. It is maybe time for all to seriously listen to what they are saying, by creating an environment where they can express themselves in a progressive and inclusive environment. We have to use our limited resources, instead of wasting them, at this critical time. There are many organizations active and operating in the continent, making small steps that are changing the landscape of the Internet in Africa. AfriNIC, for instance, for the past five years have organized more than a hundred workshops around the continent in 45 countries where more than a thousand engineers have been trained on IPv6.

The question we have to ask ourselves is how we can bring this expertise together with policymakers in order to address our issues. There is no doubt that education is key for our success. Internet exchange points, local peering, traffic engineering, are critical for dropping connectivity costs in Africa. While we are talking about policy, we also need to

look at those aspects. IGF will not solve the traffic engineering issue, will not solve the local peering issue, but will create the landscape for those to be addressed.

IPv6 is a huge challenge for us from developing countries. In Africa, will we be prepared to actively participate to the next upcoming IPv6 week? Will we be ready to allow our community in January 2013 to transparently access the Internet either using IPv4 or IPv6? We have to continue digesting and appropriating the multistakeholder approach in problem solving at the local level. We have to continue to cooperate among ourselves to better mutualize our knowledge, our resources, while at the same time we continue to support initiatives that are allowing us to improve our regional ICT landscape.

MR. SUBRAMANIAN RAMADORAI:

I'm honored to address you today as the Vice Chairman of Tata Consultancy Services, the chair of the International Chamber of Commerce's BASIS initiative, Business Action to Support the Information Society. I would like to thank our host, the government of Kenya, and the IGF Secretariat and the Multistakeholder Advisory Group for their enduring support of this important meeting. BASIS is a longtime supporter of the IGF. We believe that no other forum provides such a unique opportunity to exchange use and best practices on a wide variety of important policy use. We have all come to 2011 in Kenya united in a common belief that the Internet is a true force for positive change.

We have seen how Internet access can transform lives, economies, and industries. Trends that we have been talking about for some time, including social media, cloud services, and mobility have gathered pace. Yet this new connectivity brings a fresh set of policy challenges and we must continue to work together to make the right governance choices that don't diminish the open spirit of the Internet. But regulation for regulation's sake is not the answer. We need to work together to develop regulatory environments where better access to information is encouraged, the free flow of information is protected, and innovation and entrepreneurship is enabled.

Allow me to share an example from India with you. Aarogyasri, "healthcare" in Hindi, is a unique health insurance scheme for families below the poverty line initiated by the government of Andhra Pradesh in south India. In short, the government pays the premium for the beneficiaries, the insurance company takes the risk, and 440 impaneled hospitals render the service. A digital system monitors all the 5,000 people employed in the program, and extensive use of voice over IP-based communication optimizes the cost. The scheme's success has led to over 900,000 surgeries and over 550 million U.S. dollars paid out since April 2007. The operating model is surprisingly simple but one which truly leverages the power of the Internet and ICT's in transforming lives and the future of the rural poor.

We must continue to facilitate the fair and effective Internet governance approaches that have been vital to making these kinds of initiatives possible. The IGF is a unique opportunity for us to come together, to share, learn, and listen on an equal footing in a non-negotiating, non-decision-making environment. Under the theme of this year's forum

"Internet as a catalyst for change," I think it is particularly special that we are meeting here in Kenya, where today there are 12 million Internet subscribers across the country. Let us all take inspiration from the healthcare worker in India, the aspiring horticulturist in Kenya, and the ambitious laundry service honored in Cambodia in making this year's IGF the most successful yet.

MS. JASNA MATIC:

It is indeed an honor to address you here on this issue that has changed our lives and that is a true catalyst of change we're yet to see. Over the past 30 years, the Internet has brought together over 2 billion people worldwide and influenced all spheres of social, economic, and political lives faster and in a more profound way than any other technology to date. Indeed, our ability to communicate as human beings verbally with each other has distinguished us from other living creatures a long time ago because it has allowed us to share and accumulate knowledge among us. The written communication has enabled us to bridge time and space gaps, prevent losses, and further accelerate our knowledge accumulation. The Internet is influencing our ability to share knowledge and accumulate knowledge in a way that is very profound and will change everything that we know. It has truly become the backbone of the modern society and its critical infrastructure.

With millions of new users getting online by day and increased use of Internet on mobile platforms, its influence and importance continues to grow, as do the challenges we face today, such as preserving the openness, neutrality, and decentralized architecture of the network in order to provide for more innovation using the information and communication technologies for planning and organizing response to national disasters and other incidents, and we have seen how important the role of the Internet is in these instances. Making a safe environment for children which are now major users of the Internet.

Redefining the concept of privacy which has been changed under the influence of social networks, mobile platforms, location services, and cloud computing. Accessing multilingual content using the internationalized top-level domains and managing the transition from IPv4 to IPv6. Improving functioning of the governments using the openly available data and more involved interaction with citizens. Ensuring that the Internet stays the most democratic medium, the means for giving everybody an equal voice, and the possibility to create and spread information.

Results of our debate will significantly influence the way the next generations use the Web, how quickly the remaining two-thirds of the world population will get online, and if and how the Internet continues to bring new qualities into everybody's lives. Therefore, we have to continue with developing ways for dealing with the global Internet governance issues by way of dialogue, cooperation, and consensus between all stakeholders, whenever possible, as the true innovation of the Internet requires the true innovation of the process as well. IGF and its offsets and regional levels in Europe, Africa, Asia-Pacific, and the Americas are important platforms for bringing together

representatives of governments, international organizations, businesses, civil society organizations, and the scientific and technical community.

Serbia also has recognized the importance of multistakeholder dialogue for the future of the Internet and the society as a whole, and we have hosted the fourth EuroDIG, the European IGF, in May this year, with a great turnout of more than 500 representatives for more than 30 countries. As every process, IGF should further evolve, like the Internet evolved, and naturally the place to discuss this evolution is the IGF itself. I wish and I'm sure that this forum contributes to the further development of the Internet, the understanding of the major stakeholders, the minor stakeholders, of all the stakeholders as I see all of us and humanity itself as the stakeholders in developing further this very important tool and platform.

MR. ELMIR VALIZADA:

I would like to express our appreciation to the government of Kenya, as well as to the IGF Secretariat, for organization of such a wonderful event. During the past two days, we had an impressive venue for exchange of ideas and plans for future activities of IGF. Obviously, IGF draws attention to global Internet development problems. Therefore, IGF meetings serve as a platform for future horizons of regulation as well as an inclusive collaboration. Dear colleagues, as a matter of fact, Internet plays an essential role in our lives and it has become a separate and very dynamic part of the world economy, and it needs another attractiveness to be prioritized as a locomotive of sustainable socioeconomic development of nations.

On the other hand, Internet regulation, standardization, and development are the most engaging issues of concern of all Information Society. Fortunately, IGF provides such a unique milestone for us, and we have the platform for preparing recommendations and actions. We understand that broadband is a real challenge for the development of every nation and it's a challenge to accommodate our joint efforts for solving the problems. We have to have a political view, financial contribution, technological support, and global public confidence. Azerbaijan, as a leading economy among CIS countries, is keen to implement extensively the state of our technologies to enhance and foster socioeconomic development of country.

Currently, one of the main priorities of government of Azerbaijan is to build a knowledge-based economy to expand e-government solutions and online public services. Today, Azerbaijan achieved almost 50% of Internet penetration. In the light of this progress, we see cybersecurity as an essential issue of concern. In this sense, Azerbaijan signed the Cybercrime Convention in 2008 and ratified it in 2009. To ensure effectiveness of cybersecurity, we are keen to establish national CIRT. On a multilateral level, Azerbaijan is very closely cooperating with different international and regional organizations and initiatives, such as U.N., ITU, NATO, the Council of Europe, Broadband Commission, IGF, and several others on a wide range of ICT issues. On a bilateral level, we cooperate with many countries too. We then strongly believe that global cooperation and partnership is the only way to realize our ideas.

Dear friends, we assure you that it is a most suitable time to announce that we will host the next IGF meeting in 2012 in beautiful Azerbaijan, and we believe strongly that the city of Baku, the capital of the republic of Azerbaijan, which is located in the heart of the crossroads of west and east as well as north and south, will show a great hospitality to continue our dialogue on the Internet governance process. As a final point, on behalf of the delegation from Azerbaijan, I would like again to express our appreciation to government of Kenya, as well as IGF Secretariat. We do hope to see you next year in Azerbaijan.

MS. ALICE MUNYUA:

I would like to take this opportunity to thank everyone for your comments. You have whetted an appetite for many rich discussions to come over the next three days. Excellencies, distinguished guests, experts, and delegates, ladies and gentlemen, our goal this week should be to seize opportunity for open and inclusive dialogue and the exchange of ideas about the rich themes we are discussing in our five main sessions and more than 90 meetings. Already this morning, we had a very valuable discussion about Internet governance for development, and I would like to remind us all that the development agenda is important to this region and hoping that we should keep it as a cross-cutting focus in each of the other key themes we are discussing over the next three weeks.

We are not here to make recommendations or develop a declaration, but our discussion must inform other international processes and especially national domestic policy. We are very proud that Kenya has a very active and influential multistakeholder community which has, for more than five years, worked very well with government in providing advice to government on a national ICT policy and has also helped in shaping industry policy, consumer awareness, and capacity building. I take this opportunity to thank all the IGF, all the stakeholders from different countries and different sectors. We all have much to learn from each other and to share, and I wish to thank you again and especially to the interpreters up there, thank you very much to a job well done, to all the scribes and to the remote participants. With this I conclude our business of the first day of the IGF.

Main Session: Emerging Issues

Sixth Annual Meeting of the Internet Governance Forum
27 - 30 September 2011
United Nations Office in Nairobi, Nairobi, Kenya

28 September 2011

Chair:
Ms. Lillian Nalwoga, Policy Officer, Collaboration on International ICT Policy in East and Southern Africa (CIPESA), Uganda

Moderators:
Mr. Sebastian Bellagamba, Regional Bureau Director for Latin America, Internet Society (ISOC)
Mr. Jeff Brueggeman, Vice President-Public Policy, AT&T

Remote moderator:
Ms. Claudia Selli, EU Affairs Director, AT&T

Panelists:
Dr. Burt Kaliski, Chief Technology Officer, Verisign
Mr. Shri N Ravi Shanker, Additional Secretary, Department of Information Technology (Government of India)
Mr. Hossein MOIIN, Chief Technology Officer, Nokia Siemens Network
Mr. Steve Song, Founder, Village Telco
Ms. Jacquelynn Ruff, Vice President - International Public Policy & Regulatory Affairs, Verizon

Remote Participant:
Mr. Vagner Diniz, Manager, W3C Brazil office

LILLIAN NALWOGA:

I work with on international ICT policy in eastern and southern Africa. We are resuming our meeting, and I would like to open this morning's session dealing with emerging issues. Our question we are focusing on is governance different for the mobile Internet from the wired Internet? This question is of utmost importance to us in developing countries where the mobile Internet is connecting us as individuals and businesses to services, markets, and information, previously beyond our reach. In East Africa we see a very clear example of this through mobile services, bringing sophisticated financial services into the hands of a high percentage of the population who previously had no such access. They were unbanked. The question is not just confined to the developing world. Everywhere we look the use of mobile devices, whether smart phones or tablet devices, is providing a different Internet experience from one we enjoy from wired laptops and desktops. By wired, we mean essentially a device that is used in a fixed location, not on the move.

We have been asked to consider three main questions in this session. The first question is what are the key development issues given strong mobile penetration in developing countries and the use of new equipment, applications that did not exist before? Our second question to consider is how do Internet policy and regulation choices in the mobile Internet context impact the range of human rights, openness and neutrality. The third question is what are the policy and governance choices and opportunities in the mobile Internet space that foster innovation, skills building, entrepreneurship, and maximizing the Internet for economic development?

While these are our core choices in which our moderators will lead us through our discussion, please do not feel limited to only these topics or issues. Let us all consider the innovative ecosystem that is growing up around that network of mobile applications, social networking and policy issues connected with this. I would like to introduce the moderators for our session, Mr. Sebastian Bellagamba, Mr. Jeff Brueggeman, and our remote moderator Ms. Claudia Selli.

 JEFF BRUEGGEMAN:

As you said, this session will focus on the mobile Internet, and this is the first time that the emerging session has done so, though in some ways mobile has been a constant theme of the IGF. So I think it's both very fitting that we would be focusing on that issue, and as you noted, particularly fitting given that we are in Kenya. We already heard yesterday in the developing issues session about the M-Pesa and the innovative uses of mobile that are happening here in Kenya and in Africa. Today's session is going to focus on a technology perspective on the mobile Internet, and it really provides an interesting focus on those issues as they affect development and as they affect the other issues we talk about at the IGF. We have a much esteemed set of panelists here to present their views and lead the discussion.

I thought it might be helpful to present a few data points about the mobile Internet as background for discussion. Of course I have got them on my tablet device here. Back in July 2010, Ericsson estimated that mobile phone subscriptions had reached 5 billion worldwide. This year they are estimating mobile broadband subscriptions will reach 1 billion by the end of the year. So already we see that about half of all Internet users and one-seventh of the world's population are moving to mobile, and as we know this trend is going to continue rapidly over the next few years. A recent Cisco report predicts that over the next few years global mobile data traffic will outpace wire line traffic by three times, and by 2015 the traffic from wireless devices will exceed traffic from wired devices. So the mobile Internet is really the future of the Internet. Also by 2015, Ericsson estimates that mobile broadband subscriptions will hit 3.8 billion or about half of the world's population, so truly staggering growth and reach of mobile Internet. And I think one interesting point that really drives home the power of the mobile Internet is another Cisco statistic that showed there are 48 million people in the world who have mobile phones, even though they don't have electricity at their home. So the mobile Internet is actually outpacing the electrical grid, which is, as I said, really puts the scope and power of the mobile Internet into perspective.

SEBASTIAN BELLAGAMBA:

Moving forward, I will ask an initial question to all the panelists to address and set the stage for this panel. And I will ask you now what are your initial observations on the current and future mobile Internet landscapes?

STEVE SONG:

From a governance perspective, when talking about the mobile Internet, it seems to me it divides up into two clear issues. One is getting connected and the other is protecting people once they are connected. And I choose to focus my remarks on the former this morning, although obviously both are incredibly important. If there's one word I would like you to take away from this session, at least from me, that word would be failure, and the implications of failure. And I want to talk about that briefly at two levels, failure at the macro level and at the micro level.

So if we have learned anything from the last few years, it's that systems that fail badly can have catastrophic global, far-reaching implications. So systems that don't fail well, like banking systems or nuclear reactors, we can no longer afford for them to fail because the consequences of failure are unaffordable. And I think we need to look at that idea of designing systems that fail well as opposed to designing systems with no expectation of failure in terms of the mobile industry and look at one particular bottleneck in terms of one particular fragile area of the mobile Internet industry, and that is spectrum and spectrum management. And it hasn't found its way very much into the sort of Internet governance debate, but I think it's overdo now as an issue for discussion. So the problem is that wireless spectrum determines the nature of mobile access. It has done this by, for instance, limiting the number of market players and, by consequence, limiting

competition and keeping prices high. It also can limit technological choices in terms of access. So I think going forward we want to look at spectrum management policy from the point of view of how do we get systems that don't fail badly. When we give out spectrum to someone, if there are suboptimal outcomes, how do we recover from that? Because our experience historically in spectrum management has been that it can take a generation or sometimes two generations to correct bad spectrum decisions.

It's also an issue of fragility in terms of industries. If you are an investor, you don't place all of your money on a single stock or a single sort of class of stocks. You want diversity for a healthy portfolio. Similarly in terms of the technology of access, we want diversity. We don't just want mobile. We want to think about Wi-Fi and other emerging opportunities, such as television wide spaces spectrum, and if we don't start thinking about access as an ecology of access as opposed to talking about a single industry, I think we are creating what amounts to a fragile system.

Now, the other element of failure I want to talk about is more fun and interesting in a way. It's failure at the micro level. And I want to quote Kurtis Carlson who said, "In a world where so many people have access to education and cheap tools of innovation, innovation that happens from the bottom-up tends to be chaotic but smart. Innovation that happens from the top-down tends to be orderly but dumb." And I think that's the opportunity we have on this continent is to unleash that innovation through access. But the barrier to that happening, the barrier is not the physical access. It's affordability. Because I will quote someone else here, Clay Shirky, who emphasized the importance of lowering the cost of failure, because when failure is expensive, the lesson learned is to stop wasting money. But if we can lower the cost of access sufficiently so that we can fail instructively, we can unleash the kind of innovation that Curtis Carlson is talking about.

So when we talk about governance issues around access, it's not just the physical access. Affordability, especially when you look at the cost of access on this continent compared to income levels, it is a huge issue in terms of how we can unleash innovation.

HOSSEIN MOIIN:

It's my pleasure to be here and what I would like to talk to you about perhaps dovetails nicely into what Steve was talking about in spectrum. But before I do that, let me just briefly tell you a few facts about mobile industry. Mobile industry, as a whole, is the fastest-growing industry in the history of mankind. Today, we heard earlier, it reaches over five and a half billion people. There is no other technology in our history that has reached as many people and has been as widespread. I would say that has been a resounding success, and the market bears to that fact. Now, what do we need in order to improve on such a hugely successful ecosystem?

I believe the key requirements, as mentioned earlier, include spectrum and better, faster, more intelligent networks. And last but not least, better touch points. These are the devices and applications that we see. These can be tailored to specific condition. In a country that has no banking system; mobile industry has been used to overcome that

shortage. This is a phenomenal accomplishment. Who would have thought that when we started this industry more than two decades ago? Now, this obviously has a lot of policy implications. It requires a healthy competitive environment, but it also requires perhaps a leveling of the playing field. And I think here Steve's point is very salient. We do need active management of spectrum. We do need to move ahead with the technology and realize that we have far better receivers and transmitters today than when Marconi first invented radio. There has been leaps and bounds of improvement made by technologies over the last hundred years, and this needs to be captured in law.

Last but not least, I think affordability, as Steve pointed out, is a huge issue and it's one that wireless can help to resolve. But let's also not kid ourselves. But let's also not kid ourselves. In order for someone to invest in affordable access, there must be a business case for it. And here is where governments can play a constructive role. We can form public-private partnerships where access is deemed uneconomical in order to provide that. We can improve on technology, innovating technology to make sure that we use the most energy efficient and using energy that's locally sourced in order to overcome some of these challenges. But all in all, it must be a healthy environment for the investors in order to invest in access so that innovations locally can be brought and their new services can be used. This virtuous cycle of investment, innovation, and adoption of service is one that I hope will continue for many years.

BURT KALISKI:

I work at VeriSign, an Internet infrastructure provider. The transformation we're seeing on such a remarkable scale to our mobile Internet is significant certainly that we no longer have the wires that are required to connect us to one another and to the services we'd like to interact with, but if that were the only change, the governance issues would not be nearly so complicated. If it were just that you had, in effect, a much longer wire that you can carry with you for your person interaction that you would be accustomed to doing on the desktop, you can do it at the desk when you are in a meeting facility as wonderful as this one.

The significant change is a transformation toward a user-centric opportunity for computing, communications, connectivity, and so forth. Something we can carry with us and that we can take to interact with the world around us. We used to speak of the time when computer interaction would change from users learning how to play with computers to computers and the network learning how to play with users. And the computers need to help us to do the things that make sense in our everyday lives and in business. So take as one example an application that may be interesting and convenient. I have been exchanging business cards with many of you, as we have all been throughout these days. If we're all carrying our mobile devices, we might like at some point just to be able to exchange those cards more virtually. But on the other hand, if every time you are close to someone and a virtual exchange takes place, then doesn't that mean that people can follow you who you don't want to exchange things with.

Geo-location is another issue. The tremendous advantages of being able to know where you are and find where to go with maps or find products and services in your vicinity, but that raises privacy issues about who else can know where you are or you happen to be at a given point in time. And furthermore, taking an extension of these mobile capabilities, not just to the devices that you and I carry but to the instrumentation of the world around us. We might like to point and click and open the door, order a meal, have a taxicab come, whatever it may be, by sending signals to the world around us, but again, that introduces additional issues on rights to access and to use and so forth. So from the user point of view, a move from thinking of simply the mobility of the individuals to the world that we are creating that's even more connected and more useful with its challenges, from an infrastructure point of view, how do we ensure that the governance people agree on, for use, is effectively implemented in the foundations of the system that supports it.

JACQUELYNN RUFF:

It's very exciting to be here and talking about this particular period in mobile services, which is truly transformational, as the statistics and the comments of my fellow panelists have described. I'm from Verizon Communications, as was mentioned earlier, and along with many of you in this room I have been coming to the Internet Governance Forum and particularly looking at the access issues since Athens, since the beginning. And I think the prospect of having, by 2015, almost 4 billion people connected to the mobile Internet is truly remarkable. So let me talk a bit about the question that was framed at the beginning. 3G, 4G, and fourth generation mobile. I want to talk to that because Verizon, in the United States, is in the middle of deploying fourth generation wireless using that long-term evolution or LTE technology across our country. And in the last year, we have deployed it extensively enough so that we are now covering about half of our population, approximately 170 million people covered, and we expect to complete that by 2013. Other companies are doing it as well, including my colleague from AT&T here. But I think what we have done is recognized as being the most advanced globally.

So what will this mean? A couple things, a number of things, all very important to our economy and emerging economies. Remarkable increases in speed, at least ten times as fast as 3G, much higher in the lab. So it tests higher, but reliably, ten times faster. Reduced latency. Greater ability to maintain the security that some have referred to for our mobile communications. And then, of course, the transformational types of uses, if you think about real-time delivery of services such as remote doctor consultations in medical emergencies or a disaster relief that can be very carefully pinpointed.

The anywhere, anytime aspect of all this means that when a country does get coverage to the rural and remote areas, that applies there as much as it will in the middle of a city like Nairobi. I think the other transformational piece of all of this will be the tablets that Jeff referred to earlier. If we think about education and those being in the classroom, we really have huge new opportunities in education.

On the video side, two-way video conferencing that will be important in areas where otherwise travel is virtually prohibitive. And finally, machine to machine, to be able to do things like improve the economic and commercial opportunities around shipping, transportation, traffic, medical devices, and so on. So these are incredible technological advances that will benefit all of our economies, emerging and those that are more developed. A couple other aspects of this transformation, it is an example of the rapid pace of change, and the possibilities but not yet predictable business models that are happening at this point with this type of mobile service. It's an area in which there's a great deal of industry innovation, applications development, collaboration, multistakeholder engagement, and one in which government regulation has not been heavy handed, and that late touch of government regulation has contributed enormously to the innovation.

Then finally, just a thought on spectrum. Everybody is talking about spectrum. We have to have spectrum be available. It has to be the right quality. In the U.S., we are using 700 megahertz, which is our former analog broadcast spectrum. That's very well suited for rural, urban, for exactly this type of service. And my final point on all of this is to the extent that countries allocate similar spectrum, it will contribute to economies of scale. It will ease in roaming. It will avoid the need to have devices that are enormously complex, if there are many different bands that are located. There will never be a single band allocated. I am just suggesting that if there are fewer rather than more, that can be a useful factor for the deployment and the availability of this type of fourth generation mobile service globally. And so it's probably worth thinking about.

 VAGNER DINIZ:

My first words about emergent issues and the future of mobile Internet are, there are shadows, there are shadows on us today, and I will try to explain very quickly. Rapid development of mobile devices and connectivity has surprised us, how users of communication facilities, information, and services. Mobile devices are now computing. Mobile devices connect us to the World Wide Web. And while this new world has a global dimension and deep penetration in developing countries, at the same time it frightens us because we are increasingly dependent on operators, carriers, and device manufacturers. It's a tough task to connect our mobile device to the web today.

Somebody says recently, "Well, the Web is dead." I would say, "Hold on. Not yet." But it's true that the world of PCs and the Internet emerges and evolves in an environment of openness and sharing, and today we see the future is increasingly less generous and more locked out for sharing and collaboration, and that's why I'm saying I can see shadows, say that the PC revolution and the Internet were generative. They were designed to accept any kind of contribution from everywhere. The PC revolution was possible only because anyone could create what they wanted in their open platform and then begin to emerge the closed software, this open platform. Those software's that we call the proprietary software: Text editor, spreadsheet, and database. And the same thing happened to the Internet. Tim Berners-Lee created the Web based on three simple and open technologies: HTML, the language; HTTP, the protocol; and URL, the identifier.

Without them, and if they were not open technology, the Web would not be what it is today. On this platform, on this Internet created by Tim Berners-Lee, emerged apps, applications, often closed in themselves. Social networks today do not talk to each other. Web sites that it's not interoperable, and devices that do not talk to other devices. The latest smart phones are very stereo because their functionality is locked and does not invite invitation. So to conclude my first remarks, the open environment is where innovation happens. In a locked environment is where wealth isn't present, and my key questions for today is: Innovation is mobile is related to open or locked environment? What is likely to come next, a lockdown on PCs and mobile appliances? My choice is for an Open Web Platform.

N. RAVI SHANKER:

I'd just like to take this dialogue a little further. The emerging issues, we have talked about the governance aspect but I am going to look at the technology perspective. The mobile has been very popular because it's primarily an oral device, and while the Internet is something which is more text-based, I am trying to look at a situation where the mobile Internet is it only the access of the Internet on a device called a mobile or we are going to have some sort of Internet which is going to be mobile technology based, meaning is it going to be voice-based.

So I would like to open the dialogue on whether the future we are looking forward to a voice Web or the semantic Web as some would like to call it, because I feel that a large number of people across the world are belonging to societies which are of oral tradition, so I would like to think of the voice Web as the onset of the new Web, which would definitely propel the mobile Internet toward the next phase, just in the way in which the mobile itself has catapulted communications among individuals to a higher level across the world, with the statistics being about 5 billion mobiles as of now. I would also like to take another tack, that predominantly the Internet has been deemed across the global as an Anglo-centric activity. I would like to sort of segregate from this particular facet and say that maybe with the onset of the voice Web, the multilingualization may get a higher degree of attention, and we must understand that in this world we have diverse languages and we need to see that there is ubiquitous activity of the Internet for all.

So multilingualization is the key on which we can have the Internet for all actually achieved. And I would think that the mobile Internet, with what I would like to call the voice Web, could be one of the proper links to see that we could take technology to the next thing. The governance aspect of it is being discussed, but I would like to see technology evolve in such a manner that the inclusive growth and the inclusivity that we're all looking for, as the Internet as a catalyst for change, could come about.

Here I would also like to dwell on another aspect of its relation to the Internet per se. We are talking of domain names and domain names we are hearing about gTLDs, new gTLDs, and ccTLDs. I'm also feeling that could be something in the 10 years down the road, whether this whole concept of domain names will undergo a change. We have

something called Facebook right now, but Facebook, could it morph itself into something different like if you're having a domain name, can we not have a face name. Why not have a logo and have that as the indicator? Because in the advertising world you use the logo. VeriSign is identified by its logo. In the same way, I could identify individuals or friends not by their domain name but by their face name. So it's just the merger or a convergence of the Facebook and the domain name system. I'm just trying to put this because if you're going to use mobile as a device, why don't you have the storage of the photograph and that could become an identity unto itself. And it makes life much easier. If you happen to sort of miss the device, you could actually trace back individuals on the basis of mobile phones and I think these are all issues which come into the governance domain, as to the security, the privacy issues, but I just thought I would add one more angle to the whole dialogue and try to trigger some more thoughts on it.

TOM WAMALWA:

I'm the Dean of ICT at Inoorero University, and actually I'm very interested in what is going on because we have recently established a center of research and innovation and we are focusing on mobile computing and cloud computing. However, a few challenges that we are dealing with, in Kenya the challenge we are facing has to do with connectivity, finding cultural issues.

We feel that education will be the way to go. If you remember the Internet problem of 2000 and 2001, it really affected innovation because initially everybody in the 1990s, mid-1990s, everybody rushed for it just like the gold rush in the U.S., and we didn't create the people, we didn't plan ahead, we didn't even train entrepreneurs on how even to develop a plan, and I see the same trend with mobile computing that if we don't plan ahead we are rushing and everybody is rushing. We all want to start some apps and so forth, but does this make business sense. So I want the panelists to think about that critically, because I think one of the panelists talked about failure. It's going to be a major disaster if we have the same failure like what happened with the Internet in 2001 and 2002.

IZUMI AIZU:

I'm from the civil society. On March 11th, as you know, there was a big natural disaster that happened in Japan, and since then I've been devoting most of my work to help the rescue, relief, reconstruction work, especially using the Internet mobile or fixed, and any other information, tools and devices. So there are some lessons and also questions, perhaps, to you.

First, a lesson was because we did some survey of 3,000 citizens in the devastated areas, what they used in the emergency, after one week, one month, and three months. It's a very methodological study. Lesson Number one is we need a much more robust, mobile network, because it was the primary source during the real first few hours, to find out what's going on, find out what's going on with your family members but, plus, some of the latest technology we have had early warning systems. A few seconds or 20, 30

seconds earlier than the earthquake hits you, you receive some warnings, but accuracy was not as good as it could be. Mobile devices help save lives, but in Japan talking functions with mobile, as you may know, with massive traffic, they had to put 90% or 95% restriction of the call, meaning only 5% or 10% of calls can be connected. So we also surveyed many people who were actually able to use mobile phones, 45%. But we also got a lot of frustration, complaints, and stuff like that.

For their sake, I mean, all the mobile operators are ready to expand their networks and try to configure these areas, but we really need to learn lessons about these, including the governance that there has not been a sufficient multistakeholder mechanism to deal with these kind of situations. A single operator can't really fix the network, but there was not sufficient coordination, even among the operators, the military, police, and central government. Finally, the international cooperation is also very much needed because some of the systems called Ushahidi, which has been created from Kenya, has been used in Japan as well which was also used, I believe, in the tsunami, so these are the really good areas. And people became very, very dependent on the mobile network services. So much that in the case of emergencies, it would get a lot of more attention and we need to prepare for that.

PATRICE LYONS:

My name is Patrice Lyons, corporate counsel, Corporation for National Research Initiatives. Bob Kahn is the principal of the organization. And Mr. Shanker, I listened to your comment. In the early days of the Internet, there had been video, but in the early experiments, a long time ago, it was very limited, and the technology usually permitted text. It was very text-based. But as the technology improved, there has been a wide variety of information, video, text, audio, and the new services and processes that have been enabled in that environment. The representation of the information is uniformly digital, and so the computer would know the zeros and ones, bits. So because of this, and the gentleman from Brazil who came in, he didn't want the information systems and the recreation of a Tower of Babel again, so there has been a focus on interoperability of heterogeneous information systems. Essentially our organization, CNRI, has been looking at this from the focus of actually managing data structure itself.

The bit structures that can be persistently identified, and the supporting registries and repositories, and then enabling the interoperability on a global basis of these systems so that all the different services and processes aren't operating as silos, that they're enabled to communicate in an interoperable way and expose their interfaces. So I just wanted to share that because this is a serious problem that is arising, and we want to be able to not laden up this bottleneck going forward.

FOUAD BAJWA:

In the course of observing and researching into some dilemmas which have been emerging with the use of mobile telephony and Internet, there's always a question in mind that, for example, if my country, say in Pakistan, would project anything between half the

population having mobile phone access, what does that actually come down to? How do we actually measure how many people are using services beyond the traditional fixed mobile services? If we see the trend in the past three years, companies like Nokia have introduced headsets that are affordable in let's say anything between $10 to $15. Now, you would even find people who are so poor that they're unable to achieve like a daily income to feed themselves but they would actually have a cell phone, and what are they achieving through the cell phone? Keeping in touch, communication, and so forth, but mobile Internet for them, they don't know what it is. And this goes on to very large populations in the developing world. When we say something like my country's context, 67% population is a rural population. The level of capacity to enable a mobile Internet culture really isn't there. What regulators are dealing with within their current environments are, let's say, introducing a certain kind of licensing enhancements and into introducing 3G, 4G, so forth, but that continues to only serve a certain group of population in a certain economic zone, number one thing.

How will regulators be addressing the issue of capacity building? How will they go beyond just the telecom operators and the Universal Service Fund into bringing these people to actually use mobile content in their own languages? Issue number one, have we actually identified any development indicators to how we're going to measure the amount of development taking place in any particular region? What are our economic indicators? What are our social indicators? What are our political indicators? And the list just goes on and on. Just to give you a small example, how many people have used their cell phone to actually call an emergency service? I know to some extent how much I use the phone to call say double 1, double 2, the 911 version of the Pakistan emergency service. This is a very small example of what an economic indicator may be or a social indicator. It actually intervenes into each other.

The third thing which comes to mind at this stage is, how far are we from actually achieving, let's say, what my friend from Kenya and what Izumi was earlier mentioning, how far are we from achieving global standards in response to disaster preparedness? That remains a very good challenge still. The amount of disasters that we've been facing in our part of the world, I would say for Pakistan you remember the earthquake in 2005, you remember the floods last year, and the current floods as well in the country. Mobile phone telephony is supposed to play an important role within that context, but what happens when all your networks go down within those flooded areas? So the question remains: How do we collaboratively achieve something at the global level which distills down to the local level disaster preparedness responses.

STEVE SONG:

I just want to touch on a couple of things. The first point is our inability to predict the future, and so when we are told that LTE networks are going to dramatically increase access, that's quite possibly the truth. Maybe the future is LTE. But I just want to remind you that in a similar kind of event here 10 years ago, mobiles weren't really talked about. They were, you know, executive toys. 5 years ago, at a discussion like this, we would be talking about the future of access and it was WiMax. WiMax seems to be dying a slow

death. 3 years ago, did anyone talk about tablets and the potential of tablets in access issues? No. So I think, you know, from an industry perspective, industry wants to make safe bets, and so they want regulation to support the bets that they're making.

We, as civil society, want to fail safely. We want to recover when the industry makes bets and they make them on behalf of their shareholders. What we want in terms of a governance system is a healthy ecosystem that's going to see success replicate quickly.

So I think I'm uncomfortable with the sort of notion of mobile for development, because it's an ecology of technologies. Next year, 2012, more than 1 billion WiFi chipsets will chip worldwide. That's more WiFi chipsets than mobile phones. And by 2015 WiFi in cars will be a multibillion dollar industry, yet I have not been to any WiFi for development events. We live in a world of complexity and we need to plan for failure. So the gentleman from Kenya there who is saying, you know, "we need planning," we need to plan for things to go not like we expected them to go. We need to plan to be surprised and to cope with that surprise. And to do that, we need diversity and an ecology of services and technologies right from the ground up, and so my last comment is simply on that issue of the gentleman from Japan talking about needing more robust networks and similarly, the gentleman from Pakistan talking about that. One of the weak points of mobile networks is that they are centrally controlled. They can be switched off centrally, just as we saw in Egypt.

Why shouldn't access, mobile, and otherwise, be more devolved? Why shouldn't we have local mobile telephone companies? I don't know of any reason why not, and I think it would increase the resilience of the network to actually diversify actors in the market and the technologies and the use. And that just picks up lastly on the issue of interoperability and designing for interoperability at all levels.

HOSSEIN MOIIN:

I'd like to concentrate mostly on what happened in Japan, the networks in Japan, because it's something that is both very dear to me and it's something I have a little bit of understanding. I believe that in the old days of telecommunication, go back maybe 30, 40 years; there were two sacred principles in telecoms. One was five nines and the other one was universal access. In the mobile, we do not have either of those two requirements. There is room for policy, perhaps, in that domain. What does five nines really mean? It means that you cannot fail, effectively, for more than a few minutes per year. Mobile networks are not designed that way. So here from a technical perspective, we have a divergence. And part of the reason that they're not designed that way is due to cost. Actually, mobile networks are far less expensive to set up than fixed networks are as a result of these highly available systems. So what we see is a tradeoff, effectively.

Now, what has happened is that the society has moved on, and the dependence on ICT, and in particular on mobile communication, has increased. We depend on ICT in all spheres of life. The money that we think we have is no longer banknotes but zeros and ones held somewhere remotely in a bank. The friends we have are digital impressions of

people once we used to see on a daily basis and now we only see on social networks. So this is how far and wide ICT has penetrated all spheres of life. And then when a disaster happens, be it a flood in Pakistan or an earthquake in Japan, we come to realize that perhaps we did not design the systems that we now depend so much on to fail safely, and this is a great shortcoming. So we have the technology. We know how to do these things. We've done them before.

I come from Iran originally. Take Iran. In 2006, Iran had a terrible earthquake in Bam, a city that cleanly was wiped off the map, and then you see what happened afterwards. Within a span of 30 days, mobile network operators in Iran, together with ourselves and our competition, we set up an actual effective network in less than 30 days in Iran. And this is not Japan. Japan is a most highly developed country in the world. Iran is not that. But we managed it in less than 30 days.

So what am I trying to say? I'm saying we can depend on technology, but we need to bear the costs. So it won't be free. We need to write investment policies. We also need to be aware that the policy choices we make have a bearing on how we can respond to failures and what are the costs of responding to those failures. But I'd like to also say how well, despite what I heard earlier from you, Japanese network operators, be it DoCoMo or Softbank or KDDI responded to disaster, how tirelessly we and them worked together in order to overcome the challenges, and this is something that I'd like to acknowledge and say, you know, this is great work. And within a span of a few days, mobile services were up, and why many people could not make calls is because radio is a shared resource and we needed to reserve part of that for the emergency services that were working tirelessly on the ground. So, yes, technology can improve and I can guarantee you it will improve, but it will require investments and the right policy framework.

JACQUELYNN RUFF:

So let me respond to a different part of several of the questions and that is the usage of these wonderful new services. Education was described. The question from Pakistan I think raised a broader question of how will these services be used effectively, how will they be measured, how can countries learn from each other. And I think it's very important to have that issue be identified out of this session as one of the emerging issues. Namely, we have new connectivity, new technology. We also have existing technology that could be used even more. And the real question is what are those uses and how do we do the capacity development, including the human capacity development, along the way. Education is a great example. There is probably even in this region more connectivity to higher education, for example, than is actually being used because of the need to do the training of faculty to make sure that the actual implementation of the I.T. systems on campus is being done right. It sounds maybe even boring in ways but it has to be done in order to realize the possibilities here.

FROM THE FLOOR:

I am Ronald from Kenya. I am with the Association of Computing Machinery. My question is basically on mobile Internet and access for persons with disabilities. I will give an example of maybe the blind. We find that when they are accessing the Internet, even the HTML tags have to be read out, which means they are not able to get that specific information with the speed that is required. There is some delay. So the urgency is not there. What is being done to ensure that we have equal access for all in terms of persons with disabilities?

FROM THE FLOOR:

My name is Francis of Sectech Systems. I am actually the project manager. I am deeply concerned with the speed of megabytes, actually, the speed of Internet within, actually, Nairobi and its environs. Is there a way that organizations can come up or other companies can come up from Europe that can bring up ideas that could speed up megabytes in terms of accessibility on Internet services?

FROM THE FLOOR:

The prime issue which has been discussed and shared was though we have seen rapid growth in the mobile telephony, but why is it that, especially in the developing world, mobile Internet is not being picked up as rapidly as the mobile phones have been adopted? So in this regard, we in India, we tried to find out, and we found that the key challenge there is that the number of applications which are there which can run on low-cost phones are really limited.

So in this regard, especially with regard to, like, to push the mobile Internet usage in the rural areas and for more socially relevant things, can we think of creating the governance issue, I am coming to that, can we think of creating a institutional mechanism wherein a kind of a global apps store is created and all applications related to maybe education, health, or financial services, whatever has been developed in any part of the world can be pulled into that global apps store and we can build some business model so the interests of the developer community and the interests of the network operators, because very often there are issues between on revenue sharing between the network operators and the application developers. If that can resolve at a global level and applications across the world can be shared so that whatever is happening in India can be shared in Kenya and whatever Kenya is doing can be shared somewhere else. If through the U.N. or through the IGF this kind of framework is created, then this will really help pushing applications which will be relevant for people to use in the rural areas.

FROM THE FLOOR:

Thank you very much. I just want to mention one thing. I am from Bangladesh. I am a member of parliament, and I am the chairman of the Parliamentary Standing Committee on Post and Telecommunications. As you know that Asia is a backwater area where the majority of the poor people live, and the backhaul cost and terrestrial, the broadband connection there is very costly. So I propose that because Asia is connected by submarine cables and kind of surrounded by oceans, what I want to propose is to reduce the cost of the optical broadband connection, if the Asia continent can be connected by terrestrial network, we, in Asia developed 32 countries. They are developing Asia in transport network. Beside that transport and build network, a terrestrial information highway can be developed, and in that level the major nations in Asia can take the lead. And if that is possible, then you can reduce the cost of the present high-speed broadband connection by at least two-thirds.

BURT KALISKI:

In my initial remarks I spoke about the transformation to a user-centric view of computing. And several of the earlier remarks and these questions picked up on that point about the importance of developing applications. So of course we must develop infrastructure to provide access and so forth, but access for what purpose? For the purpose of the social and business use cases which are then applications. The good thing about the applications is that they are very portable. Infrastructure is physical investment.

* Scribes lost audio connection for a short period *

FROM THE FLOOR:

My name is Jerma. I just want to let you know that in Africa we have developed, in order to coordinate various aspects of mobile application development, African Mobile Application Development Association whereby we want all these applications to put in and also indicate new applications that is going to come. This organization is pushed and promoted by ICT Labs International.

ZAHID JAMIL:

There was a whole workshop yesterday where they talked about Safaricom and Orange was there and they talked about the fact that this has been a success in Kenya, and it is because it was telco led. Telcos were given the ability to do some of these payments. And that was what Safaricom's, at least, view was. And there are other views also in other regions. But we see that banks don't move that quickly in developing countries. They are extremely conservative. They don't move as quickly as we would like them to. And if we want to get this mobile technology out into developing countries, I think it's a good idea to talk about the governance issues which allow the telcos in those developing countries to be able to invest in these technologies and payment systems.

We have seen that in India, we have seen that in Bangladesh, we have seen that in Kenya and other places. And it works in Philippines, for instance, as well for remittances. And

one last point about a comment that was made by the gentleman, the parliamentarian from Bangladesh, about cost. I think it's also important to note that in a country like mine, in Pakistan, if I were to make a call to the U.S., it's very, very cheap because the termination cost at that end are cheaper. But if someone from the U.S. is going to try to call Pakistan, it is deliberately kept high because incumbents and everybody else in a position try to keep it high. So maybe there are some issues in governance that developing countries need to deal with as well, and their regulators, to try and make sure that access is made easier by local regulation in telecom as well.

FROM THE FLOOR:

I am Francis of Sectech Systems. I am deeply concerned with the SMS's that come up on cell phones in terms of either things like threats on mobile phones and SMS's of jobs that will never be, to most companies and institutions that have just come up with ideas where they can chip in money in terms of, you know, doing that kind of stuff. I don't know how they roll it out. But is there a way or a formula that these kinds of ideas could be stopped on people's cell phones? They have become a menace. And something needs to be done. How can it be coordinated with the government to stop these kinds of ideas?

FOUAD BAJWA:

I am just going to let you know and twist your arms a bit with regard to the development angle in Internet governance. What would be the three most pressing issues by each speaker with regards to development that you would like to address or like to see addressed anywhere in the world with regards to mobile technology as an emerging issue in the short term of, let's say, one year?

FROM THE FLOOR:

I am an ICT advisor in Rwanda. The gentleman over there was talking about mobile technology and financial transactions. I think those are really the emerging issues, and a lot of innovation is happening in Africa. What I think is exciting is now, you know, all these masses, they would actually have a chance to have a credit, because all these people, if you have these people's data about payment histories. If they pay their electricity on time, if they pay their water on time, if they pay their student tuition on time, these are the credit record that all these people did not have before. And I think these mobile companies have this data, turning to the credit, and then if these people could really start accessing the hard-earned credit using this mobile technology, I think we have really explosion of small and medium-sized enterprises. Not only I.T. sectors, but throughout. Now, the thing is I think the Ministers of Finance or the financial system; financial regulators are not up to standard on this. I think it's really important for the ICT community as a whole would start pushing how we can actually use these exciting opportunities to turn into real social and economic gain.

JEFF BRUEGGEMAN:

So we are going to go through the panel again, and if any of you want to take on Fouad's challenge of specific tangible ideas for promoting development that would be great.

STEVE SONG:

The three things I would do are diversify, diversify and diversify. I think the key to a robust communications future is having many options for connectivity. Give an example of this phone here. This phone is a GSM device. It is also a Wi-Fi device, which is not that remarkable except for the fact that it's very hard for me to make a call when I am just connected to Wi-Fi. Why is that? It doesn't make any sense. Why shouldn't, when I am inside connected to a Wi-Fi, an arguably cheaper network, why shouldn't my calls cheaply go out over Wi-Fi? Why shouldn't my calls seamlessly hand off between Wi-Fi and mobile networks. Why shouldn't mobile networks just be like smoking, something that you only do when you are outside?

I think we need to think creatively about the sort of communications ecology that we're building to build in the kind of fail-safes or safe-fails and redundancy that is essential. And the key to that, I think, is not only diversity but interoperability. So insisting on interoperability standards, for the entire miracle that M-Pesa is, it is also one of the cheap tools of vendor lock-in for Safaricom. So there are prices to pay for not insisting on interoperability standards, whether its interoperability standards at the device level, at the application level, or at the service level. Why shouldn't the consumers have more choice? And from a governance perspective, why aren't we insisting on more choice for consumers?

HOSSEIN MOIIN:

I'm really pleased to hear the richness of questions and coming from very many different angles. Usually, as a business person, I don't get to hear diverse opinions, and this is very refreshing, so thank you for that. There are a number of things that I would like to say. One is that, in general, as a technologist, I have long learned that we always overestimate the impact of technology in our immediate future, but always underestimate its effect on our society in the long term. So we're talking about policy. Policies do live a long time. So what is important to me is to ensure that in IGF and in the U.N. and also within national governments, we promote policies that accomplish my vision of the future. And my vision of the future is a very simple one.

I would like to ensure that every human being, by 2020, will have access to one gigabit of data per day for less than a dollar a day. This is not out of our reach. But we need the right policies. We need the right partnerships. And we need the investments. So what is the key bottleneck here? The key bottleneck is to ensure that we have an investment-friendly environment, to ensure that we have, as Steve pointed out, a very diverse and

broad ecosystem. And last but not least, to ensure that there is a risk/reward system which is fail-safe. And it is fail-fast. So we can do a lot of experimentations.

BURT KALISKI:

I take a longer-term technical view in my role, so I'm not sure I can answer what I would recommend in the next one year, but I will give you three words to start with s for longer term: standardized, share and secure. Standardize is so important to achieve these goals of interoperability, openness, access, portability, and so forth in digital form, and standardizing doesn't simply mean everything is the same everywhere. It means that the things in different places can be made portable, independent of the underlying infrastructure and so forth while still having diversity.

Secondly, the sharing, sharing of experience. Now that we are a much more connected digital world, it is so much easier to share what's going on, even as we are seeing in this particular session. That sharing has a tremendous impact on our ability to solve problems together, especially as we put together the great minds represented here and remotely, we see things in new ways and the Internet can help us to do that. And third, the security element, securing against accidents and attacks. Not all the forces in the world are working in the same direction, but working together we can achieve strong objectives if we understand both the threats and the countermeasures.

JACQUELYNN RUFF:

So I'm going to try to, in part, responding to the ideas for the next year and also doing a little bit of wrap-up, perhaps speaking some to the openness theme. So for the next year, an important area to focus on is getting spectrum policy right. Again, I would go back to the notion of looking at what bands are being allocated. I was just thinking, even looking at it on a regional basis. So, for example, in North America, we have the U.S., Canada and Mexico all looking at 700 megahertz and that will do a lot in terms of roaming and costs and the affordability issue. So those sorts of regional looks would be important.

Second, on the theme of investment friendly, which I think is very important, that one of our panelists has been emphasizing, two thoughts there. One is to avoid excessive top-down regulation that could chill innovation and also in ways interfere with the kind of open Internet governance that we are all looking for. And also watch out for, perhaps even look around within your countries to see whether there are any barriers right now or under consideration to cross-border services. If you are thinking of wanting to get the economic benefits of cloud services, requirements of keeping data only in a country or keeping certain equipment only in a country can impede that global ability to access those services, which can be very important, again, whether you think about it from a school university that's trying to connect globally or a small business that wants to increase its capabilities in that way.

And then third, as we have talked about here, working within the communities and the multistakeholder communities to develop ideas on what can be the useful services. What

sorts of capacity development, human, technological or network is necessary to make those a reality. And let me just end with a couple thoughts on how the advent of these services, the expansion and the ways of working with them, can truly preserve and enhance the type of openness that we all care about here. So first, just having another several billion people connected to the Internet as a result of these technologies in and of itself enhances human rights and ability to communicate and influence policy and have greater transparency.

Second, certainly for our company, and for many, the opportunity to move into, enhance third generation or fourth generation has created a situation where it's in our business interest, actually, to share the technological dimensions and features of our plans in order to get others to write applications or work with us, because we will not get a return on investment just by yourself. There has to be that entire ecosystem. And so we have been very active in trying to encourage that and set you the facilities, have an innovation lab and so on. And then finally, I would say that the focus always just has to be consumer centric. So some of the emerging issues we haven't really talked about now as much, quality of service, privacy, all of those kinds of things, are very important and I think if we just keep as our guiding principle, wherever we are, whether it's an NGO, a business, a consumer user, if we can work together with a focus on consumers, the users, and multistakeholder processes to get these things right, then we will really realize the promise that's out there.

 VAGNER DINIZ:

Concluding, Mr. Song said it's impossible to predict the future. It's very true. But one thing is possible to foresee. More and more mobile devices will be connected to the Internet. Not only cell phones, but our cars, watches and fridges, things will be connected. And the only reason to connect our things to the Internet is because we want them exchanging information with other things for our convenience and to attend to our necessities. So back to my point, openness is the basis for interoperability. Investment in infrastructure is important but will not solve this problem. We will have devices connected to a great infrastructure but not interoperable. To have full mobile service out in the developing countries, one key issue is to assure open environment, open data, open code, open Web.

N. RAVI SHANKER:

I'll keep it simple. We go back to the core principles of IETF. The three most pressing issues are access, diversity, and security. I repeat: Access, diversity, and security.

FROM THE FLOOR:

As I said earlier, I have one thing I think we forgot. Anyone who has done computer science, there is always input process and output. Out of all this technology, the mobile technology, how are we going to handle the e-west. We need really to come up with a formula, because I think one of the panelists talked about standards. Right now, I have

different mobiles from different carriers. I cannot pick one and go and change because of the standards and also how to dispose of them if you don't need them.

 LILLIAN NALWOGA:

It's been a pleasure to share this session on emerging issues, ladies and gentlemen. Thank you for your comments, contributions. Sebastian, Jeff, thank you for keeping the session moving. And a special thanks to our panelists. As I mentioned in my introduction, governance and the mobile Internet is of great importance, particularly to us from the developing countries, where we are experiencing explosive growth in the use of mobile devices, but for all the opportunities, mobile technologies, whether it's 4G or LTE, or the innovations that we see in the use of smart devices, we still think that the wired Internet is still more important to us. As you've all seen or you may be aware of the many cables that are landing, particularly on the East African coast, we cannot ignore the impact that they have created for connectivity in this region, so as we try to find new ways on how to connect to the Internet through the use of mobile technology, we still have to think about how the wired Internet has made us able to connect, to bring us together to where we are right now. With these few comments and closing remarks, I would like to, once again, thank our moderators, panelists, and the participants for making this session happen, and a special thanks go to our interpreters for the special work they've done to make us all connect to the different languages that we all speak.

Reports of the Workshops

Emerging Issues

8. Are schools protecting their staff?
63. SWOT analysis of the impact of Mobile Internet on Internet Governance in Africa
79. Copyright under a magnifying glass: thought provoking ideas
98. Emerging issues in the ccTLD ecosystem: The next decade challenges
108. Mobile and cloud services for development
121. Open spectrum for development in the context of the digital migration
122. Putting your Trust in the Clouds: why Trust Matters to the Open Internet
129. Media in mutation: what is the future of the news and media industry in a world of social networking?
139. Green ICT's and innovation
155. Human rights: a unifying approach for development, freedom, access and diversity?
175. Role of Policy Maker / Regulators in Better Governance of Internet
181. How can Internet Governance impact disaster preparedness and response and help save lives?
184. Use of Digital Technologies for Civic Engagement and Political Change: Lessons Learned and Way Forward
214. A Practical & Pragmatic Look at Making Cloud Successful in Developing World

Report of Workshop 8:

Title: Are schools protecting their staff?

Organizer:

The UK Safer Internet Centre is collaboration between Childnet International, SWGfL and IWF and is co funded by the European Commission as part of their Safer Internet Programme.

Reported by: David Wright

A brief substantive summary and the main events that were raised:

Evidence was presented from research conducted in the UK into the abuse of teachers and other professionals who work with children. In parallel, research exploring what online safety schools provide, not only in terms of educating children, but also in the policies and infrastructure that they have. This was from a study of 2,000 schools in the UK, US and Australia.

Strategies that schools could adopt, combined with innovative tools were highlighted

Conclusions and further comments:

It was concluded that teachers are often the victims of online abuse, often in the hands of the children they are responsible for. Equally, using quantitive and qualitative research examples of wider school online safety practice and provision, it was concluded that schools are strongest on policy but consistently weakest on training their staff when it comes to online safety.

Innovative tools such as Generation Safe can make considerable difference in stimulating and supporting a culture change towards digital inclusion and digital literacy.

Report of Workshop 63:

Title: SWOT analysis of the impact of Mobile Internet on Internet Governance in Africa

Organization: AfriNIC

Reported by: Hisham A. Ibrahim

A brief substantive summary and the main events that were raised:

SWOT Analysis of the impact of mobile Internet on Internet governance in Africa

This session looked at how Internet Governance can impact upon the huge growth in mobile in Africa. The panel featured Adiel Akplogan, AfriNIC CEO, members from the AfriNIC board, SafariCOM and GSMA.

Conclusions and further comments:

Key points:

· The Internet in general is open, transparent and accessible; however in contrast, mobile Internet is relatively limited in that customers must first subscribe to an operator who

then of course has his own rules of how you are able to use that particular service.

· The majority of Internet access in Africa is through mobile services (95%).

· Internet Governance in general becomes limited when you look at the Internet from the mobile access point.

· Customers' records are left to the operator. There is no overriding national legislation to protect customers' information so that if the operators decide, for example, to sell records for marketing purposes, there is very little anyone can do.

· The mobile networks are very good and very cost effective to cover large regions and mobile phones also give the ability to use the Internet without having a direct dependence to the power grid.

· Standardized technology enables multiple vendors and avoids locking to a certain vendor or limited set of vendors. This means better competition, with wider adaptation and bigger volumes, resulting in more cost-effective technologies.

· Mobile Internet is becoming the norm, the solution in many countries in Africa and the environment is fundamentally changing even for Internet engineers. They have to now integrate mobile in their standards, design and topology, et cetera.

Report of Workshop 79:

Title: Copyright under a magnifying glass: thought provoking ideas

A report from a workshop co-organised by the Internet Society (Christine Runnegar) and the World Intellectual Property Organization (Victor Vazquez) at the UN Internet Governance Forum (IGF) on 29 September 2011 at Nairobi, Kenya.

INTRODUCTION

Considerable efforts are being undertaken across the world to develop new transborder solutions to online copyright infringement. Countries, regional and international organisations are also reviewing legal frameworks to assess whether they need to be updated in light of technological developments in content distribution (e.g. the Internet) and the general trend towards globalisation. Examples include: ACTA, the EC review of Directive 2004/48/EC, the PROTECT IP bill, work being undertaken by WIPO, OECD and others on Internet intermediaries.

Our objective for this workshop was to facilitate a robust multi-perspective discussion and generate thought provoking ideas regarding:
• Opportunities for the creation, distribution and monetisation of digital content
• New challenges for the protection of copyright
• Deriving value from digital content (old and new models)

• Perspectives on future content delivery
• Opportunities for improving licensing systems
• Challenges (including technical) to detecting infringement and identifying infringers
• Deep Packet Inspection and other means for detection
• International policy work on Internet intermediaries (OECD and WIPO)
• Internet intermediaries and the protection of copyright
• Technical enforcement measures
• Complications copyright enforcement can create for public access intermediaries
• Challenges in balancing copyright with other rights enjoyable in the Internet environment, such as free expression, access to information, education and culture
• Potential solutions

The panellists:
• Paul Brigner, Senior Vice President and Chief Technology Policy Officer, Motion Picture Association of America
• Stuart Hamilton, Senior Policy Advisor, International Federation of Library Associations and Institutions
• Malcolm Hutty, Head of Public Affairs, London Internet Exchange (LINX) and President, EuroISPA
• Pedro Less Andrade, Senior Policy Counsel Latin America, Google Inc.
• Kurt Opsahl, Senior Staff Attorney, Electronic Frontier Foundation
• Karine Perset, Administrator, Organisation for Economic Co-operation and Development (OECD)
• Shane Tews, Vice President for Global Public Policy and Government Relations, VeriSign, Inc.
• Victor Vazquez Lopez, Senior Legal Counselor, World Intellectual Property Organization (WIPO)
Unfortunately, two additional panellists, Marisella Ouma, Executive Director, Kenya Copyright Board and Sisule F. Musungu, President of IQsensato were unable to participate due to other commitments.
The chair and moderators
Christine Runnegar, Senior Policy Advisor, Internet Society (moderator)
Maria Casey, Internet Society Returning IGF Ambassador

The Opening:

Following a very short welcome and introduction of the panellists by the moderator, Victor Vazquez (WIPO) started the discussions with an opening statement outlining relevant work being undertaken in WIPO. These are some of the highlights from that statement:

Copyright should not be considered in isolation from the socioeconomic and cultural context that supports it and from the public interest it is meant to serve. In this regard, copyright law is necessary but not sufficient. In the digital environment, it is necessary to develop consensual approaches to infrastructure and technology to facilitate the diffusion of creativity in the digital environment. In a number of areas WIPO is seeking to partner

with stakeholders and governments to move from making things possible to making things happen. These areas include: copyright infrastructure; licensing and contracts; and the Role and Responsibility of Internet Intermediaries.

 "Rapid-fire Q&A":

Christine Runnegar (ISOC), acting as moderator, challenged the panellists to provide pithy insightful statements across a wide range of Internet-related copyright issues. The questions and the key elements of their responses are set out below.
What new opportunities does the Internet present for the creation, distribution and/or monetization of digital content?

Malcolm Hutty (LINX)
• The Internet changes everything – it provides huge opportunities
• Commercially-produced content is going to continue to have a place
Paul Brigner (MPAA)
• I see incredible opportunities, particularly with the distribution of content

• We can look at cloud-based infrastructures that will be released very soon, such as

Disney Studio All Access and the Ultraviolet initiative. There is a lot to look forward to and it is very exciting.
Pedro Less Andrade (Google)
• On top of democratisation and the creation of content, online advertisement has been proven to be a great way to monetise content. I think this medium for monetisation is very important to satisfy the different needs of the content providers and mediums, and it brings new opportunities for new ways of licensing.
Shane Tews (VeriSign)
• VeriSign is involved in the how part. We are trying to do our best to make sure that you get it there efficiently, and to work with the copyright community to make sure that you do not receive things that you are not supposed to.
Kurt Opsahl (EFF)
• The Internet presents new opportunities, only limited by one's imagination. We have crowd-sourced funding, collaborative user-generated projects, free and open software. The opportunities are endless. One I want to highlight is "pay what you want". An example of this is Humble Bundle (www.humblebundle.com). You can pay whatever you want for this. They raised far more than they would have going through the regular distribution channels, with no DRM and no restrictions on the software.
Stuart Hamilton (IFLA)
• The Internet gives libraries the ability to realise equitable access to information for all. The cross-border flow gives library to library-user the tremendous opportunities that come from that democratisation.
• You can create content yourselves, distribute it, monetise it if you want. That will cut out a lot of old intermediaries and bring along a lot of other further problems and opportunities for both libraries and their users.

What new challenges does the Internet present for the protection of copyright?

Malcolm Hutty (LINX)
• Two fundamental problems basically. One is practical. Controlling copying is hard. Copying is not hard anymore. There have been various sticking points to make it hard again. They are doomed to failure, whatever limited success they may have in the short term. More broadly, there is a moral problem. The expression "public good" is massively over-used to mean the goods that the public wants. Actually, it means it is non-excludable and has non-rivalrous consumption, and digital goods are starting to look like that. I don't believe that means the government must take control of artistic production, of course not, but it does mean that intellectual property is not the same as the regular property.

Paul Brigner (MPAA)
• Artists have to be incentivised to create their content. Copyright is fundamental to that. The theft of content online is constantly evolving and changing. Yesterday may have been the day of BitTorrent, and today we are looking at cyber lockers, streaming and direct downloads. The way content can be stolen on the Internet is constantly evolving.
• We must work together to stop these free riders from lowering the compensation that goes to creators so we can continue to have a vibrant ecosystem on the Internet.

Pedro Less Andrade (Google)
• One of the biggest things for copyright protection is to get a balance between copyright protection and other rights, such as freedom of expression, access to information, education, and also privacy.

Shane Tews (VeriSign)
• The biggest challenge that we have is getting the filtering and takedown mechanisms at the right layer in the architecture.
• It is the artists versus the technologists versus the lawyers. The artists want to protect it. The technologists are trying to figure out how to do it. The lawyers are telling them what they can and cannot do it, depending on where their interests lie.

Kurt Opsahl (EFF)
• New technologies present challenges to copyright business models – where traditional intermediaries are finding less of a role – where you can connect directly with artists and users generate content. The challenge then, is to find a business model that works with the new paradigm, instead of against it.

Stuart Hamilton (IFLA)
• Clearly, the ease of digital copying is a main challenge. The ease of avoiding detection when copying digital content is also another major challenge. We also need to look at the fact that we have a generation of users with a different cultural outlook towards sharing, remixing and distributing content that does not fit with our existing business models.
• The major challenge is the idea that because we can monitor the flow of copyrighted material online, we should. This is an impossible task we are setting for ourselves. It is a never-ending request for IP monitoring.

Does the motion picture industry rely solely on copyright to derive value from films or use other means? At what point is copyright most important?

Paul Brigner (MPAA)
• Certainly copyright is critical, especially in the early phases of release, but also through the entire lifecycle of a creative work. The economic incentives for creators are spread

over the entire lifecycle of that work. So it is critical, but there are also technological measures that we can put in place so that it is not all based on copyright protection. But, it is certainly a very critical part.

Google provides platforms for distribution of user generated content. YouTube and Blogger are two well-known examples. How does Google derive value from those services?

Pedro Less Andrade (Google)
• We have several strategies for monetisation of online content. For example, in You Tube we have more than 15000 partners (including major record labels and producers). We have more than 3 billion YouTube visits monetised so far. This has been helping a lot of people - from the biggest producers to the small producers. In fact, the small producers, hundreds of partners, are making more than $100,000 per year.

What new models for access to and licensing of content are emerging? (Is there a need for new exceptions and limitations?)

Kurt Opsahl (EFF)
• Over the last decade, we have seen a multitude of new paradigms like Creative Commons licenses and older paradigms achieving greater success, like free and open source software. We have seen user-generated content occur, and take advantage of the exceptions and the limitations on copyright to make beneficial uses of pre-existing material.
• So we need to have limitations and exceptions of copyright law that allow libraries, teachers, and individual innovators, cover artists and others to provide their contribution to society.
Stuart Hamilton
• Librarians have been very much involved in Creative Commons and open access models. There are a lot of new licensing models and we need to have a renewed focus on protecting the public interest.
• There are many countries around the world that already have good copyright exceptions and limitations, and many other countries that do not have these. We see a role for WIPO to let developing countries have the same access. There should be a strong focus on letting everybody have access to these things.
What innovations or changes might we expect to see in the next 10 years concerning the way content is delivered on the Internet?

Paul Brigner (MPAA)
• Ten years is a very long horizon on the Internet. I don't know that I would be so bold to make that prediction. I can tell you what is exciting to me. In the near future, aside from all the services I mentioned earlier, is the better incorporation of social networking and personalisation into the consumption of content.
• Copyright is sometimes viewed as something that hinders innovation, but that is absolutely wrong and the opposite of what is actually the case. Copyright helps us to develop new innovations, and it drives innovation.

Kurt Opsahl (EFF)
• We will have both technological innovation and business model innovation over the next ten years. Broadband will become widespread at home – mobile broadband – Wi-Fi, and it will become ubiquitous in some places. This means that consumers will be interested in being able to get access to all sorts of content, everywhere they go, without restrictions as to when they can access their material.
• We will probably see more alternative business models, "pay what you want", crowd sourcing, advertising, supported free distributions, and consumers will start to migrate towards options that provide the most flexibilities with less DRM and less restrictions on their rights.
Stuart Hamilton (IFLA)
• Speaking from the libraries' perspective, in the next decade or so, we will see some sort of system of peer review, moving into the way we produce journals and academic publishing. Speaking as someone who loves music, I think we will see collaborative information, and turntable F.M. We are likely to see more use of what we call "the

darknet", a two-tier Internet and more criminalised users.

What is the greatest challenge for rights holders in identifying the person against whom enforcement action should be taken? How would you like to solve this?

Paul Brigner (MPAA)
• I wouldn't say it is the person that needs to be identified for enforcement. It's those who facilitate infringement that are the major issue that we need to address.
Working together as an Internet community and working with Internet intermediaries we can identify the facilitators that are the real issue here.

What are some of the technical issues associated with trying to detect infringement and identify infringers on the Internet?

Malcolm Hutty (LINX)
• The user is not the same as the ISP's customer. The ISP can't tell who is sitting behind the screen. So whatever you might do to figure out what somebody is doing, you don't know who that person is, which creates some problems for identification.
There are also proxies and almost anything can be a proxy. Not just traditional Web proxies, but actually any kind of Internet service that gets data from something else, like an aggregator. But, if you do an encrypted session, it's not acting within the control of the regulatory regime. Then, pretty much anything can happen.
Pedro Less Andrade (Google)
• We identify content and act upon it. We developed a technology called Content ID.
In YouTube there are three options. You can monetise, you can block the content or you can leave it as it is and see how people respond to it. It is a really good tool for copyright holders and it is a way to educate the users to respect copyright.

What are your views on DPI and other means to detect infringement and infringers?

Kurt Opsahl (EFF)

• Mandating copyright filters by ISPs will not be technologically effective because they can be defeated by encryption, and network-level filtering will likely involve deep packet inspection (DPI) of citizens' Internet communications. This raises considerable concerns for citizens' civil liberties and privacy rights as well as the future of the Internet innovation. Even a seemingly reasonable DPI can turn into a tool for widespread privacy violations.

Stuart Hamilton

• Libraries do not condone any copyright infringement. We always work within the law and librarians are trying to look at copyright very clearly in their jobs.

• Libraries at the moment are getting caught up in graduated response schemes. We are very much against this sort of issue. If you look at something like the U.K. Digital Economy Act, libraries provide Wi-Fi as a public access and they could be held responsible for their users' infringement and have their services cut back. It is a very worrying prospect.

The OECD has produced two reports on Internet intermediaries. Can you tell us why the OECD undertook this work on Internet intermediaries? What are the next steps?

Karine Perset (OECD)

• As the Internet permeates the economy and society, there is increasing pressure, both at the national level and at the international level to get intermediaries to help, for example, improve security, protect intellectual property rights, but also to protect children, help reduce fraud, or help with other objectives depending on the countries involved, such as controlling illegal online gambling or ensuring the free flow of information across borders.

• The problem is that in some cases we are seeing ad hoc and inconsistent approaches at national and international levels, between countries and within countries. These create uncertainty for intermediaries and for other stakeholders involved, with potential negative impacts on innovation, competition, and even on the free flow of information across borders.

• We have two reports: the first report focuses on the economic and social benefits that intermediaries provide in supporting the Internet economy, Internet access and use, and innovation processes; the second report focuses more on the roles and the responsibilities that these actors have, or might have, for the actions of users of their platforms. This includes legal responsibilities and self-regulatory initiatives as well as individual business practices.

• We are currently working on an OECD recommendation on the role of intermediaries in advancing public policy objectives. This is expected to be ready in the coming few months. This recommendation tries to provide some basic criteria and principles to help governments evaluate whether and how to involve intermediaries in public policy strategies generally, in a holistic manner which respects fundamental rights.

The WIPO commissioned some studies examining the roles and responsibilities of Internet intermediaries in the field of copyright. Can you tell us why WIPO undertook this work? What are the next steps?

Victor Vazquez (WIPO)
• Internet intermediaries are the main driver for change in the distribution of content. We are moving from a dual scenario, with two players – the creator and the distributor, be it a producer or a publisher – to another scenario where the intermediary has a role that is increasingly important.
• WIPO has a long history of being a connected to this topic, beginning with the Internet treaties in 1996, which clarified for the first time that the mere provision of physical facilities to enable the communication does not amount to a communication. So, we clarified on that occasion that Internet intermediaries are not directly responsible for the content that is transmitted over the Internet, and that opened the way for the discussion on indirect responsibility, which was addressed by national and regional legislation, such as the DMCA or the European Electronic Commerce Directive.
• WIPO organised a big event in 2005 on copyright and Internet intermediaries. (We probably first coined that broad term at the international level, because at the time, ISPs was the term usually employed and we realised that we were not dealing with only ISPs.)
• We are developing two studies now. One, by Professor Lilian Edwards, has already been published. It examines the interface between technology and copyright, and analyses the evolving role of Internet intermediaries. The second study is a comparative legal analysis of 30 countries (including civil law and common law), with the idea of finding some common trends or commonalties in their consideration of the indirect responsibility of intermediaries. This study still ongoing and will be published in due course.

What has your experience been with efforts to manage this challenge at the international level? Lessons learned so far?

Karine Perset (OECD)
• From our experience, out of the many issues that we have been dealing with in the wider work on Internet intermediaries, copyright protection has been the most polarising topic.
• There are very different approaches to intermediary responsibility between countries and also within countries. Countries do not always seem to be able to learn from the experiences of other countries and this brings me to the most important point that I would like to make – We need significantly more data on the costs and benefits of various enforcement measures to really be able to undertake informed policy making. We have some data, but we need more, much more.
Victor Vazquez (WIPO)
• We realise that it is very important to associate ourselves with ISOC, with the stakeholders themselves, because in doing these activities together with ISOC we are much better able to take stock of what is really the state of play.
• Another important element has been the involvement of developing countries. In some of the events that we have organised, we have been able to showcase the experience of countries like India and Kenya. That experience is very significant because there are developments that are taking place in developing countries that are very important and are sometimes ignored.

• On the side of the lessons learned, I would say that, thanks to ISOC, we have been able to realise that it would not be appropriate to follow a sequential balance in the preparation of these events. I will try to explain this. We first envisioned that we would prepare a series of meetings, focusing on different types of stakeholders. So we would focus on governments, on civil society, etc. The interaction with ISOC has enabled us to realise that each event, each iteration needs to have a complete balance. I think that reflects a little bit the way the Internet also works. It is not so linear. Every instance has to be complete and there also has to be a complete balance for each of our activities, rather than a sequential balance. Content is shared via the Internet legally and illegally using many different services, applications and protocols.

What would you say is the method of online copyright infringement that is of most concern to rights-holders? Why?

Paul Brigner (MPAA)
• Any time content is being stolen online, all of those methods are very concerning. As a technologist, what worries me right now is that there are websites that look completely legitimate – that a casual Internet user would really not be able to know are involved in criminal activity. To stop sites like those, you really have to be able to take away all of the intermediary services that they use, like payment processing, ad networks, search engines, etc. Being able to take them out effectively from the
Internet ecosystem is what we need to do.

Should Internet intermediaries play a role in online copyright protection or enforcement? (Explain) What might be some of the intended and unintended consequences?

Shane Tews (VeriSign)
• As a definite intermediary in this process, we are one of the many tools that can be used but we don't think we should be the first or the last.
• The challenge is you take the Web domain out, but it tends to just move to another place.
• We like to be part of the overall solution set that takes the entire system down, but sometimes coming to us first is just a "warning shot" that they are going after you and you just become a little more clever. So I don't think that resolves the problem.
But, we are definitely interested and have been a long-standing partner in being a part of the solution.

Pedro Less Andrade
• There are many more opportunities on the proactive side – developing new tools for monetising and distributing content. That is where many Internet intermediaries could really help. It is also important to differentiate among the different intermediaries. Some provide connections, some provide hosting, etc. Something that has been very well stated in many laws is that there is no responsibility for intermediaries to police the net. They shouldn't police the net. Even if they have some technical ability, they don't have the knowledge. This is something that is reserved to justice and law enforcement.

Malcolm Hutty (LINX)
• Intermediaries are asked to assist in the identification so that infringers can be brought to justice and to withdraw service so they cannot continue infringing. I believe it is right and proper in appropriate circumstances that intermediaries carry out both these functions, but the big question is: Is this an infringement and who decides?
• There are two main models increasingly used for that. One is where the intermediary is asked to decide whether or not the complaint looks justified. But, intermediaries do not have the economic incentives or the appropriate characteristics to administer what might be an acceptable administrative justice and cannot really resolve those questions. The alternative model, which is increasing being turned to, is asking intermediaries to carry out the request of the complainant. In my view, they are an affront to the rule of law. The intermediary should not be asked to act as a judge and should not carry out sanctions without even hearing the other side of the argument. However, once an independent properly constituted independent authority with proper powers and a proper consideration of the rights of all parties has decided that there is infringement going on, then the intermediary can, indeed execute that judgment.

Kurt Opsahl (EFF)
• As we consider the role of intermediaries dealing with online copyright issues and other issues, it is important that Internet intermediaries have a vital role in facilitating free expression. They are the avenues by which the people participate in the Internet, participate in aspects of their lives. This will become more and more important as we move forward.
• To promote free expression, it is critical to have a policy infrastructure that does not impose liability on Internet intermediaries for user actions. The platform should not be liable for what the speaker has said. We have some notice and takedown regimes, like the Digital Millennium Copyright Act (DCMA) that have had unintended impact on the

Internet, not allowing non-infringing material through, and short-term censorship.

• There are campaign videos that were taken down when they were non-infringing. Under the DMCA, you can take something down for 10 to 14 days, which could be the critical time period in a political campaign. You see media criticisms being taken down. We have seen personal non-commercial videos being taken down. These are taking viewpoints out of the marketplace of ideas.
• As we think about these roles, remember a few things: intermediaries cannot take the

role of doing an ex-ante judgment on infringement; they don't have the appropriate tools

to make legal judgments. Also think about the economics – they are dependent on scale. The benefit of a particular post is trivial, yet the cost to assess the legality could be quite substantial and the risk of getting that wrong could also be quite substantial. What this will mean is that intermediaries become overly cautious and will take down too many things. It also takes time. User-generated websites, once they have public participation, require speedy action. They cannot function with a delay.
• Ex post review at least requires due process. The most appropriate role for an intermediary is forwarding notices of alleged infringement and allowing the judicial system to work.

• Finally, a regulatory system requiring intermediaries to take an expansive role will increase the cost of doing business and make it difficult for new innovative companies to come in. If they have to immediately start taking on massive regulatory roles, they cannot be in business, and then we lose out on some of the great innovation that we've had over the last couple of decades.

Stuart Hamilton (IFLA)

• Libraries are public access intermediaries. We offer Internet access via Wi-Fi and fixed terminals all over the planet. We have been caught up in graduated response legislation, particularly in France, and most particularly in the Digital Economy Act (DEA) in the United Kingdom. I will concentrate on the DEA. There is no clarity as to what libraries, hotels and caravan parks are. We do not know if we are an Internet Service Provider (ISP) or a subscriber. If we are an ISP, we would be legally required to monitor our network and spend a fortune to look over the shoulders of our users. If we are a subscriber, we could actually be held liable, or what could eventually happen is that there could be an infringement and we could have our own Internet access cut off.
• I agree very much with Malcolm about the problem with this sort of legislation – Who decides what is illegal and who is not? And, who is the responsible end user? It is extremely difficult to tell. There could be the removal of public Wi-Fi access. New Zealand is already looking at this. Then there is the human rights aspect which is mentioned by Frank La Rue, in his report. Librarians as police, looking over the shoulders of people, we really dislike this.

Paul Brigner (MPAA)
• I believe it is the responsibility of all Internet intermediaries to play a role in copyright protection and using other technologies to stop other criminal activity online. There are issues that we need to work through, and they have been well articulated here, but if we cannot have the rule of law online, then we are undermining the future of the Internet. We should all keep that as the primary focus.
• We must use reasonable and rational approaches. Each country is looking at this.
• There are various legislative proposals in the United States. We are looking at the PROTECT IP Act. I have been involved in talking about some of the technical issues on DNS filtering there. There are some who believe that breaks the Internet. I completely disagree. I believe it actually makes consumers have greater faith in the DNS system because when they go to those rogue websites, they will see a message from their government that says you have gone to a site that has been deemed illegal by the United States justice system. These mechanisms build confidence. They do not undermine the Internet.

How effective are technical measures?

Pedro Less Andrade (Google)
• There are some technical solutions such as Content ID that have proven very effective. But, it is not a 100% effective technique. It also needs the collaboration of the copyright holders to upload their libraries in order to be able to detect content on our platform. Our concern is also with abuse of these tools. Sometimes we have seen abuse of the copyright

tools to censor speech. It happened, for example, in political campaigns in Mexico. Certain speech on YouTube has been taken down under the DMCA.
• We are looking for other methods to balance this technical solution (that is really our machines making decisions), with some judicial guidance so as to also be able to respect all the rights that are involved.

Malcolm Hutty (LINX)
• If we are talking about the technical measures that for example measure content –that sites like Flickr use to prioritise their complaints management and to identify whether or not a particular item has been seen before, then, yes, they are effective.
• If we are talking about whether we can get network carriers to prevent the infringement of copyright – doomed, I would say.

Shane Tews (VeriSign)
• Yes, they work. They work when they are strategically applied, rather than as a blunt instrument. We work very closely with law enforcement. We find out that bad guys are bad guys. They don't run boutique operations. They pirate multiple products. What we try to do is get to the root of the source and take down hundreds and tens of thousands of websites when we can, rather than taking one which is the "warning shot" I mentioned earlier that just tells them to move off country, go to an area where you can't follow up as quickly. We are also working with multiple governments to start to have a better blanket network as to how we utilize this, so they can't hopscotch around the world and hide in their cloak somewhere.

DISCUSSION
What do artists want?
The rapid-fire Q&A session prompted a discussion among the remote participants as to whether artists actually want the copyright on their work that is lobbied for them and a request from Joly MacFie and Marcin Cieslak for views from the panellists. Stuart Hamilton (IFLA) responded with an observation regarding the recent European Union extension of copyright on sound recordings. He noted that it was strongly argued that the extension would benefit "the poor penniless bass-player that was living in a basement apartment without a fireplace", but that studies commissioned by the European Commission estimated that ~75% of the monies accrued would go straight into "the coffers" of record companies. Further, about ~20% would go to major artists and only the remaining ~5% would go to the bass-player. Paul Brigner (MPAA) pointed out that there are some active coalitions of artists such as www.creativeamerica.org

Stuart Hamilton (IFLA) replied by directing participants to an artists' coalition in the U.K.

Copyright and patents

Patrice Lyons (participant) raised an interesting issue concerning the potential intersection of copyright and patents. Malcolm Hutty (LINX) clarified the issue as follows: Patents are not about the copy of the item. That is copyright. But patents control

machines. There are things that you can do, and in the copyright field, we are also seeing other controls of things that you can do with it, through copyright licensing, which is being used to control how you use the work. Through the control of the derivatives work, it is used to control what you can do with it, and whether you can make derivative works and if so, what kind. And, because the consent to make any kind of derivative or to do anything from it is entirely in the hands of the rights holder, that is giving them a power to determine whether or not value is added to their own product. Now, that is not patent law, but it is in an area that patent law seeks to regulate as well, and the interaction of these two, I believe, deserves much greater analysis than is happening at the moment.

Access to knowledge

An anonymous self-identified researcher from the south (participant) raised the issue of access to knowledge. He explained that he does not have access to academic journals etc. through a university and, therefore, is reliant on open sources and sometimes use of copyright content that may be considered infringement. He asked whether WIPO or anyone from the "pro-copyright crew" knew of any author who has made money by publishing an article in an academic journal. Victor Vazquez (WIPO) replied that he does not see the antagonism between copyright and open access.

"The Entertainment Community United Against Content Theft"

After the workshop, Stuart Hamilton (IFLA) provided the following information by way of clarification: Regarding the extension of the duration of copyright, Professor Martin Kretschmer of Bournemouth University used the European Union's own data to show that:"72 percent of the financial benefits from term extension will accrue to record labels. Of the 28 percent that will go to artists, most of the money will go to superstar acts, with only 4 percent benefiting those musicians mentioned in the European Council press release as facing an "income gap at the end of their life times". (http://www.cippm.org.uk/copyright_term.html) The research shows that "the bass player" would receive between 4 and 58 Euro extra per year.

Historical perspective

Jérémie Zimmermann (participant) brought a historical perspective to the discussion, noting the impact of the advent of new technologies on old technologies. He argued that if you examine the situation from this perspective, the decline in sales of CDs is perfectly natural, as the obsolescence of the medium. He also said studies show that the people who share more also buy more, and that, if one counts revenue from video games as well as movie and music sales, spending is increasing every year. Paul Brigner (MPAA) argued that movie studios are actually becoming very technology savvy and future looking, not only in the digital distribution of movies, but also in the development of movies (computer graphics etc.). He encouraged everyone to take another look. Not to only look to what might have been said in the past, but also to look at what the industry is doing now. Private copy exception, stating that the technical difference between making copies for distribution to the public and making a private copy has disappeared, Jérémie

Zimmermann (participant) asked the panellists for their opinions regarding enhancing the private copy exception for digitally released content in a not-for-profit context.

Pedro Less Andrade (Google) agreed that what we now consider to be a "private copy" is different. He said "the digital medium is the new canvas" and added that he could not see how a levy on a canvas would foster the art. He expressed that view that we really need to revise "private copying" in light of new technology use and the ability of Internet users to create content. Further, Mr. Less Andrade said we must give the market time to respond to the new challenges that technology presents, noting that the market will accommodate to new technologies, just as it did in the past. Paul Brigner (MPAA) emphasised that the movie industry sees great opportunity in the sharing of content through social networks and users having greater ability to share their experience even while they are watching the movie. He cited recent developments in Netflix and Facebook in this regard and the ability in many countries to be able to see what your friends are watching and join in that experience at the same time. Mr. Brigner added that he believes sharing is going to increase, expressing a hope that it is going to increase such that creators can be compensated at the same time.

"Fair use"/"Fair dealing" and intermediaries

Bill Smith, PayPal, (participant) started by stating that PayPal supports the rights of copyright holders and the rule of law, but added that he believes in the "law of unintended consequences". He asked the panellists two questions:
• How does the Internet enhance or limit the legal protection for "fair use" and/or "fair dealing" currently, or in the future, with some of the mechanisms that are already in effect or being proposed?
• What is the role of an intermediary, if any, in these determinations of "fair use"?
Pedro Less Andrade (Google) responded that he believes we need to work on a new set of exceptions and limitations, given the new platforms which allow easy content mixing and creation. Taking the perspective of a small ISP in a remote area serving a small community, upon the receipt of a takedown notice and without a statute prescribing how to proceed, Mr. Less Andrade said that the ISP would have to seek legal advice to proceed. Clear rules for ISPs on how to proceed in these cases, coupled with due process to protect the users, is very important for the development of the Internet ecosystem. He added "it's not a cookie-cutter solution" – what works for Latin America does not necessarily work for Europe – it is also important to be aware of the different legal realities in each region.

Malcolm Hutty (LINX) stated that "fair dealing" is not the same as "fair use" – it is much narrower. He expressed the view that the Internet is creating opportunities for people to make use of things like "fair use" exceptions to create benefits, but politically, the Internet is actually harming "fair use" in that the widespread infringement of copyright is creating enormous political sympathy amongst policymakers to focus entirely on the enforcement issue, and not to give adequate attention to exceptions, to "fair use", and to the kind of interactions involved in value-adding and licensing (discussed above).

Mandatory copyright registration

Joly MacFie (remote participant) asked the panellists whether they agree with David Post's call for a return to a system of mandatory copyright registration on the grounds that it is otherwise impossible to legally administer copyright in the Internet age (David Post – In search of Jefferson's Moose).Stuart Hamilton (IFLA) replied that a copyright registration system with a "use it or lose it" condition has some appeal because the duration of copyright is way too long and copyright not doing what it was originally designed to do. He also noted that WIPO is currently examining existing music registration systems and that the U.K. Hargreaves Report also considers the copyright exchange model.

Victor Vazquez (WIPO) said that the Berne Convention establishes the principle of absence of formalities. In order to establish a mandatory registration system it would be necessary to amend the Berne Convention, which would be time consuming and difficult from the viewpoint of procedure. He explained that in 1896, each country applied its own formalities. Then the system moved to require that foreigners apply the formality of the country of origin. In the 1908 Berlin Act, the Berne Convention formalities were abolished.

Monitoring of Internet users by libraries

Alfred (no surname provided) from Ghana (remote participant) asked the panellists how feasible would it be for libraries if additional responsibilities were placed on them to monitor the activities of Internet users, particularly in developing countries which might not have the ability or capacity to do this.
Stuart Hamilton (IFLA) replied that if libraries are required to do that as a result of laws such as those in France, New Zealand and the U.K., they could be paying millions of GBP/year to implement monitoring requirements. He added that it could only spell very bad news for library systems in developing countries.
Susan Chalmers, InternetNZ, (participant) informed the workshop that Internet New Zealand had just implemented a graduated response procedure with effect from 1 September 2011. She said that this procedure has imposed a lot of costs on the entire Internet community, regardless of whether or not the individual is an infringer. Ms. Chalmers added that it may have a chilling effect on public Wi-Fi as suggested by Stuart Hamilton (IFLA) and could result in termination on Internet-only accounts. She also referred to other developments beyond graduated response, such as ACTA (open for signature from 1 October 2011) and the TPP negotiations.

The public good

Susan Chalmers, InternetNZ, (participant) said that copyright is frequently explained as an incentive for creators, but also brings a benefit to the public good. She asked the panellists – How could we ensure that the public, the greater Internet community gets something in return for these constantly increasing costs of the use of the Internet and

subsequently diminished Internet freedoms? And, how can we re-calculate the system to introduce fairness to end-users?

Paul Brigner (MPAA) expressed disagreement with the idea that rights holders are out to reduce Internet freedom. He said the goal is to bring content to people in ways that they want to consume it, bring it to the devices they want, bring it to them where they want it and when they want it. He added that he believes the Internet provides all of those opportunities. Noting that this is the fundamental goal, Mr. Brigner (MPAA) said it can really only happen if we have good copyright protections and mechanisms to incentivise creators. Further, he said that this is the challenge we need to address and all of the different mechanisms you mentioned are attempts to do that. Stakeholders from countries all over the world are working in developing these proposals. He also said he believes a lot of good reasonable thought is going into them, and that he hopes we will see some success.

Stuart Hamilton (IFLA) replied that if we are looking at treaties and laws to increase enforcement, then he thought we should look very closely at treaties and laws that introduce adequate exceptions and limitations into copyright laws so that the public interest and the balance is maintained. Kenyan Gazette (documents recording parliamentary proceedings) Amagil (surname not provided), from Kenya, asked who holds the copyright in documents recording parliamentary proceedings because Google had recently digitised them and is hosting them on their Google Books website. Grace Mutung'u (participant) responded that the Gazette is public information and not subject to copyright.

CONCLUDING STATEMENTS

To conclude the workshop, Ms. Runnegar asked the panellists a final question:
If you could decide these issues single-handedly, what would be your solution?
(Informally known as the "if I were king of the world …" question)

Malcolm Hutty (LINX)
• I would try to give something to every side of the debate and be benevolent. The various procedures for intermediaries and graduated response schemes are predicated on the notion, that there are widespread problems. The first duty of government is to provide adequate justice, so I would be looking to institute some effective, efficient small claims procedure – not dissimilar for someone shoplifting in a real shop.
• Fundamentally, cultural and information goods must be available as the source of new artistic endeavour and new consumer and business services. Where the permission of rights holders for a collection, for example, of musical works, is needed to provide a new service around those works (such as Pandora and Spotify) that involves the need to negotiate contracts with right holders to offer the services at a price that is acceptable to those rights holders in their arbitrary discretion and only in the territories in which they are willing to do so, and in a manner that is in their own strategic preference, it is harmful to innovation and is deeply problematic.
• This is not the way the ordinary market economy works in physical goods.

• I don't know what the solution is, but we definitely need to look further into this.
Paul Brigner (MPAA)
• All of the content you want to access would be available to you on all the devices you want whenever you want it. That is the goal of the content community and as long as they can be compensated and incentivised for doing that, we have a system that can be vibrant and sustainable.
• The critical issue here is all agreeing that the rule of law must be implemented online. We must have law online and all of us, including intermediaries, must work together to accomplish that. So that's my vision of success going forward.
Kurt Opsahl (EFF)
• I wouldn't want to have graduated response and DRM.
• I wanted to come forward with more of a positive thing and this is harkening back to something that EFF has been proposing since 2003 – voluntary collective licensing, which is an alternative way to get artists paid and making sharing of files lawful. The concept is simple. They would form collecting societies which then offer the user the opportunity to legitimately transfer and have files in exchange for a reasonable, regular payment and then the money collected would be distributed to the artist based on the popularity of their content, as determined by anonymous surveys.
• This would achieve, I think, a dream of having the content available on all devices at all times. I guess we are in agreement there.
Stuart Hamilton (IFLA)
• I also share Paul's dream. All information available at all times on all devices.
• I will go completely blue sky – I would reduce copyright substantially. I would probably make it renewable once, and if not, as many times as needed to be done for big companies like Disney who keep exploiting their copyright, as a "use it or lose it".
• On the supply-side, I would set up a system that would enable the business models to give us exactly what we want when we want it. So the people in Kenya can watch the same television programs on Hulu and NetFlix that you can watch in the US, which you can't do. I would make sure copyright was completely respected throughout this, and balance this out so we are not criminalising people for routine behaviours. Then we should make sure that we have rule of law and that infringers are taken to court.
Pedro Less Andrade (Google)
• We need to focus on improving offer, access and good pricing structures for the content so we can give more options to users and have more affordable prices, and so the user can get the content in for developing countries, for example.
• We also need to develop better licensing monetisation systems to help small producers of content to distribute their content and also allow people that want to use their content in different mediums to get in contact with the content creator.
• We have been working together with WIPO and many African countries to improve the system of licensing and help local producers have access to the database of content in a streamlined way to be able to monetise the content worldwide.
Shane Tews (VeriSign)
• Taking a slightly different tack on this. I don't want our best Internet days to be behind us. I would say IPv6 allows us to avoid the multitenant concerns and you can be more control over whom you are concerned about. Then the authoritative location could be noted by part of the URL. So, dot MPAA could be the download location for your

members and people would eventually know that is the authoritative place to go. Those are two things that I think can enable more positive behaviour in the future.
Victor Vazquez (WIPO)
• If I was to decide this single-handedly, surely, I would get it wrong. I would organize another event and discuss whatever ideas I have.

The workshop was an information sharing exercise and as such the participants did not attempt to reach any consensus conclusions.

Report of Workshop 98:

Title: Emerging issues in the ccTLD ecosystem: The next decade challenges

The five presenters were Hiro Hotta (JPRS), ".jp registry experience on recent disasters", Paulos Nyirenda "The African TLD community challenges", Soulemayne Oumtanga (NIC.CI) (Capacity Building at work: Collège International), Richard Allan (Facebook) "The social networks and the TLD development" and Carolina Aguerre on behalf of LACTLD "Trends and challenges in the ccTLD ecosystem in LAC". The structure and workshop coordination was managed by Emily Taylor (independent consultant for ccTLD and gTLD).The main discussion topics were centered round the new TLDs and African regulation of ccTLD. The backdrop was Africa's imminent new TLD .Africa and the organizations involved in its launch. Carolina Aguerre provided the audience with an overview of the evolution in the uptake of social networks and ccTLDs across the LAC region. She also reflected on the impact of future new gTLDs on the current domain name system. Richard Allan's (Facebook) presentation addressed the generation of synergies between social network platforms and users' websites. His main point was that he did not see competition between domain names and social networks when it comes to addressing and naming. According to Richard, they are complementary as social networks are more aggregators of content that is available in ccTLD and gTLD web space.

Hiro Hotta shared the lessons learned by the operator of the Japanese .JP domain in the aftermath of the 2011 Tsunami. His detailed account of the practical impact on daily operations has turned into a practical guide for other registries to verify their own resilience and security measures. Paulos Nyirenda addressed the challenges of the African internet community and how .AFRICA could address these. Souleymane Oumtanga gave an overview of the Collège International, the capacity building initiative from AFNIC and how it contributed to building a stronger ccTLD network across Africa.

Report of Workshop 108:

Title: Mobile and Cloud Services for Development

Organizers:
ICC BASIS, Government of Kenya

Moderators:
Herbert Heitmann, Chair ICC's Commission on E-Business, IT and Telecoms (EBITT),
Executive Vice President, External Communications, Royal Dutch Shell
Panelists:
1) Mr. Jeff Brueggeman, Vice President Public Policy, AT&T
2) Ms Pilar del Castillo, Member of the European Parliament
3) Mr. Erik Hersman, Co-founder & Director of Operations & Strategy of Ushahidi
4) Ms Alice Munyua, Chair, Kenya Internet Governance Steering Committee
5) Ms Theresa Swinehart, Executive Director, Global Internet Policy, Verizon
    Communications
Lead discussants:
1) Dr Burt Kaliski, Chief Technology Officer; VeriSign
2) Mr. Nasser Kettani, Chief Technology Officer, Middle East and Africa, Microsoft
Remote moderator:
3) Ms Heather Shaw, USCIB
This workshop was followed by sixty remote participants and a remote hub in Vanuatu
(with three remote participants), New Zealand, India, Nigeria and one other remote
country.

Discussion

Mr. Heitmann, Chair of ICC's Commission on E-Business, IT and Telecoms (EBITT),
welcomed all participants, introduced the panelists and explained the focus of the
workshop. He began the workshop discussion by asking the Government of Kenya about
the expectation of possible policy frameworks for the future of mobile and cloud services.
Ms Munyua, Chair of the Kenya Internet Governance Steering Committee, welcomed
cloud and mobile services as first communication tools; proven by 26 million of
subscribers to mobile networks, and by the increase in numbers, passing from 3 million
Internet users in Kenya a few years ago to 11 million today: Ms Munyua emphasized that
no new set of policy frameworks were needed as Kenya already had a regulatory
framework. The question should rather be how existing policy frameworks linked to
access, privacy and ownership of cloud can be more applicable. Ms Pilar del Castillo,
Member of the European Parliament, added that no new frameworks were expected at the
EU level since policy frameworks around data protection and a competitive cloud
computing market had been renewed a few years ago. Furthermore, she found that
regulation would be a failure as it would stifle innovation. She went on to expressing
concerns about the lack of common standards, which hindered competition on the market
and portability.

The subsequent discussion focused on the ideal environment for telecommunication
providers to do business outside of their national borders: Ms Swinehart, Verizon,
underlined the need for a global company to provide services to customers where
consumers wished to be served. The Internet, she stressed, doesn't recognize national
borders. She also called for policy frameworks that would allow investment to occur. As
proved by the World Economic Report 2009, every 10 percent increase in Internet
services instills a growth of GDP of 1.3 percent. Moderator Heitmann subsequently asked

the panel to provide specific examples of data privacy challenges. Mr. Brueggeman, AT&T, pointed to cross-borders challenges and the need to establish guidelines for data privacy, mutual recognition and accountability mechanisms for data transfers. Ms. Swinehart added specific challenges within the context of cloud services; such as consumers' demand for broader bandwidth and a wider range of services, in e-education and health services.

In the following discussion on opportunities offered by broadband services, Mr. Hersman underlined success stories; such as: The rapid uptake of cloud services in Africa and the creation of simpler data transfer devices in comparison to 3 years ago. He also emphasized the need for providing cloud computing across borders of Africa's geographically fragmented infrastructure of 54 countries, pointing to a possibility of creating a centralized hub. International cloud 3 services were used in the beginning for African citizens' choice of using cloud for news, entertainment and e-governments. Ushahidi is helping to support 5,000 cloud services system developers in Kenya, which rely on access and payment systems for their services. Ushahidi summarized that East Africa's competitive advantages lay in mobile services, eg mobile entertainment. In fact, Mr. Hersman's i-hub in East Africa is in partnership with global business that brings business expertise to the future of the young IT literates at the i-hub. AT&T noted the scalability of mobile and cloud solutions. Low bandwidth broadband mobile services can be used by remote health care providers for monitoring and text message services that deliver doctors' information to patients. On the other hand, higher bandwidth services can be used for real-time consultations and for small businesses operating by mobile phones when out of the office.

Moderator Heitmann then opened the floor for comments and introduced remote moderator Ms Heather Shaw, USCIB. Mr. Kaliski, VeriSign, wondered how the global community could support developing countries in addressing local challenges: Ms Munyua pointed to the issue of interoperability and the ownership of mobile cloud. The Government of Kenya believed that spectrum harmonization, the creation of a conducive economic environment, architecture and infrastructure of cloud and access to mobile Internet needed to be ensured. Ms Del Castillo underlined that no common position existed at the EU level. She informed the audience that the European Commission had been involved in consultations with the industry, and believed that regulation should be avoided to the maximum. Verizon wondered how to get the curriculum of higher education digitalized, and argued that while advanced digital literacy had to be developed the content factor had not to be overlooked.

AT&T highlighted that the US government was trying to set a model of "trusted cloud", whereby data are not required to be stored in US. It was argued that a lot could be done in an effort to open the market to global companies to distribute information around the world - raising the need for local storing data. Infrastructure would then follow. To this effect, moderator Heitmann addressed the Government of Kenya with the question whether African governments jointly engaged in these topics: The Kenyan Government focuses on net neutrality, national security and privacy, and the harmonization of spectrum in East Africa; a statement welcomed by African civil society. The EU added

that its single market challenge was the market's fragmentation. The EU is indeed confronted with 27 different laws on consumer rights protection; yet the applicable law is the national one.

Business commented from the floor that pressure needed to be put on national governments for wider broadband spectrum in the future. Despite the importance of data security, Microsoft (via lead discussant Mr. Kettani) added investment in innovation as a driver of growth opportunities – eg new companies, jobs, apps – outweighs the question of cloud ownership. Civil society stressed that the enabling environment of cloud services had to be made friendlier and less costly. Ushahidi emphasized the need for cloud services as a provider of local content and strong local infrastructure. The Kenyan government agreed, adding it fostered content development and that it didn't tax on IT equipment in the early stages of broadband development. Yet, it recognized the government might need to regulate costs today. Civil society warned that governments should, however, not be involved in marking up the Internet language to ensure mobile competition. Ms Del Castillo stressed the importance of broadband adoption and market competitiveness and reiterated the concerns about the lack of common standards, thus hindering interoperability. Mr. Bruggemann echoed the paramount importance of data portability and of interoperability. The final discussion revisited the question of cloud ownership referencing the Arab Spring 2011. Business commented that at present no centralized authority overseeing governments' decisions existed – a situation which showed the clear need to push for international norms in the future.

Report of Workshop 121:

Title: Open spectrum for development in the context of the digital migration

Panelists
. Carlos Afonso - Member of the Brazilian Internet Steering Committee (CGI.br) (Brazil)
. Willie Currie - Councillor, Independent Communications Authority of South Africa (South Africa)
. Daniel Wilson - Senior Policy Adviser, BBC (UK)
. Sascha Meinrath - Director, Open Technology Initiative, New America Foundation (USA)
. Paul Mitchell - Senior Director, Technology Policy at Microsoft Corporation (USA)
. Muriuki Mureithi - Researcher, Summit Strategies ltd (Kenya)
. Steve Song – Founder of Village Telco (South Africa)
Moderator
. Claire Sibthorpe, Director and Senior Consultant, Maple Consulting Services (UK)
Remote moderators
. Henrik Almstrom (APC)
. Valeria Betancourt (APC)

Summary

Participants in this workshop explored alternative spectrum regulatory frameworks, considering how technological developments can shape the future of spectrum-based communications in order to improve access to the internet. They also debated different perspectives on policy and regulatory issues involved in spectrum management and its impacts on development; analyzed the context of spectrum regulation in African and Latin American countries and how it is changing in light of the digital migration and, finally, explored what opportunities are there for multistakeholder collaboration around spectrum use and regulation.

Main themes:

One general issue raised by the workshop participants was the importance of having spectrum policies and regulations that are a result of multistakeholder dialogues - Involving industry, government and the civil society. This discussion needs to factor in the needs of these different actors in order to arrive to the best possible decisions for all, as the consequences of bad decisions in this area are not only profound but also difficult to correct. Another important issue mentioned was that spectrum-based technologies are getting not only cheaper but more and more efficient and, therefore, what is possible to do with the same bandwidth steadily increases. Spectrum management has a crucial impact on affordability of access on the development of entrepreneurship and in innovation. Therefore, according to the workshop panelists, we need to think of different paradigms 2 for using spectrum that give adequate responses to those needs. These paradigms should be less in the kind of monolithic top-down centrally controlled approach to rolling out spectrum and a more entrepreneurial, locally-driven approach. When considering the situation in Southern countries – in particular in Southern Africa and in Latin America – the panelists identified important windows of opportunity provided by regulatory changes and new policy debates that are taking place in the context of the migration to digital broadcasting systems. This includes the possibility of releasing "digital dividend" spectrum for broadband communications once the transition to digital systems is completed, but also the present opportunity to contemplate, in the new regulations, the possibility of using more effectively currently available spectrum. In particular, the television white spaces –bands guarded to avoid interference between TV signals, which respond to technical limitations of old TV broadcasting and reception systems. New dynamic spectrum sensing technology, which allows us to make use of those spectrum frequencies, was considered by the panelists as "ripe for implementation". This technology could roll out affordable both broadband connectivity and local area networking to areas of the globe that otherwise could not afford it and to individuals and organizations that have needs or uses that are not met by the dominant business models.

As mentioned by one of the panelists, current spectrum allocations are based on business models and on perceived public benefits -some of which are real and some of which are actually intangible and unknown. Real needs in relation to spectrum use have to be clarified and spectrum regulation has to contemplate them adequately. The workshop panelists agreed in that there is a real need to bring the spectrum regulation into the digital age, as there are still "analogue regulations" that are being applied in a digital world, that do not map onto the possibilities of today's technology.

Recommendations

The workshop discussion can be synthesized in the following recommendations:
• Regulators and other stakeholders should prepare for digital migration and actively ensure that the digital dividend is utilized for increasing access and reducing prices.
• There is no need to wait for digital migration to make use of television white space spectrum. TV spectrum licensing for secondary use should be implemented, so that technologies like TV white spaces equipment can start taking advantage of unused TV spectrum through dynamic spectrum sensing and use of unused TV channels immediately.
• Spectrum is a critical resource to any country and it should be managed in the national strategic interest and not just in the interests of the incumbent operators. This naturally implies a multistakeholder discussion about how best to benefit everyone.

Report of Workshop 122:

Title: Putting your Trust in the Clouds: why Trust Matters to the Open Internet

Organization: Google

Contact Person: Sarah Falvey

Reported by: Patrick Ryan

A brief substantive summary and the main events that were raised:

Cloud computing is not a new concept: it's as old as computing itself and any two-way interaction with any server on the Internet is a version of cloud computing. Some statistics: 1 out of 10 computers are stolen in the first 12 months of purchase; 60% of thumb drive data will be lost or compromised; startup companies are turning more and more to notebooks and cloud services rather than spending on in-house IT support. It's important to think of cloud computing as a new way of doing things, something that is done differently than on-premises computing. Example: 70% of Y Combinator startups are using cloud services. Companies realize that trust is important, and that a commitment to security and data protection. Companies are getting better at designing privacy within their systems. Example: Microsoft considered and designed various privacy issues into the Kinect (XBox) product ab initio, it wasn't an afterthought. Data flows through the cloud in the same way that it flows through the Internet, globally and knows no borders. Data protection laws and data retention requirements are good for consumers but can also create artificial constraints. There is a significant open question about law enforcement and when governments can assert jurisdiction to gain access to data. In developing countries, cost is an important factor. International data costs are dropping, which will help with the adoption of cloud computing in the developing world

Conclusions and further comments:

Audience was generally concerned about government-access issues and the uncertainty of international jurisdiction matters in cloud computing. There seemed to be general consensus that more clarity would be useful in the area of government-access requests, particularly as it applies to the PATRIOT Act and similar laws in other countries. Privacy settings in the cloud context should keep the user in mind, and defaults should retain the maximum control of privacy for the user.

Report of Workshop 129:

Title: Media in mutation: what is the future of the news and media industry in a world of social networking?

Moderator:
Kate Russell, Journalist, BBC Click

Remote moderator:
Kieren McCarthy, CEO, .Nxt

Panelists:
- Lewis Fry, Commonwealth IGF "WireUP" competition winner & multimedia journalism student from University of the Creative Arts, UK
- Wael Khalil, Software engineer and political activist, Egypt
- Sarah El Sirgany, Deputy Editor, Daily News Egypt (participated remotely)
- Hon Ed Vaizey, UK Minister for Culture, Communications and Creative Industries

Organized by: Nominet

Full summary

Sites such as Facebook and YouTube have led to a huge increase in the amount of user-generated content. Social networking and new technologies mean mobile data consumption has exploded. With 700 million Facebook users and one billion mobile Internet subscribers people can now access Internet content anytime, anywhere.

How many people now rely on blogs and Twitter for their news rather than on newspapers, the TV and radio? How much do the "traditional" media now draw on social network reporting to complete their coverage of event? And how far can we trust the accuracy of what we read on the Internet?

These were the questions outlined prior to the workshop. Other issues concerned: trust, reliability and quality of the content; liability or responsibility for that content, including the impact it might have on society; who owns the content? and how does freedom of expression balance against social responsibility?

An online survey was run in the weeks leading up to the workshop. It received 10 responses and provided some useful insights and questions (results provided at the end).

Here's a summary of the summary broken out by broad issue.

Responsibility for information appearing on social media

The session started with the chair, **Kate Russell** – a BBC journalist – asking the UK Minister for Culture, Communications and Creative Industries, **Ed Vaizey** about where responsibility lies for the accuracy of information that appear on social media networks.

Broadly, the responsibility lies with the people producing the information, Vaizey argued. But there is also a responsibility on the part of the companies hosting the material: a responsibility that varies according to what the material in question actually is.

Noting that in his daily roundup of news, he also receives information on what the leading political blogs are saying as well as the national newspapers, Vaizey said that the bloggers "have a responsibility to themselves. People won't read them if they are not putting out accurate stories."

The law remains the same whether online or off, he noted: "If you libel someone or slander someone on the Internet, you should be subject to the same comeback as if you libeled them in print. There are laws against inciting hatred or violence and those laws still apply if you are doing it on the Internet just as much in print."

UK citizens were recently given jail terms for posting messages about holding a riot during recent disturbances in London. The use of social media during the disturbances led to a controversial suggestion by the prime minister that social media websites be shutdown during emergency situations. Vaizey supported the first but rejected the second: "If you stand on a street corner and shout to everyone,
'Let's start a riot,' you would be arrested. And similarly if you put out on Twitter, 'Let's start a riot,' you have to face the consequences if your actions lead to a riot happening. Just because you do it on Twitter doesn't mean you are immune.

"But at the same time, there's a non sequiter in saying you should then shut down Twitter or somehow social media is to blame for that action. No, the individual is to blame. They just happen to be using a tool to do it."

However, there are situations where the company hosting material should expect to intervene. Vaizey gives the example of intellectual property. "You have seen a transformation in YouTube over the last few years and how they interact with major rights-holders, record labels, film companies in terms of taking down content that infringes copyright. They will do so on the basis of getting accurate information from the rights-holders but I don't think people will hold YouTube responsible for… say, one video attacking a particular person, people won't hold YouTube responsible for that."

Award-winning UK blogger **Lewis Fry** agreed that people should be held personally responsible for the information they post online and its accuracy, and highlighted the example of Facebook and Twitter being used to encourage rioting as "an extreme case where they were used badly".

That view was also put forward by attendee and British Member of Parliament **Alun Michael** who argued that "you need to look at all the different ways in which [social networks] can be used". He says that the suggestion social media websites be taken down as an emergency measure was something that politicians "thought about for about two minutes and said 'no', that wouldn't be a good idea".

While responsibility rests with the individual that posts information, Head of Journalism Courses at UCA Farnham in the UK, **Steve Miller**, argued that there is also a responsibility on the part of the reader to educate themselves. "There's a complacency, [people] trust everything they read on the Internet. They don't evaluate it very carefully or very well. I think one of the things we have to do as educators is make them evaluate Internet information effectively and be able to distinguish good solid well-researched factual content from other content that might be of less informational value."

As to the law applying equally online as well as offline, a different perspective was given by Egyptian blogger and activist **Wael Khalil**. He argued that the Internet enables laws to be challenged appropriately: "What the Internet and tools allow us now is to decide which law to respect and which not. There was a case in the past few days in Egypt there was an injunction sought to have a media blackout on testimony of the Chief of Supreme Council of Armed Forces, testifying in the [Hosni] Mubarak trial. There was a media blackout and the testimony came out and everyone was tweeting it and participating it so the first person who leaked it will not face the law because we felt we have everyone right to know what the Chief of the Armed Forces said on the stand under oath."

"People decided that while this is breaking the law, we don't see following or abiding by this law at this point in time is valuable or important. I think there is a element of crowd sourcing taking place if two people are deciding to do that it will be really very easy to single them out and then they will be breaking the law and facing consequences, but if there are hundreds of thousands of people, then the law will have to react in different way."

Khalil also provided a second example in favor of the idea of a crowd-sourced legal interpretation online. "After the fall of Mubarak, there was a break into the SSI, state security intelligence, our secret police. Many documents with names and few of them made it to Facebook and then Twitter and online. Some of them were implicating people sometimes falsely and allowing false documents to appear as authentic ones. Suddenly it disappeared. Everyone stopped sharing, everyone decided on their own we won't do that anymore and it just went down no more. It became unacceptable for people to start sharing things and stories. So crowd sourcing worked that way in a way people - the people decided this is not useful. So we're not going to participate."

The post-revolutionary upheaval in Egypt is unlikely to represent a normal circumstance however, and **Alun Michael** argued that ultimately it is up to the courts in a free and democratic society to decide where you "draw the line between the rights of the public to know and spread that information and the right of the individual whose life might have severe implication from that information getting out".

Satire, art and just making things up

Related to the topic of responsibility also came the question of the use of social networks for things such as satire or art, and where the line is drawn between these use and plain misrepresentation or impersonation.

Lewis Fry noted that many celebrities and public figures held personal accounts on Twitter and Facebook but much of the content that appeared under their name was the result of hired third parties. "When it comes to actually looking for information from an individual, it can sometimes be distorted… so if you read something on someone's Facebook page or Twitter page that they're supporting a certain charity or foundation, then you've got to really realize that's just hype and maybe not just them actually doing it and they have just been advised to do so."

This has implications for reporting on events, he noted: "As a journalist if you want to get a story or report that someone is doing something you have to be very careful that the source is actually coming from them and not just their press department."

Steve Miller noted, with some irony, that he invites people from public relations to talk to his journalism students as they are often extremely practiced at getting their work noticed. "I get them into my university to train my journalism students into how to make their content more visible on the Internet. There is a sea of information out there and it's a definite skill set in how to make content more visible… we can learn a lot from them in how to make good content, factually significant content, visible."

Kate Russell gave an extreme example of where a lesbian blogger from Syria turned out to be a 40-year-old American man based in Scotland. Is that art or deception, she asked. In response, **Lewis Fry** admitted that he has used the medium several times himself to present "a character trait as a way of presenting something very creative" but drew a distinction between that and "writing things from a point of view they have no knowledge of". In that case, it "violates the trust that is between a viewer and a content creator".

Wael Khalil pointed out that the easy of access and flexibility of social media has allowed Egyptian activists and campaigners to operate in a grey area and so gain a degree of protection from an authoritarian regime. "The 20th of March Campaign was one of many campaigns organized in a new way that's flat, that is non-hierarchical… We worked in a bit of a margin of, how to say, legality. We were not legal and not illegal. The regime could start to harass us, arrest us, for a few weeks, leave us, and this margin allowed us to gain ground and start challenging Mubarak."

Khalil drew a distinction between hoaxes and jokes. But even with jokes you need to be careful: "You cannot tell [jokes online] because you don't see the face of the person, whether they are really joking or not. Sometimes we have to say we are joking. I once joked that a plane took Mubarak to Saudi Arabia after he was arrested and I said 'I am joking, by the way', and many people responded that had you not said that we would have taken it seriously. So we have to be very careful, especially when things are tense."

Ed Vaizey joked that the first rule of being a minister is that "the government is not allowed to make any jokes". But he notes that Twitter has a policy that you cannot impersonate somebody "and you the individual can take action to have that account stopped and I don't think that infringes on anybody's freedom. It protects your freedom."

That same policy can also live along satire and parody, Vaizey noted. "I follow many different parody Twitter accounts which are very amusing. The Downing Street Cat (@DowningStCat) has a Twitter account and reports regularly on the prime minister and the going-ons in Downing Street from a cat's point of view. That's a very important new perspective for me and therefore one that I'm keen to follow."

Lewis Fry noted that humor is an intrinsic part of social media, use the example of when, even during the height of the UK riots, a police force announced on Facebook that it was "Attending" when someone try to organize a riot at a given time and place using the site's event feature.

The impact of social media on news and events

Somewhat surprisingly given the widespread coverage of the impact of social media during the Egyptian revolution, **Wael Khalil** argued that it had had "very little" impact in terms building the momentum that led to regime change.

He also disputed the frequently used example of bloggers being targeted by security forces during the disturbances. "There was a bit of exaggeration of bloggers being targeted as bloggers. We were targeted as activists. We were harassed because we were doing something like participating in a demonstration, only in very few cases was something you wrote the reason."

Khalil felt that the shutdown of the Internet in Egypt for five days "didn't really make a big difference" and noted that much of the information gathered about what was happening came "from firsthand people on the ground". He did note however that this information was then disseminated online.

The greatest impact that social media had, in Khalil's view was that it impacted on mainstream media coverage. "I think that the main impact happened when social media, Twitter and Facebook, had a strong impact so that the mainstream media could not ignore it, so it had to take it on and then it became a public case. I think this is the case for Khaled Said, the man who was brutally beaten by police last year. His case started on

social media and has been taken and expanded and I think this interaction whether influencing public opinion or creating news, was very important."

He noted that Twitter also "created an alternative source of news… more or less real-time updates so we knew things from Twitter that were happening and the following day it was old news." Khalil noted a recent survey which revealed on nine percent of Egyptian receive their news from Twitter or Facebook, with most of the rest accessing it from the mainstream TV media.

Deputy editor of only independent English-language daily newspaper in Egypt, Daily News Egypt, **Sarah El Sirgany**, reflected on the impact of social media on the established media. "You have to treat it as another source. Technology is being used but at the end of the day you have to use the traditional methods of information, facts, credibility of persons. When you have a blogger or a tweet saying something, you don't just taking take it as face value; you should know the source… At the end of the day, take it as a tip. If I hear about something that I cannot verify it right away, I just pick up the phone and ask all the questions that I need to ask."

She noted that newspapers can't hope to compete with the speed of social media but that its role came with "putting in place the checks and cross checks". The value that journalists provide is "not just breaking the news but also verifying it… and giving a more comprehensive story."

Deleting your data

One of the most significant aspects of the use of third-party social media services such as Twitter and Facebook, discussed in some depth, was the issue of who owns that information, and who has the right to remove or retain it.

Kate Russell asked if people should have the right to delete content that they have posted online; it drew a variety of responses. **Ed Vaizey** noted that he would be "very worried about any regulation that required deletion", and suggested that self-regulation should provide a solution: "If a website were to offer the right to have data removed, I think that would be an attractive offer for many people."

Wael Khalil argued that no content people put online should ever be deleted: "It's part of ourselves and I think the backfire from actually deleting it might be worse than leaving it and defending it or even apologizing." Although he did note that he once asked someone else to delete a tweet because he put someone else in danger by naming them. Besides, people can take a screen grab of comments, or a post on Twitter may have been retweeted. "Some of it is sometimes out of context and you have to live with it."

Sarah El Sigarny was also against deletion. "If you go in a hall and say something you can't go back and erase that. People have to start dealing with the Internet as if it's an open forum with everyone having access."

UK Member of Parliament, **Eric Joyce**, noted that judges in the UK still see real value in the deletion of tweets. "The position judges take actually is that even if it's been seen several hundred thousand times, that's still different from every single person on your street knowing about it. So if you were to delete a tweet… then you would have an impact. Someone could take a screenshot and circulate it. But it's still sitting in your stream, everyone still sees it."

Several people noted that it depends on who owns the data, and in most cases that is the social media companies.

Wael Khalil pointed out that no one really knows how those companies make decision in relation to deleting or retaining content. "How do they decide which page to drop? There's real lack of transparency. They respond much stronger to stronger governments. We don't understand how Twitter decides."

There may be a need for rules that force companies to explain their processes, he suggested: "We should push for more transparency from the corporates. If they bring down a page they have to have clear at that point why they did that… We have to have some sort of appeal or reconsideration. Not everyone can pick up a phone and call Google or Twitter or Facebook and at one point in time we can expect governments or corporates to start using that against content they deem unfavorable to them."

Examples were given of when people's data was deleted against their wishes were given, including activists in the UK who had their Facebook page removed just prior to the Royal Wedding in London, and a Palestinian "Day of Rage" Facebook page that was removed when many other countries held similar pages for the same event and were not impacted.

 Steve Miller noted the "widespread ignorance about who owns your property, who opens your content on sites like Facebook". However he raised a separate concern over the loss of useful content over time. "A lot of valuable information that has been published on the Internet which was deleted and even though you have archive.org and so on there is still huge amounts of information that has been lost, information of value. It works both ways."

In response to that issue, **Ed Vaizey** pointed out that the UK government was trying to pass legislation that would protect and store online content but due to the nature of the Internet had hit a problem in that archives of information are valuable commodities and so media outlets were resistant to the idea of the British Library making them freely available online. A solution appears to have been reached: "We're restricting access to the library content. It won't be available at home."

Finally, a number of panelists and attendees argued that the most important aspect currently in dealing with content posted in social media network was to understand and to properly implement privacy settings. Something that is not always easy when at least one

company has become renowned for changing its privacy settings and rules without informing people, **Kate Russell** noted.

Online survey results were conducted leading up the workshop, these results can be found on the IGF website.

Report of Workshop 139: **Workshop on Green ICT and Innovation**

The Dynamic Coalition on Internet and Climate Change (DCICC) was launched at the second Internet Governance Forum (IGF) in Rio in 2007. The DCICC held its fourth physical meeting on 30 September 2011 at the sixth IGF in Nairobi, Kenya. The meeting was facilitated and chaired by Issah Yahaya of the Ministry of Communications of Ghana.The DCICC now comprises 42 entities and organizations and has doubled in size over the past years. A complete list of the members can be found at: http://www.itu.int/themes/climate/dc/membership.html, The agenda and contributions to the meeting, e.g. slide-sets, can be found at: http://www.itu.int/themes/climate/dc/meetings.html

SUMMARY OF THE MEETING

The meeting began with an introduction to the DCICC followed by a review of the objectives and membership. The agenda was agreed. The meeting then held a tour de table during which each person present introduced themselves and identified their key interests in the area of ICT and climate change. Presentations were then made from contributions provided prior to the meeting. As facilitator of the meeting, Mr. Issah Yahaya, Director, Policy and Planning, Ministry of Communications, Ghana provided an overview of Ghana's actions taken to combat climate change and highlighted the following:
- Climate change response within a country should be coordinated between the different key stakeholders. ICT's are a vital tool to enable countries to adapt and mitigate the effects of climate change. In this regard, Ghana decided to review its national policy according to a holistic approach. One of action that was undertaken was to undertake a massive migration at national level from analogical to digital;
- ICT's can help to bridge the digital divide and tackle environmental issues, a win-win scenario;
- Projects and activities to enhance capacity building should be fostered in order to improve technology transfer of green ICT technologies, especially in developing countries;
- Special attention should be given to rural communities. ICT's are key for diagnosis and monitoring and can be enablers for green solutions.

The following key issues were raised during the discussion following the presentations. They gained consensus for the follow up action via the email list collected at this meeting and the full DCICC list which is managed by ITU-T/TSB. These issues will be the basis for future next steps to be undertaken.

- There is the need to position the issue of ICT and climate change in a strategic manner;
- ICT's are a major linchpin in helping countries to adapt to and mitigate the effects of climate change.
- Raising Awareness is a key component of any strategy that aims at tackling climate change.
Information is crucial and ICT can help connecting people, especially during emergencies or disasters.
- The potential of cloud computing was acknowledged, as well as the need for carbon abatement;
- It was argued that the issue of e-waste should be paid more attention to in future meetings of the DCICC.

Report of Workshop 155:

Title: Human rights: a unifying approach for development, freedom, access and diversity?

Organization: Association for Progressive Communications
Contact Person: Joy Liddicoat
Reported by: Joy Liddicoat

A brief substantive summary and the main events that were raised:

Workshop participants discussed examples of current internet related human rights violations, considered implications for development, freedom access and diversity, shared strategies for remedies and accountability against human rights violators, opportunities and challenges for seeking remedies, how human rights is a growing theme in the IGF, and the role of government, private sector and civil society in taking these issues forward together. Consensus emerged that multi-stakeholder discussions of human rights was key to unlocking difficult issues and working through these to multi-stakeholder options and solutions. Workshop participants endorsed the suggestion that human rights be a main theme of the IGF in 2012.

Participants shared a wide range of internet related human rights violations. Government monitoring of civil society activity was so widespread in Malaysia, for example, that it was not possible to know exactly how much surveillance there was. Monitoring is also being combined with old and new methods of surveillance and harassment. Examples included covert surveillance of email, hacking and interference with email accounts to prevent access, website attacks, and wire-tapping of telephones. Misuse of laws to stifle free expression was a common theme. In Pakistan, Argentina and many other countries, defamation laws (both civil and criminal) were being used to sue civil society groups publicizing information about corruption or freely expressing their views about government economic management. New laws were being introduced in Mexico and Guatemala to counter spreading false rumors with disproportionately severe penalties for ICT users and media outlets. Faith based filtering, which involves the blocking of alleged blasphemous content but which disproportionately affects legitimate political discourse,

appears to be common.

Another theme was the impact of diverse responses to national security issues on development, access and freedom. Participants highlighted the new requirements for registration of sim cards in Nigeria, the banning of the Bersih 2.0 group in Malaysia, and localized cell phone shutdowns in India in anticipation of possible community conflict. Private sector participants highlighted the impact on service delivery of government regulation and the need to engage with civil society and the technical community.

Strategies for accountability vary widely. In countries where there is no independent media, for example, strategies included the use of citizen reporting to monitor government activities, content creation (including use of video on various internet platforms), the use of alternative and new media and e-newspapers such as eNewspaper, Malaysia Kini, and the Malaysia Insider. The risks for journalists in Pakistan were a serious concern in light of the high rates of murders. In this context, support from regional and international organizations and networks were vital, but actions and strategies had to be based on local national contexts if governments were to listen and actions be meaningful.

In Pakistan and Malaysia, litigation was used in some cases, but was sometimes not effective due to out of date laws, lack of judicial capacity to deal with legal issues related to the internet, unwillingness of lawyers to take cases for fear of violence or retaliation, the costs and delays involved in taking legal cases, and the difficulty in getting meaningful redress. Whether fear of challenging Article 295 C of the Pakistan Constitution or delays in getting leave to review the government decision to ban Bersih 2.0.

From the private sector perspective AT&T highlighted the difficulties for internet intermediaries in being liable for content. Strategies for private sector included transparency in relation to actions and government requests, clear communication with customers and developing human rights policies which emphasize freedom of expression. New forms of documentation and monitoring were highlighted by reference to the Google Transparency report. Concerns were raised for small ISPs which may not have the resources to resist government pressure to monitor content and pass on data.

Governments highlighted the importance of an enabling human rights environment to create the foundations for accountability. This included in the international area, for example, to comment when other governments do not meet human rights standards, take difficult issues to the UN Human Rights Council, fund civil society participation and ensure multi-stakeholder processes for discussing human rights issues and responses. When considering the Article 19 test for limitations, participants considered that inadequate attention was paid to the need for limited and proportionate actions. Some considered that governments tend to go for blocking and filtering measures before trying other means of solving the problem, whether the problem is defamatory comments in a blog, violation of intellectual property or fighting terrorism.

Strategies for resisting violations and seeking accountability varied and there was consensus that strategies need to be grounded in local contexts and developed in light of local situations so that these are original, authentic and practical. The range of strategies included:

• monitoring and documentation through national and global research
• working with international partners
• engaging with the national human rights institutions, for example, Suhakam in Malaysia, which can play an important role in bringing government, judicial, legal and civil society groups together.
• the use of Parliamentary motions, for example, in Malaysia to highlight Police brutality in the Bersih 2.0 rally
• the use of peaceful civil action such as rallies and combining these with on-line campaigns
• capacity building for human rights defenders through secure online communication trainings
• greater collaboration between the technical community and human rights advocates
• reaching out to human rights friendly governments
• appeals to political leaders, including writing to the Prime Minister in Pakistan.
• building judicial capability to deal with issues including international judicial training exchanges

Participants considered how human rights can assist to work through difficult issues. For example, participants distinguished between content blocking and internet shutdowns and called for better dialogue on the human rights standards that should apply in each case. In relation to content blocking, participants generally agreed that Article 19 of the ICCPR offered a clear three point test for restrictions on freedom of expression. However, it was emphasized that it was for each community to negotiate its limits and the limits in India and Nigeria, for example, might be different.

Conclusions and further comments:
Participants concluded the discussion had been useful and highlighted:

• The importance, in future IGF's, of not scheduling multiple human rights workshops at the same time.
• That it would be useful to include law enforcement, police, prosecutors and judiciary in future workshops focusing on remedies and human rights
• Human rights as a main theme of the IGF in 2012

Report of Workshop 175:

Title: Role of Policy Maker / Regulators in Better Governance of Internet

Organization: Pakistan Telecommunication Authority
Contact Person: Naveed Ul Haq
Reported by: Naveed Ul Haq

A brief substantive summary and the main events that were raised:

The primary focus of the workshop was to invite a dialogue on role of policy makers and regulators in better governance of Internet. A balance approach was maintained with regards to workshop panelists, belonging to policy maker, regulator, civil society and corporations (Google, ICANN.) The workshop carried out a discussion session surrounding four core questions catering a general Q&A session with the workshop audience between each core question. Opinions were invited on subjects such as general Internet regulations; present understanding of Internet Governance among government, importance of multi-stakeholder approach towards internet regulations and policy making, rising issues of security, privacy and social media, required consideration by the governments for better governance of Internet and role of Internet Governance Forum. The panelists while sharing their experiences and views said that countries deal with Internet regulations in a different ways and it is not an easy say to define what particular areas should be covered under regulations. Internet policy issues are being dealt with as part of a broader telecommunications policies and regulations. Internet policies or regulations not all depend on the legal and regulatory framework in a country, they also depend on the revolution of the Internet within the economy. There are various concerns with regards to content filtering and blocking as it seems that governments somehow have tendency to control things.

There is an important understanding gap needed to fill while we discuss the Internet in terms of regulations versus in terms of its governance. Governments especially in developing regions are not bringing multi-stakeholders together to discuss the Internet governance issues; their focus is mainly on political or democratic issues rather than the issues that are important to their respective users or constituencies. Governments did a fair good job in promoting accessibility and brining competition for Internet services, they are aware of what their users are doing on the Internet, what they are using the Internet for but they are not aware of issues of importance to users.

When it comes to Internet Governance, it talks about frameworks, principals, code of conduct, best practices rather than regulating by procedures which means that we will have a more flexible framework dealing with the changes of the Internet rather than having ailed, static, rigid laws intact. There can be certain cost associated if you put in regulations on speech and discretion being communicated over an open network like Egypt loss 90 million USD of work during the recent Internet shutdown. Self regulation is a way to deal with some issues related with Internet governance where a policy maker / regulator could always play its role in providing guidelines to industry stakeholders in context of government position. Regulations are required when it comes to issues like rights and accountability, privacy, intellectual property, social media and security. At present the growing regime of convergence is posing new challenges to regulators in the telecommunication industry. They face an understandably daunting challenge in trying to keep up with such a rapid pace of technological change.

IGF is being an independent policy dialogue platform allowing the governments to

understand the role of every respective stakeholder whether it is in developing policies or regulations. It also assists them to understand which issues they need to address and which they can leave for future. It also educates them to establish more harmonization and adopt a multi-stakeholder model.

Conclusions and further comments:

Internet Governance has a different meaning as compared with Internet regulations. Policy makers and regulators are facing challenges in tackling issues like privacy, security and social media where necessary regulatory intervention may be required. Internet issues regime varies from economy to economy, government have a critical role in not only increasing the Internet access but also to make guidelines, principals and policy frameworks to reap the elements of development linked with Internet. IGF provides an open discussion platform where government could make themselves more aware of the present issues that require their intervention. While we think of better governance of Internet in a particular country, following a multi-stakeholder approach is best possible mechanism to address the challenges with respect to policy maker or a regulatory body.

Report of Workshop 181:

Title: How can Internet Governance impact disaster preparedness and response and help save lives?

Executive Summary

In light of recent disasters experienced worldwide, emergency communications planning has been increasing in priority among both developed and developing countries. This workshop presented opportunities for a diverse group of stakeholders to provide case studies and lessons learned based on experiences in using Internet based tools and applications in recent disasters. A few key themes emerged from the presentations and discussion:

• ICT's are integral to disaster management. Governments, private sector entities, NGO's, and citizens turn immediately to ICT's to collect and communicate information to save lives and coordinate relief efforts.

Takeaways from the Workshop related to technology are:

(1) There have been recent improvements in making infrastructure more disaster resilient, but more work is needed, especially in developing countries whose infrastructure is less able to withstand a catastrophic disaster;
(2) Disaster response technologies do not need to be leading edge – people should use what they know;

(3) Diversity of transmissions (redundancy) and network capacity considerations for spikes immediately following a disaster are important to ensure communications are not interrupted;
(4) New tools (such as mapping tools, streaming video, smart phones) are demanding increased bandwidth.

• Information Management. One of the most important assets in managing any disaster response or recovery effort is 'information'. The benefit of the Internet and Internet-based tools and mobile applications is that they provide real-time information essential for government responders, relief workers and citizens. Thanks to new Internet tools, the information is there however, now challenges include accessing the information, understanding how it is used, and managing this influx of data. New tools and methods will continue to evolve to help make critical information more usable and accessible (and mobile). Disaster response is multi-stakeholder. Panelists and attendees came from across the public, private and NGO communities, each with their own role in aiding disaster response. In the event of a disaster, each of these must come together to exchange information and facilitate a response. Governments cannot – and do not – address disasters alone.

Preparedness: Advance planning is critical for saving lives. This cuts across all of disaster response, with ICT playing a role in almost every area of disaster response management. Pre-positioning ICT equipment, planning for excess capacity requirements, training of personnel, or educating citizens on alerting tools and escape plans – all are best implemented when planned in advance. The discussion identified ways in which collaboration and relationship building regionally and globally can help contribute to an effective response in a time of disaster.

Overview of Presentations

Etsuko Nakanishi
Director for Global ICT Strategy, Computer Communications Division,
Ministry of Internal Affairs and Communications of Japan

Ms. Nakanishi provided a comprehensive case study based on Japan's experiences from the March 2011 earthquake and tsunami. The Government of Japan collected, analyzed and presented useful and extensive data on the damage to ICT networks and how quickly networks were restored. The presentation itself was an excellent example of how a country can assess and learn from a disaster, and then put together an action plan to prepare for the next disaster. A few points to highlight:

• Impact of power outages on communications networks in the aftermath of a disaster. For example, some mobile base stations were not damaged by the earthquake, but not operational due to fuel shortages. Other panelists highlighted this aspect and it should be factored into planning and preparedness.

• Early warning – Japan had already had an early warning system deployed for earthquakes which provides notices televised and mobile phone alerts.

• Information needs: Japan analyzed the needs of citizens highlighting 'information' as one of the key trends on a daily basis.

• The influx of traffic caused congestion on mobile networks.

• Use of ICT's, online applications and social media – citizens and companies developed new and innovative information sharing tools to help locate family and friends, search evacuation center lists, get traffic/road condition updates, and obtain government notices.

• Japan formed a Study group to consider communications for a future large scale disaster. The group will focus on issues related to (1) network congestion; (2) measures in the event that base stations or relay stations are damaged (2) future network infrastructure and disaster resiliency; and (4) the manner of future internet utilization considering internet usage during the earthquake.

•One issue that was raised regarding new challenges due to availability of online information was privacy considerations about healthcare data. How would healthcare professionals properly address such privacy issues in time of a disaster or emergency?

Tsuyoshi Kinoshita
Managing Director, Borderless Network Architecture, Asia Pacific and Japan
Cisco Systems, Inc.

The presentation by Cisco offered a useful second perspective on the earthquake in Japan, along with some lessons learned from the disaster- focusing on post-disaster infrastructure recovery. Cisco was involved in a Post Disaster Recovery Internet Project which helped connect 52 sites in 12 municipalities. The project used diverse broadband transmission methods including satellite, mobile, FTTH/ADSL and Wi-Fi to accommodate diverse user requirements. The system was open to all including relief workers, governments, and citizens.

Lessons Learned and Recommendations include:

• Mitigate digital divide at the site: Internet is a much better platform for information sharing as compared to legacy 1:1 communications systems. Addressing access to communications can be essential to facilitating more effective relief and recovery activities both among relief workers/governments, and citizens.

• Wi-Fi access is critical – use of Wi-Fi enabled devices was critical for response (smart phones, tablets, etc.). Restoration of networks is also critical.

• Bandwidth requirements change immediately and quickly.

• Internet should be considered critical infrastructure just like power, food, or water.

• Response actions and planning should include a structural framework approach for deployment of Internet infrastructures in the wake of a disaster. For example – there should be pre-arranged deployment strategies for equipment, human resources and ongoing technical assistance.

Izumi Aizu
Executive Co-director
Information Support pro bono Platform (iSPP)

Mr. Aizu provided a further perspective of the Japanese earthquake response focusing on the post-disaster recovery period. The Information Support pro bono Platform (iSPP) was established by representatives from government, industry, NGO's and academia as a multi-stakeholder platform to address information gaps. iSPP was aimed to assist in collaboration and information sharing across relief workers, ICT and information providers. Importantly, a survey was conducted, funded by telcos and supported by the government, to assess people's informational behaviors following the disaster. The survey was conducted via an online questionnaire by mostly ICT literate persons and personal interviews with those in the disaster struck areas. Such surveys are useful to understand how people are using technology in order to better prepare for future disasters. Some highlights of the survey, along with lessons learned, are captured below:

  • Mobile phones were a primary source of communicating between family and friends although also was a source of frustration. Mobile networks should be robust.
  • Power loss was a cause of information gaps. Power supplies must be considered for disaster planning.
  • Twitter was useful for finding local information – however, without connectivity – twitter was not useable. Disaster management requires new understanding of new ICT services and how they are used. Multi-stakeholder models come naturally in disasters. Industry and civil society must work together with Central and Local governments in the wake of a disaster as traditional government structures are not sufficient. Flexible collaboration frameworks are needed. ICT entities should establish emergency preparedness teams to ensure they are equipped to manage response to a disaster – which is dependent on ICT services – including ICT support for local governments.

Raman Jit Singh Chima
Senior Policy Analyst
Public Policy and Government Affairs
Google India

Google.org has a Crisis Response section that helps make critical information accessible around natural disasters and humanitarian crises. Based on their experiences, Google was able to offer lessons learned across multiple disasters including the earthquake in Haiti in 2010 which resulted in the launch of Google person finder. The presentation also included instructive data on Internet usage in the days surrounding a major disaster event – noting spikes. Broadly – information is the key and tools that help collect, collate and organize that information and allow it to be accessible

are critical in a disaster. Google has a number of tools to assist in basic information requirements such as mapping, relaying public alerts (including transmitting Common Alerting Protocol (CAP) alerts), and facilitating donations to relief organizations.

Observations from recent disasters:

- The mobile internet often stays up
- Many people go online for a wide range of information needs
- Open products are key to iterating during disaster
- Online social collaboration spikes during and after disasters
- Giving people an outlet to help is empowering

Kristin Peterson

Co-Founder and Chief Executive Officer

Inveneo

Inveneo is a non-profit social enterprise focused not specifically on disaster relief, but more on delivering ICT / broadband connectivity to those most in need – namely, people and organizations in rural and highly underserved communities of the developing world. In order to deliver sustainable solutions for these organizations,

Inveneo builds a network of in-country entrepreneurs who they recruit, train, and certify to provide local project leadership, installation and ongoing support.

As Inveneo was working on a project in Haiti at the time of the earthquake, they rapidly became involved in restoration and rebuilding efforts. Inveneo helped to re-establish connectivity in key sites via VSAT links, with connectivity eventually transitioning to terrestrial links from local ISPs. After further working with local Organizations to build out a network, the network were then transitioned to a local ICT company.

Inveneo offers additional lessons learned and observations:

- There is a definitive and growing need for broadband for relief agencies
- Broadband can be delivered, fast, in challenging environments
- Protocol and right of access are key
- Pre-planning, training and positioning of gear can speed response

Ambassador Philip L. Verveer
United States Coordinator for International Communications & Information Policy
United States Department of State

Ambassador Verveer provided an overview of an after-action review led by the U.S. Department of State to capture lessons learned following the response to the earthquake in Haiti. Following that after action review, the U.S. Department of State formed an International Disaster Response Sub-Committee of the Advisory Committee on International Communications and Information Policy (ACICIP). The Sub-Committee is made up of representative Information and Communication Technology (ICT) companies and NGOs focused on the ICT aspects of international disaster response.

Ambassador Verveer provided an over view of the Sub-Committee's consensus policy recommendations on what actions could help enhance ICT related aspects of international disaster response, before (preparation), during (response), and after (recovery and development) a disaster.

   • Foster Global Disaster Preparedness and help to reduce barriers often faced by private, public, and NGO ICT providers.

In the event of a disaster, the effective use of ICT's is often hampered by a lack of preparedness and planning both by countries experiencing a disaster and by those governments and organizations that are able to provide assistance. A lack of preparedness – including aspects of policy and regulatory frameworks, personnel, and ICT resources – can delay the effective deployment or restoration of ICT's, which as a consequence impacts coordination of overall relief efforts and the effective deployment of core services including food, water and medical supplies.

   • Increase recognition of ICT's as a critical infrastructure in the context of international disaster preparedness.

While ICT's are an essential component in ensuring information flows during a disaster, it is often the case that ICT's are not considered by countries and organizations to be a 'critical infrastructure' in the context of international disaster preparedness plans and frameworks.

Because of this, adequate priority is not often given by countries to the development and pre-planning of ICT resources in advance of a disaster, nor the restoration of ICT systems and networks following a disaster.

   • Improve communication and information flows regarding use of ICT's during an international disaster.

ICT's are a tool to facilitate the collection and dissemination of critical information between key personnel and citizens during a disaster. ICT's in themselves are critical; however, issues related to personnel and process can be significant barriers to the effective and efficient flow of information between parties during a disaster. By working in advance to identify key points of contact and establish relationships, barriers related to

a lack of information about network status, ICT and personnel requirements, or licensing or import rules that are often most needed following a disaster could be alleviated.

Discussion Questions

While time did not permit many questions following the workshop, there were a few key points raised that could be explored in future sessions. Those points included the (1) importance of infrastructure resiliency – including surrounding buildings or 'outside plant facilities' to ensuring connectivity. Very few countries have infrastructure that could withstand a major disaster event such as an earthquake; (2) the need to address the involvement of private sector (such as ICT companies) in a space that has been largely led by humanitarian relief agencies who are often perceived to have different motives, or even standards or mandates for handling sensitive data, when engaging in relief and response activities.

CONCLUSION

The presentations offered a useful compilation of case studies and lessons learned to assist others in their own preparations for disasters. Interestingly, while the discussion was specialized about disaster response, the workshop touched upon a wide array of issues that were covered throughout the IGF such as – infrastructure and access, social media, collaboration models, privacy, mobility, and security – and how they impact the disaster response community, governments and citizens. As Internet tools are developed and innovated, as information is more easily collected and shared across multiple stakeholders, and as more lessons learned are collected from recent or future disasters, this topic will only become more important in the future

Report of Workshop 184:

Title: Use of Digital Technologies for Civic Engagement and Political Change: Lessons Learned and Way Forward

Organization: Free Software and Open Source Foundation for Africa (FOSSFA)

A brief substantive summary and the main events that were raised:

The workshop started with a discussion of the question of how digital technologies can increase civic engagement and influence political change. It was observed that the question can be viewed from two lenses, namely: i) do digital natives use technology in a manner different from the rest of us, and ii) what unique contribution do digital natives bring to the discussion around digital technologies?

It was also pointed out that although digital natives are more fluent with technology; this in no way offers them any advantages in influencing events more than people active on the ground. In other words, technology is only a catalyst, and cannot be a substitute for the work being done by people.

The panelists also mentioned that tools have evolved over the years, and accordingly, the value of their contributions to change. For example, the emergence of Twitter, smart phones and other tools means that news can now be gathered by participants on the ground, and disseminated in near real-time.

The digital native was also defined as someone who thinks with his or her fingers tapping on the keyboard, establishing a direct connection between their brains and the keyboard. Furthermore, digital natives do not do a lot of analysis; they just present the facts as they are. It was also pointed out that a major problem with the use of digital technologies to bring about change is that we now have a multitude of contrasting voices which often do not check facts, with slander and gossip going viral very easily and quickly.

Despite this limitation, it was pointed out that digital natives are people who understand and use technology, and are able to translate the use of technologies into action, whatever that action might be. Thus, digital natives do not only use technology as an end itself, but as a means to effecting change.

Another important perspective on digital natives was the idea that digital technologies now make it possible for people who are physically separated by large distances to have common causes. In the same vein, digital natives mobilize using their peer-to-peer connections to bring about changes in powers structures.

Discussions included examples such as Côte d'Ivoire where real-time reporting on events there had significant impact on the reporting of elections in that country. Similarly, bloggers and other digital natives in Pakistan helped put on pressure to bring about effective responses to political or environmental crises, and the alleviation of distress in the country. Digital natives also waged a campaign for the introduction of online payment services in Pakistan. These examples, and more, demonstrate the impact of digital technologies and natives in effecting change.

Another important issue that was raised was the impact of the digital divide on the use of digital technologies in effecting change. It was pointed out that many people in developing countries do not have access to these digital technologies, and hence cannot participate effectively in the movements they spawn. For this reason, it was suggested that governments should work to increase the accessibility and affordability of these technologies.

At the same time, it was pointed out that it is offensive to refer to these social movements as a "Facebook revolution" or "Twitter revolution" simply because such appellations dismiss the significance of the many people who are offline, have never accessed the Internet, and who risk their lives participating in demonstrations and marches that fuel these revolutions.

The issue of the digital technologies, and how to make them useful to more activists around the world was also discussed. In this regard, a participant from Yemen said that

they are trying to document human rights violations, and are having problems training people on how to use these tools.

A number of participants shared suggestions on various resources and digital technologies for effecting change. Among these are the Tactical Technology collectives, Mobile Active (a repository of mobile technologies for activists), as well as the use of screen shots to share information and confirm facts on the ground.

Panelists also discussed the challenges to using digital technologies to affect change and increasing civic engagement, as well as the question of how the influence and use of these technologies can be advanced. It was pointed out that one major challenge is the common phenomenon these days where digital natives are used by large powerful players as pawns in policy processes. In addition, there are challenges that stem from the relationship between the offline and online worlds. People sometimes confuse reality with what happens online. In the same vein, it is often difficult to translate online causes and successes offline.

Another important challenge that was pointed out is the over-dependence on technology. For this reason, movements based on digital technologies are susceptible to being disrupted by government, as well as corporate actions.

The digital divide is also an important challenge in the use of digital technologies for effecting change. In particular, there is need to improve the accessibility and affordability of telecommunications resources, and increase efforts to localize and make these tools available in local languages, as well as rural areas. This will help reduce the elitist nature of digital technologies, and help bring them to the masses. This is especially important because most people affected are disadvantaged, and without any access to information or mobile phones.

With regards the way forward, it was suggested it is important to understand that there are various issues such as the legal, social and political environments that affect digital natives and their use of digital technologies to effect change. For this reason, it is important to understand the context in which one operates.

With regards governments, it was strongly felt that governments should stay out. This is especially so given that we are talking about civic participation, and getting the voice of the people heard. Furthermore, it was suggested that the way the Internet is structured, its values, principles, and how it is governed are completely different from what governments are used to, and hence, all the more reason why they should stay out.

At the same time, it was pointed out that governments are becoming more savvy about using digital technologies to increase civic engagement. Government officials and agencies are now setting up Facebook and Twitter accounts, and leveraging social media. This is not surprising, given that governments across the world are seeing the Internet providing space for people to take on issues they usually do not. For this reason, the debate about control is getting more heated in the global Internet dialog space.

It was also pointed out that it is important to recognize that governments also have their interests. In addition, it is important to use open tools which allow civic participation, and negotiation with government from a position of strength, rather engaging in dialog which is often dictated and controlled by governments.

Conclusions and further comments:

The discussions covered various aspects of the issue of using digital technologies to increase civic engagement and effect political change. Panelists and participants discussed various issues such as defining the digital native, examples of the impact of digital technologies, as well as the various challenges in their use around the world to effect change.

Although digital technologies were reported to have profound effects on increasing civic engagement and effecting change, it was also recognized there are various challenges to the use of digital technologies to their use in this regard. Among these challenges are the risk of being used as pawns, the persistence of the digital divide in many countries, and the risk of confusing reality with what happens online. It was also mentioned that efforts should be redoubled to increase access to digital technologies, reduce the digital divide, and increase access to information.

In conclusion, it was pointed out that it is important to recall that social networks are human networks, and that it is important to remember that its not all about technology. Finally, it was concluded that governments should not interfere in the use of digital technologies by digital natives, especially given that the main objective is to increase civic participation.

Report of Workshop 214:

Title: A Practical & Pragmatic Look at Making Cloud Successful in Developing World

Organizers:

Global Information Infrastructure Commission (GIIC); and
World Information Technology and Services Association (WITSA)

Reported by: Daniel O'Neill

A brief substantive summary and the main events that were raised:

For the sixth time, the Global Information Infrastructure Commission (GIIC) and the World Information Technology and Services Alliance (WITSA) were pleased to host a successful workshop at the 2011 Internet Governance Forum (IGF) meeting held in Nairobi, Kenya.

The workshop, "A Practical & Pragmatic Look at Making Cloud Successful in Developing World", built on the IGF principle of multi-stakeholder participation by including panelists which represented the business community, government and civil society. For this particular IGF meeting, there was also a strong emphasis on ensuring participation on representation from Africa in the discussion.

The panel discussion included: Philip Verveer, United States Coordinator for International Communications & Information Policy, U.S. Department of State (Government); Mr. Jeff Breuggeman, Vice President for Public Policy, AT&T (Business); Mr. Burt Kaliski, Chief Technology Officer, Verisign (Business); Mr. Jimson Olufuye, President, Information Technology Association of Nigeria (Business); Mr. Waudo Siganga, National Chairman of the Computer Society of Kenya (Business); Ms. Coura Fall, Senegalese Information Technology Association (Business); Mr. Robert Guerra, project director, Internet Freedom program, Freedom House (Civil Society); and Mr. Grady Johnson, Association for Progressive Communications (Civil Society). The workshop discussion was moderated by Dr. Imad Hoballah, Acting Chairman and CEO Telecommunications Regulatory Authority, Lebanon.

The workshop discussion seemed to reach a good agreement on the opportunity that cloud computing provides for Africa and other developing economies. There was considerable discussion surrounding the idea that cloud computing is the only practical way to deliver services to the large number of users who have mobile devices but not general-purpose computers.

In order to accomplish this, there was agreement that all interested parties needed to work together to ensure that the legal and the business environment is "fixed". This was intended to speak to the importance that the governments will play in establishing an environment to allow the industry to grow while providing the necessary protections to attract business and ensure civil society that rights are being protected.

Some of the discussion areas on this topic included: improvement to transparency; engagement with the full range of stakeholders; and a commitment by governments to recognize the value of these inputs in creating an environment for cloud to prosper in Africa.

Importance of developing expertise in cloud computing regionally, whether within centers of excellence, online communities, or a "network of excellence" as Burt Kaliski of VeriSign suggested. Not only could knowledge workers in developing economies reach a global market for their services through the cloud, but also that challenges within those economies could draw from a global base of talent for their solution.

Discussion about users' need for confidence in the cloud infrastructure, especially by human rights organizations, which are looking for software and services that provide the highest level of protection to sensitive information.

Capacity building was also an issue for discussion by the panel. There was agreement that both developing and developed countries and the private sector must work on detailed plans to improve capacity building for the developing countries if cloud is to be fully realized.

On this point, Kaliski added that it is his view that developed countries need to work with the developing countries on a "Network of Excellence" to make sure that they do not only become consumers but rather producers in the cloud space.

There was clearly an optimistic view toward a "sunrise in the cloud" in Africa at the conclusion of the workshop. While challenges on both the provider and user sides were highlighted, all of the panelists were in agreement that cloud would be a large contributor to Africa's future.

Conclusions and further comments:

There was a clear consensus that government, business and civil society must continue to push for great penetration of cloud computer in Africa and throughout the developing world. The discussion illustrated that a key is for this success is the continued engagement with national governments to ensure that policies are put in play which provide adequate protections and privacy while creating an environment which is attractive for investment.

Main Session: Access and Diversity

Sixth Annual Meeting of the Internet Governance Forum
27 - 30 September 2011
United Nations Office in Nairobi, Nairobi, Kenya

29 September 2011

Chair: Dr. Bitange Ndemo, Permanent Secretary Ministry of Information and Communications

Moderators:
Ms. Theresa Swinehart, Executive Director, Global Internet Policy, Verizon Communications
Mr. Laurent Elder, Programme Leader Information and Networks, International Development Research Center (IDRC)

Remote Moderator:
Ms. Virginia Paque, IGCBP coordinator, DiploFoundation

Panelists:
Mr. Dawit Bekele, Regional Bureau Director for Africa, ISOC
Mr. Robert Pepper, Vice President, Global Technology Policy, Cisco
Mr. Fred Haga, Regional Officer Eastern Africa, Kenya Institute of Education
Mr. Shadi Abou-Zahra, W3C

BITANGE NDEMO:

In each of the IGF meetings to date, the scope of the access and diversity topic has broadened and depends based on the evidence in the Internet. Particularly in the mobile Internet and the new issues introduced as outcomes of workshops. This year, the key question we are addressing, as stated in the program paper is: Internet access as a basic human right, what challenges and opportunities does this pose for policymakers and the broader Internet community? This question in itself raises many questions, some of which are noted in the program paper, and many more have been or will be discussed in workshops at this meeting of the IGF.

I am pleased to say we have had nine feeder workshops for this session and I'm sure we will be given many insights from these meetings. An issue of interest over the past years has been increasing the use of filters installed to block content, and in some cases access, and as I think will be clear to all, concerns over these issues have taken on great significance this year, as access to social networks and other media and networks have been driven social change. These issues lead us also to issues about access to networks, both infrastructure and services, and here again, we have multiple perspectives from issues about network neutrality through to issues about affordability and issues of coverage, especially with regard to mobile and fixed broadband networks. And of course our attention must also focus on issues of accessibility for all, whether it be with respect to multilingualism and expressing creativity or issues of accessibility for people with disabilities.

In Kenya, for example, we have had many challenges with respect to this issue of access. We are still struggling to cover the entire country which, in some parts is sparsely populated, and we also have had a crisis at one time to a point where we even thought about shutting down the Internet. This is when we had a crisis in 2007 and 2008.

But on deeper analysis, we found that shutting them down would have been more counterproductive and we did not shut the systems down. We have also had many problems with respect to hate messages through the systems but we have tried as much as we can to leave the systems or to brace the neutrality concept in Kenya, and if you look at the new constitution that we have in place now, we talk about the freedoms of expression and ensuring that every citizen has access to information. This means that we have now fully embraced access to information and Kenya has been or was the first country in Africa indeed to release much of its government information to the public and this all goes to enhance this freedom of expression.

So I would introduce the coordinators of this function, this session. It will be moderated by Theresa Swinehart, who is Executive Director, global Internet policy, Verizon Communications, then Laurent Elder, who is a program leader, information networks, International Development Research Center, IDRC. The remote moderator is Virginia Paque, IGCB coordinator, DiploFoundation.

LAURENT ELDER:

So it is clear from the comments of the chair that this is an important issue. When Kenya was dealing with its riots in 2008, there was the question of whether or not they should shut down the Internet network, whether they should shut down the mobile network. They decided not to. But this must have been a very complicated debate. That debate will happen more and more, and has happened more and more in different contexts. And this is why access to the Internet as a human right has become a fairly important topic recently, and the Special Rapporteur for the U.N. on human rights, Frank La Rue, recently this year stated that cutting people's access to the Internet was actually a violation of their human rights. Moreover, certain countries, as you know, like Finland and Estonia, have actually put into law the fact that access to broadband, in the case of Finland, is also a human right. So this is definitely an important issue, and we have a panel with us that will help to enlighten us on the nuances of this issue, the extent to which there is a debate as to whether access is a human right, but also help us understand what would help justify notions of access as a human right.

SHADI ABOU-ZAHRA:

I work with the World Wide Web consortium, the Web Accessibility Initiative. Today, I speak to you representing the IGF Dynamic Coalition on Accessibility and Disability, and for people with disabilities, access and accessibility are essential aspects. In fact, the U.N. convention on the rights of persons with disabilities recognizes access to information as essential as a human right. It's an essential aspect not only to have physical access to the Internet, but also to have accessibility to the information. That means that the services and products online are developed in a way and provided in a way that people with disabilities can actually use them. So it's not only the access aspect, but the accessibility actually, the usability of those services.

I would like to present to you some of a statement from the dynamic coalition accessibility and disability, DCAD. We certainly welcome the opportunity to contribute to this dialogue of access and diversity. As a diverse cross-disability coalition supporting accessibility of the Internet, this includes the availability, the affordability, and also the accessible design of the Internet as a whole. As I already said, accessibility for persons with disabilities is an essential aspect of inclusive society as it affects millions of people around the world. Actually, over 1 billion, according to the WHO, and many other sources, many of those who belong to the most vulnerable groups in our society, in each of our countries, actually without differentiation between the different regions of the world, in all societies people with disabilities belong to the most vulnerable groups and need access to information. Lack of accessibility excludes persons with disabilities. It further contributes and exacerbates the discrimination of people with disabilities. Despite the Internet being an unprecedented opportunity for people with disabilities to contribute equally in our society, accessibility also addresses the needs of older people, people with aging-related impairments, so actually it affects most of us, maybe sometimes sooner, sometimes later.

Accessibility also has many benefits for everyone, regardless if you're using a mobile phone without a keyboard, for instance, and need to enter the data in a different way,

regardless if you're in a loud environment and cannot hear what's being said and need captioning for that purpose, or if you simply want something to work properly. In all those aspects, accessibility helps proper design and the use of the Internet to be genuine for everyone. Unfortunately the Dynamic Coalition on Accessibility and Disability concludes that accessibility for persons with disabilities is not sufficiently prioritized and addressed at the IGF. In fact, accessibility is often placed as a side topic rather than being recognized as a fundamental and cross-cutting topic for the IGF.

This is despite the tangible achievements of the DCAD. For instance, the captioning that you're seeing right now that helps us with our different languages, our different backgrounds, in order to be able to participate equally. Despite those achievements, we're still seeing a lack of recognition of accessibility for people with disabilities. Finally, the Dynamic Coalition on Accessibility and Disability would like to thank the host country for its efforts in addressing accessibility of the conference venue, the conference program, transportation, and accommodation, given the challenges at hand.

However, it seems that lessons from past IGF meetings have not been passed on to this IGF, and so challenges that participants of the IGF have been faced with accessibility challenges anew. It was made difficult for many people to be able to participate in many of the sessions at the venue of the IGF this year. The Dynamic Coalition on Accessibility and Disability continues to offer itself as a resource body to help ensure the full accessibility of the IGF, to ensure it's inclusive for people with disabilities, and to cover the substantive topics relating to the barriers in Internet policies, technology, and interoperability impacting inclusion of people with disabilities. The DCAD strongly urges that there be a person responsible for the accessibility at the IGF at each host country, that the person consult disability organizations in the host country throughout the IGF planning and preparation, and the IGF Secretariat to maintain an accessibility checklist that is refined and passed on from one IGF to the next. Unfortunately, as I said, this has not been passed on. Again, we thank the organizers and the host country for their efforts and look forward to seeing you all next year with more prominent discussion of inclusions for persons with disabilities in all aspects relating to the use and governance of the Internet.

ROBERT PEPPER:

What we know from development literature, going back many years, is that there are three essential infrastructures for development: access to drinkable water, transportation, and power. Today, it's electricity. Those of us who are here also understand that there is now a fourth essential infrastructure. That fourth essential infrastructure is connectivity. Without connectivity, we will not have development, either economic or social development, for the 21st century. So when we think about essential infrastructures, when we develop and we work both across the globe, forums like IGF or within our individual countries, we all need to be advocating for connectivity, the availability of connectivity, in addition to the three historic essential infrastructures.

At the infrastructure level, it is not clear when we talk about what is a human right, and there can be long debates over, for example, is it that everybody should have access to electricity. Is it a human right to have access to electricity? I mean, that's a debate. We've not historically done that. Even within the U.N. declaration of human rights. I mean, they're framed in a different way. So I think that's an interesting conversation, but in many ways distracts from the goal to make sure that there is universal access to these essential infrastructures.

The second issue is not the infrastructure issue. I think we're talking about, then, a second level of access, which is to the content, the applications. And quite clearly, this is much more directly related to the U.N. declaration of human rights. The access to the infrastructure is the necessary, but not sufficient, platform on which we have access to the information. But there are also alternative ways. If we don't have access on a network, we can have, you know, there's print, there's broadcast, there's a multiplicity of ways to access. But the fundamental question is the access to the content.

And again, the decisions that were made here to not block I think at the time were viewed as very risky, but as you said, they would have been counterproductive, and I think Kenya is to be applauded for making that very difficult political decision. It was the right decision in terms of society. So I think when we talk about this, we need to think about these sort of different layers. This is an Internet meeting, so we can talk about layers. That's permissible. The people here actually understand that. But I do want to pick up on something that you said, which I think is extraordinarily important. If we have infrastructure and we're designing and building infrastructure, it is much easier and lower-cost, and in fact the cost approaches zero, is if at the beginning you design in accessibility for people with disabilities, if you design that in at the beginning instead of retrofitting.

Take a building like this one. This building was not designed for people with disabilities when it was built 20, 30 years ago. Today, to retrofit it is very expensive and we, you know, have seen some of the problems, right? Especially with workshops on the roof, as well-intentioned as everybody to make it work, there are difficulties. It would be very expensive to retrofit a building with elevators and make it easy. Today, no building that's being designed does not have ramps, does not have elevators. So when you design it in from the beginning, it's much lower-cost. And that applies to the Internet world as well. In the United States, there's something called the Americans with Disabilities Act, and there's a portion of that called Section 255 which applies directly to communications. It's not part of the telecom act. It's not part of a telecom regulation, but it's an obligation. And the Federal Communications Commission, where I worked for a very long time, has made sure that as technologies are being developed, they are being developed in concert with and in compliance with Section 255. That's extremely important.

Whether it's, you know, a new digital television system with captioning, whether it's technologies with voice over IP, whether it's all kinds of technologies that are related to the Internet and communications, designing those protocols in at the outset actually lower the cost but have huge benefits across society. Again, we call this the "curb cut" benefit.

In the United States, as part of ADA, when new roads and sidewalks were built and even had to be retrofitted, there had to be, instead of having a curb drop off, there had to be a cut so that people in wheelchairs could easily get across the street. Right? And people said, "Oh, this is, you know, too expensive and it's not going to only benefit a very small segment of society." Everybody uses it, people who have babies in carriages, people who have luggage that they're dragging with wheels, right? I can tell you that the curb cuts have benefitted everybody, even though maybe the initial design was for a small part of the population. Buildings with elevators, right? And frankly, captioning, we all benefit from this captioning because a lot of times I'm in a room and I can't hear. I'm reading it. Or it's crowded and I'm in the back of the room. We all benefit from the captioning, even if it was initially designed for people with disabilities. So, you know, there's a huge knock on social and economic benefit from these kinds of accessibility requirements and we really just need to think of these, not as something separate but as something that we just do as a matter of course as we design in the next generation of technologies.

DAWIT BEKELE:

I am the director of the Africa Regional Bureau of the Internet Society. Well, access is really very important. I think we all agree with that. And it is for this reason that the Internet Society, which is promoting Internet around the world, has made it the cornerstone of its entire works. And in fact, its vision is Internet for all, and this starts with access, of course. Access is a fundamental issue, because without access, all the other issues that we have discussed this week, like security, privacy, cloud computing, are completely irrelevant. So I believe that it is very important that IGF has considered it throughout its history as an important issue for the discussions.

Well, I agree with the former speakers that there are two aspects of access: access to infrastructure, which includes of course the access to the networks through fixed or wireless networks, but also access to the computer devices which is important in developing countries where the device is sometimes not affordable for the majority of the population. But we have to think also of the affordability of the access to the Internet, and also quality of access, because in some cases the quality is so poor that we can't really do much with it. It's not only the bandwidth, but it's also the reliability. There are places where you have Internet access a small part of the day. You can use it to read some news, but you cannot do something very serious with this kind of connection. And I believe that the second part of access, which is access to knowledge and content, is probably the most important.

It is clear that there is a wealth of knowledge on the Internet today. You can think of anything and you'll find something on the Internet, and in fact, many of us rely on the Internet to learn about something that we don't know. And there is virtually nothing that you will not find on the Internet. But is it in a usable form for the majority of the population of the world? Just consider language. Most of the content is in a language that many citizens of the world don't understand and will probably not understand during their lifetime. People consider that English is the language of the world, which is not the case for many people, even in countries like Kenya which officially has English as the

national language, but if you go outside the cities, you'll find a lot of people who don't speak English and who will probably not speak English during all their life. Do we have to deny them access to the Internet just because they don't speak one of the languages that are considered as international languages?

But there are other issues that come to mind as well, like, for example, literacy. Many people can't read and write, and again, they might not be able to read and write during their life. Do we have the right to deny them access to the Internet because they don't read and write? I think we have to consider all the issues when you consider access. Another thing is understandability. Maybe there are people who can read and write, but they might not understand the content because it is not in the format that is easily accessible to them. Like children. So when we think of access, I believe that we have to enlarge and consider all these issues that are crucial to make the content, the knowledge available on the Internet, accessible, usable for everybody.

FRED HAGA:

Today I am representing the World Blind Union through its continental organization called the Africa Union of the Blind. However, I work at the Kenya Institute of Education. Today, I just wish to speak to the topic from the perspective of people with print disabilities. And the previous speakers have made some very strong, relevant points, which I just wish to add to. Ever since information was put in print, persons with print disabilities have been disadvantaged for many, many years. In fact, the World Blind Union for the last 20 or so years has been trying to negotiate for the development of a treaty that could persons with print disabilities. And we are talking about 10% of the world's population. While that negotiation is still continuing, it was felt that the development and use of the Internet would provide opportunities, especially for persons with vision impairment. And, indeed, it has. It has revolutionized access to certain information that persons with visual impairment needed to go through a human medium in order to access. For instance, newspapers, well, now that is much more available and much more accessible.

However, this is only to a very small percentage of persons with vision impairment. Either those who are born in developed environments, where access to Internet infrastructure and the broadband, all that is not an issue, or those who might be living in the developing countries but in urban centers like Nairobi. And not only that, they have to be able to afford the equipment used to access the Internet. And earlier, a point was made on the issue of the cost of infrastructure. The person with vision impairment has to pay much, much more in order to acquire a gadget that he or she can use to access the Internet. A moderate estimation in Kenya is that if a person with vision impairment needs to get a phone that he or she can use to access the Internet, he or she has to pay about ten times more what a sighted counterpart will pay. When we are talking about other gadgets like computers, either laptops or desktops, he or she has to pay about five to six times what the average person has to pay.

And this is happening while there is the United Nations Convention of the Rights of Persons with Disabilities, a convention that really underscores the right to access of information and participation. It is, indeed, a significant barrier in this section of the community. And we are all different, and, really, nobody should be penalized, either in inadvertently or deliberately, because of being different. And the previous point that was made about in-building accessibility features right from the design or planning stage is one that I wish to repeat, because right now, we know of certain manufacturers who right from the manufacturing have built in features of accessibility in their gadgets. And this has really opened up this frontier for those who ask access or who can obtain these gadgets that we are talking about.

But I wish to remind all of us that this happens to be a very small population of people with vision impairment. This is a population that because of other factors that might want to get into right now, find themselves, if I could say so, at the bottom of the heap in terms of employment, and, therefore, the issue of resources and affordability. They are just not able to afford this equipment to access the Internet.

So whereas we are probably discussing issues of development of the Internet and its usage, this person is still at the very basic level that he or she is not able to get that mobile phone or that computer. Secondly, accessibility features. And we are aware that in some countries there is legislation that guides the issue of accessibility in whatever products you develop. There are certain, for instance, Web sites that are fully accessible and takes cognizance of our difference or our diversity. That is all good for those who can access these sites. And these features help these people with vision impairment to be fully independent, and they can access the Internet with the dignity and independence that is desirable. However, there are some of those countries who don't pay at lot of attention to accessibility features, even on information that is posted on the Internet. And it can be quite frustrating for anybody, especially these people with vision impairment, trying to access this information. And it's just not in a format that is friendly. Therefore, it is very crucial that laws guiding or regulating issues of accessibility features on information that is put in the public domain or the Internet factor in the diversity of people. And here I'm specifically talking about people with vision impairment, and I'm sure there are probably other groups that are also affected.

Therefore, it is not just enough to just make it accessible or pause it there, but we should really think about the accessibility features. Is this information really accessible? My point is that the sharing of knowledge and content is very key. I am from Kenya, and I know there are initiatives aimed at giving, providing the knowledge and the content for use of information, even that which is on the Internet. But we can really benefit from the experiences of other areas. Of course the Internet makes it all a global village but we still have our different households in this global village. And our fear as the World Blind Union is that persons with vision impairment are watching as the world moves on.

And whereas the Internet is actually able to levelize and bring opportunities that we couldn't have thought of some time back, it is unfortunate but it is ending up not only widening the gap between people who are vision impaired and those who are sighted, but

also within the group of people with vision impairment, we are having different gaps depending on factors like where you happen to be and what kind of work you do, in other words, probably how rich you are. So we think that as the World Blind Union that it is very important that we continue with our pace of development of the Internet and its usage, but we also think and factor in the concerns and the interests of persons with vision impairment.

THERESA SWINEHART:

Well, we have certainly had a diverse perspective on what accessibility is. We would now like to throw it out to the audience and the participants on what you think it means and why it's important to you. So first let's do the remote participants and then we will do the participants from the audience.

GINGER PAQUE:

I actually don't have a direct intervention from a remote participant, but I would like the audience to be aware of kind of an update of remote participation, because as this is an access panel, while remote participation is not access to the Internet, it is access to global policy processes. And I really enjoyed Mr. Haga's comment that we can be geographically challenged as well. So we have people with us from eight different countries, as far away as New Zealand and Australia, Serbia, the Cook Islands, St. Lucia, Papua New Guinea. We have had eight individuals with us and two remote hubs. Remote hubs are groups of people who are sitting together at a university or their place of work or in another area and are watching in parallel and discussing the problems and access as they deal directly to them.

I also would like to point out there is a very close symbiotic relationship between the Disability Coalition and the Remote Participation Working Group, because as a member of the Remote Participation Working Group we are so happy to have disability dynamic coalition on our side because when our Webcast went off just a little while ago we had everyone following the closed captioning or the audio. So we all depend on these different and varied forms of access. It isn't one group, and there is overlap and replication. We have to keep those other aspects into account and realize that they are all access, and they are being addressed. Another challenge that may arise, I don't know if anyone particularly addressed multilingualism, but we are offering remote moderation in four languages, which is very good for an access panel: French, Spanish, English and Portuguese. We have actively using Spanish and English.

We do have one comment and one question. I will start with the comment from Deidre Whealans from St. Lucia. And she says that we, the remote participants, have a disability, which is that we cannot be there, and are grateful for the inclusion. So this is a great comment and timely. And the question from Maureen from the Cook Islands is like some other small islands, developing states in the Pacific region, the Cook Islands operate under a monopolitical telecom. In comparison to other Pacific countries' access

and Internet connectivity, we think our country is quite advanced, yet when compared to that of nearby developed countries; our services are slow and hugely expensive.

The monopoly situation also deprives our people the right to an open market, to the growth of our own entrepreneurial capacity and to freedom of choice. My question is, how are we as developing countries supposed to promote people's access and use of the Internet as a tool for the future when we don't have any control over or any say in how we might want to or be able to use it, and when top-down decisions are often made by decision-makers who know little about the technology anyway?

ROBERT PEPPER:

The last point I think is a terribly important one. This is the sixth IGF. At the earlier ones we did talk about access of infrastructure. We talked about the importance of competition as a driver for investment. We have even had sessions at this IGF on spectrum policy for providing mobile Internet. I think one of the important things that we know is that transparency in public policy, independent regulatory procedures, introducing competition, especially for Internet things like undersea cables and access to bandwidth, that each of those component pieces are very important in order to ensure that the investment in infrastructure grows, and it is deployed widely. There obviously will be places where, by themselves, those policies will be insufficient, especially remote areas, very low-density areas, and high-cost areas.

But one of the things that we do know, and again, have been discussed here, and last week, for example, at the global symposium of regulators, as well as a result of work from the World Bank on their regulation tool kit that there are some basic fundamental principles of communication, telecom policy and regulation, independence of regulators, transparency of process that actually empirically have led to increased investment, lower prices, higher quality, and higher adoption. So these are issues that have not been highlighted at the top of the agenda this year here, although they have been sort of the side issues, but we cannot forget them, because they still are important as the basis for everything else that we're talking about.

SHADI ABOU-ZAHRA:

I think it's a good example that shows that access and accessibility and the different terms we talked about, connectivity and so on, are not only in the actual design of the product but also in the policy-making and in the entire ecosystem and therefore the participation of all groups is essential, to involve all the groups in the policy-making as well. This is, I think, a fundamental aspect of the IGF in itself. And as the people with disabilities, the disability organizations typically say nothing about us without us. The idea of being involved in all the decision-making is an essential aspect.

 LAURENT ELDER:

I would like to piggyback on that and ask the question to the audience, actually. Is talking about access to infrastructure, to Internet infrastructure as a human right, is that useful? Does that help us? Is the context in which Finland has taken this i.e., ensuring that broadband gets to each person, each citizens' household. Is that a useful framework or does that sometimes hinder what we are trying to get at, which is more access? I would like to put that out to the audience. Does anybody have a point of view on this?

GINGER PAQUE:

We did, just before you brought in human rights, we had a question and remote participation. Is remote participation for inclusion a right we should expect? It's just thrown out. I don't think it's really meant to be answered, but it is interesting that there is a chat going on among the remote participation about what rights are.

There is a question from a hub, which is the groups that are listening together in Australia, and they ask a question: Australian government Web sites are required to provide full accessibility in line with WCAGT. The cost of providing text alternatives to time-based media is sometimes prohibitive. Do guidelines like these, and I believe this came in a few minutes ago, I think she is addressing Bob Pepper's comments, do guidelines like these run the risk of discouraging the provision of content more broadly so as to avoid discrimination? For example, if it is not possible to provide speech-to-text, to avoid discriminating one may decide to provide no streaming media at all.

FROM THE FLOOR:

There was the question about discussing access in the context of human rights. Well, I think that it is useful, it is helpful, because in practice, if we want to go anywhere beyond the theory and just paperwork, in practice the right to work, the right for education, the right to participate, all the essential elements in modern society require the use of high technologies, require access to the Internet. So I think it's incredibly helpful. I think it's not about Facebook status changes. I mean, I think anybody that wants to compete effectively in the workplace these days, anyone that wants to research and develop him- or herself academically and so forth, they require meaningful, practical access to the Internet.

FROM THE FLOOR:

I'm from the Brazilian Internet Steering Committee and I'm from the Consumer Defense Institute in Brazil, and now I'm talking more with my Consumer Defense Institute hat. Contributing to answer your question, I don't know exactly, I'm not pretty sure if we have to talk about Internet access as a fundamental right itself. I think it's inside the right to communicate. And we have a discussion in Brazil, and a constitutional amendment in discussion, to include this right in the constitution, and I think it's a very good debate, but the access to Internet, it's as we talk, a right to provide other rights, as a right to education, freedom of expression, access to information, and even though you have another means to participate and to put your opinion, Internet is today one of the best

means to do it, so we have to have this in mind. The Frank La Rue report, for example, when it says that Internet is a human right and this has two implications like access to knowledge, access to information, and at the same time the need for the governments to have policies to universalize the access, it's something they reported in the discussion. In Brazil, the recognition that the Internet is essential is something very important, even to the regulation. We have great implications in the regulation. So this is a very important matter, and I think it should be not a side discussion in IGF because everything that we discuss here starts with access. So we should be more attentive with that.

FROM THE FLOOR:

My name is Cecilia. I'm a law student, and to answer to your question, I think when you have laws that talk about access to information and access to human rights in ICT, then these laws provide a means of government to ensure that they have fulfilled the rights of the human beings. So in my opinion, I think it's important to have access to information, access to ICT in the laws, so that government has a duty or a mandate to fulfill those rights.

FROM THE FLOOR:

I think before we talk about Internet access as a human right, we have to sort of clear up the issue of where we are right now in some ways, and we're the Family Online Safety Institute and we're doing a global portal called Grid, which considers 194 countries around the world. And it's very interesting, because what you realize is that actually just the basic concept of freedom of expression and just access to content is not a given, and there are many countries around the world, certainly in the Family Online Safety sector, who use the protection of children as a pretext to filter the content of all their citizens. So I think there is a debate to go on about that. I think the other element, too, which has been discussed in a number of workshops, is the concept of digital citizenship, which has been discussed in a number of panels, and rights come into that as well. So it's a complex area and I think the reality is right now that we have a multispeed approach to this that needs to be resolved before we start talking about it as a universal right.

NICOLA DOUGLAS:

I'm here representing Childnet International. I would just like to say I think it's incredibly important that we work within a framework of human rights when expanding the Internet. As a citizen of the U.K., I know that it's very important to keep pressure on Internet Service Providers to expand broadband, and I think if the Internet and the access to information is seen as a human right, then it's a lot easier for them to keep it as a priority and as Cecilia said, it's a duty for them to make sure that they're providing that service.

CYNTHIA WADDELL:

I'm a founding member of the Dynamic Coalition on Accessibility and Disability. I'd like to make a comment from the Workshop 137, which was a feeder workshop to this main

session. Our theme was "Mainstreaming the disability perspective for an inclusive society," and it's directly on point to what we're discussing now. Mainstreaming the disability perspective is a fundamental principle of the U.N. Convention on the Rights of Persons with Disabilities, since the purpose of that convention is to promote, protect, and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities. Kenya is one of the 105 nations, along with Brazil, that have signed and ratified the convention. Of relevance today are two convention articles. Article 9, "Accessibility," explicitly mandates that nations promote access to the Internet. This includes availability, affordability, and accessible design.

Article 21, "Freedom of Expression and Opinion," and access to information provides for nations, including providers of information through the Internet, to make their services accessible to persons with disabilities. Why is access to the Internet a fundamental human right enshrined in the convention? Our workshop touched on the diversity of the community of persons with disabilities and the means of equalizing opportunities through Information and Communications Technology. By equalizing opportunities for persons with disabilities, we promote respect and dignity for the individual. And finally, perhaps we could say that the Internet for persons with disabilities is our eyes, our ears, our hands, our feet, and some might even say our heart that enables us to make our own unique contributions to society from the disability perspective.

FROM THE FLOOR:

I'm speaking on behalf of the Steering Committee on Media and Information Technologies and the Council of Europe, just to also say, if you do not know it, that the Council of Europe has been working a lot, actually, on all these questions on access. There is the declaration of freedom of communication on the Internet, where member states in the council are concerned about any limits to public access to communication on the Internet, be it for political reasons or other motives, and also actually the general secretary of the Council of Europe, Mr. Jagland, recently said that we, the Council of Europe, are fully supporting the U.N. initiatives in this context, and the Council of Europe thinks that we need a global instrument for this purpose, and therefore it will be also a main point in the strategy of the Council of Europe for the upcoming year, because we really tried to do the multistakeholder approach there, everybody is warmly welcome to get in touch, especially with the relevant steering committee which will be called in the future as the media and Information Society and bring in their proposals and take part on the discussion there.

ALEX EVERETT:

I'm representing Childnet International here. I was wondering if maybe we need to be a little bit careful talking about legislation the whole time because sometimes this can be quite a broad generalized thing which can actually in some cases throttle access for the smaller up-and-coming websites. So perhaps instead we need to look at kind of incentives, whether this is from government, from the bigger corporations, and therefore, you're not just going to say to be online, you must have the accessible controls in place,

but perhaps when you reach a certain user base, depending on the kind of service you're providing, then you can actually put in these controls. Of course it's incredibly important we do, but we need to remember actually the smaller Web sites sometimes struggle just to still afloat, so putting in these actual really rigid controls may also throttle the access too.

GERRY ELLIS:

I am from Dublin in Ireland. I'm a software engineer in Dublin and a consultant in usability and accessibility. I'd like to make two comments, really, rather than a question. One, I'd like to support all the things that were said so far about the benefits to society of inclusion, and we heard about curb cuts and we heard about captioning and that sort of thing. But of course our own inclusion, if we have access to the Internet and the information on it, it's only a tool for access to information, education, whatever. Instead of forced dependence, we become fully functioning, active members of society, and we're paying our taxes and you're adding to gross national product and becoming economically functioning people within society. So that benefits society as well.

One other point I'd like to make is that we've been, advocates like myself and the DCAD who are here, and people who have been speaking this morning, have been talking about this for 20, 25 years, and have been getting good results sometimes, and poor results sometimes, but if you talk to the actual people who are the designers, even if you convince them, they say, "Well, I went through a technology education system that didn't know about accessibility." So about three years ago, a number of us got doing with CEN, which is the official European standards body and we developed what's called a workshop agreement that involved people from eight different countries around Europe, coming together on four occasions, putting out information to public consultation where we got over 200 responses from all over Europe, and there is now a document which is an official workshop agreement from the official European standards body, CEN, which is a curriculum for a course on universal design. And what I'm asking people here today, and people who are remotely participating, is to take that curriculum, bring it to your local technology trainers, your local universities, and promote the inclusion of universal design in all technology courses, and that will work its way through the system. And you'll find that at www.cen.org.

CHAT GARCIA RAMILO:

I'm from the Association for Progressive Communications. Before the IGF started, we had a workshop on access and one of the things that came out of that workshop is that access is a multifaceted concept, and that there are possibly two things that we need to look at, and one is that while there are still a lot of people who are not connected, the issues around getting people connected is one thing, but the other point is that there are now a lot of people who are connected and are facing different kinds of issues in maintaining access, which includes the questions around rights, the questions around

freedom of expression, and how they actually use this connectivity to be able to exercise your rights.

So I think when we think about access to infrastructure, we also look at the differences in that. And I just want to say that one of the things that came out strongly in that workshop is that there needs to be a lot more discussion around human rights approach. Possibly looking at how this has been used other areas. For example, concepts of emphasizing participation of individuals in decision-making, introducing accountabilities because now we're seeing how there are adverse effects on individuals in relation to the use of the Internet. So those concepts are very useful in looking at a human rights approach when we're thinking about access to the Internet. And lastly, there was a discussion around perhaps the next theme for the IGF should focus much more on human rights.

LAURENT ELDER:

I'm actually going to possibly put our chair on the spot. There's been some question as to whether legislation is useful or not in this area and this is as much on the point of view of connectivity as the point of view of human rights, to access to the content or the information. You're well privileged in your position in the Kenyan government to actually influence these kinds of decisions. What is your take on whether legislation or policy in this area is useful or not?

BITANGE NDEMO:

We are actually working towards that end. If you look at our bill of rights, it's very, very comprehensive and we are now developing legislations that would operationalize the bill of rights. The reason why we are aggressively taking broadband to rural villages throughout the country is to ensure that when we begin a smart government through the e-government initiatives that we have, that we do not discriminate against any of the Kenyans. Then technology enables us to deal with a lot of our people who have been discriminated before, like those who are visually impaired, others who have not been able to access education. It's going to be much easier to legislate this as a human right, so that we can be able to deal with those injustices we have had, people who have never been able to access knowledge.

ARUN MEHTA:

I'm from the Bidirectional Access Promotion Society. Unfortunately, when governments talk about access, very often they mean in one direction, that you should be able to access their information. But it's incredibly important that information and influence should be able to flow in both directions, and we consider that to be such an important point that we make that point in the very name of our organization. And there was this question about making remote participation a right. I think that for governments, instead of first making a policy and then waiting to get feedback and all of those things are an inefficient way. If people via remote participation could actively participate in the making of policy, we'd

have much better policy, so my question is: Are there governments in other countries where this happens that you can remotely actively participate in policymaking?

DOROTHY GORDON:

I'm the Director-General at the Ghana India Kofi Annan Center of Excellence in ICT which is a capacity building institute and I'm very pleased that the gentleman behind me gave us some indication of what we can do as capacity building institutes to include training and prepare our new generation of technologists to be more sensitive to these very important issues. I think when it comes to design, and I thank Mr. Pepper for his comments, it's really important that we address it at that level. And that means that even this workshop must keep in mind issues relating to open standards and protocols, which are fundamental to the design of all we do, as well as the protocols concerning content and IP. And I haven't heard any discussion yet of the open movement, the open source software movement, as well as the creative commons licensing, which is really ensuring access. And in fact, when we talk about it, open education resources, open data for government, it's very important.

But really, the other thing I wanted to bring to the table that I haven't heard yet but I think has figured previously in other discussions is that access to become a creator of content for the net. We recognize that literacy or illiteracy is seen as a disability when it comes to the net. Ability to speak English, as our colleague from Ethiopia has mentioned, is another disability. And that means for many women, especially in Africa, but we observe it with the very well-known studies on the proportion of women who contribute to Wikipedia that throughout, on the Internet, we see there must be something which is impeding women from actually contributing to the content that we see on the net.

And that means that unfortunately the content is not always relevant to the lives of women. So I think that we need to pay attention to this and see what we can do to correct it. And I'd like to also encourage this meeting to also look at some very specific metrics. As you can see, I've been to a lot of meetings. We keep going over the same ground. Let's be clear on what we want to measure and the progress we want to make before the next IGF.

FROM THE FLOOR:

My name is Hisham. I am coming from Egypt. I just think in this session we should think about the difference between access and accessibility as the first speaker, Shadi, has indicated. I think the concept of disabilities and people with disabilities, we shouldn't be only thinking about physical disabilities. I think an emerging concept that we should consider at the IGF is also people with connectivity disabilities. Unfortunately in many developing countries, we have lower speeds or we have the option of higher speeds but it's still expensive for most of the people, and some people would prefer to go with an economical choice. We have to make sure that those people are still enjoying the content on the Internet in a way that encourages them also to continue with the Internet experience and also to take it to another level with higher speeds.

So I was in a session, in a workshop, with Mr. Pepper also speaking on that, and he indicated the portion of videos on the Internet and the evolution of the percentage of traffic, video traffic over the Internet, and I think we should be also very conscious about the limitations of people with limited connectivity. We often actually fall into the trap of thinking of people in the world as either connected to the Internet or not connected to the Internet. We have a large portion of people actually connected but with limited connectivity speeds. They want to also be able to see maybe video content with low resolution, or maybe even an audio alternative to that.

GINGER PAQUE:

Thank you. This question comes out of the discussions being held in the Australia National University in Canberra. It is for the panel but perhaps particularly for Mr. Pepper. He was talking earlier about the universality of design infrastructure, the curb cuts. What kind of scope is there for this to be applied to content, given the complexity of international boundaries and range of content providers?

ROBERT PEPPER:

So I actually think the metaphors are imperfect, but we've already heard, I think, some excellent suggestions about making content accessible right. The metaphor of curb cuts for content. Number one, we have to recognize that English is not the only language, right? In fact, it's a minority language. So we need, you know, content in local language, that's number one.

Number two, there was the question about literacy, and what I'm struck by is that when we started off talking about the need for people with vision disabilities to have access to content, that is, you know, either in text or images, how do they have content? Well, in terms of the text, to solve some of those issues with text-to-voice into multi-languages, it begins to address the issues of accessibility to content, and if we have widespread deployment, as we are beginning to see now, of text-to-speech and speech-to-text in multiple languages, if that's being done in the market, it's being done for people with visual disability, it also addresses literacy issues.

I think we're seeing a confluence of technologies in the market, at the high end, needs for people with disabilities, as well as now mass market coming together with some fundamental technologies like speech-to-text, text-to-video and text to speech, also video compression. You know, in the blogosphere today, there are reports that the new iPhone is going to have a speech-to-command function, if that's correct, you'll be able to speak into your iPhone and it will take commands, right? If that's the case, we're seeing sort of the mass deployment of technologies that people have been talking about for years. And once you have mass deployment, the costs come down. Then it becomes widely available. That, to me, is extremely important, and this also goes to the point that was made back here about the incentives to design in technology, and it's the question of regulation or law versus the incentives.

You know, we don't want the well-intended regulation to become a barrier to new content. If the costs are too high for the small providers, they're not going to be there. You know, so it's a balancing. We want as many voices as possible and we don't want to make the cost of the voice high, and yet, on the other hand, we want to make sure that there's wide, widespread availability in many ways. And that's a hard question. There's no easy answer. But it's the balancing and I was really pleased that you raised that question on the economic tradeoffs. There are ways to do it, but also the point, if you design it in at the beginning and the technology is available, it's not a cost to the little user, the small start-up, right? And that's where we want to be. That's the goal. And the point of metrics and measurement, right if we can't measure it, we can't get there, right? We don't know whether we've been successful. So I actually think we should have a conversation and a workshop on metrics and on measurement. How do we know when we get there? How do we know when we're going even in the right direction? So those are just some thoughts that pick up on this question of content, because I think that's actually at the core of what, you know, we want to be doing.

BITANGE NDEMO:

I was going to respond to the question on remote participation and policymaking. Indeed, in Kenya, we have done this very successfully. Practically, most of the policies that we do, we put them out there, we crowd source them, we sieve out what we want, and then make the policy. It's a much, much more inclusive process than doing it the other way.

FERNANDO BOTELHO:

I'm with F123 Consulting. I'm contributing based on the Workshop 136, which was organized by the Dynamic Coalition on Accessibility and Disability. It was quite clear in our workshop that the major challenge we have of inclusion of persons with disabilities, which are estimated to be about 1 billion persons around the world, is fundamentally caused by three or four challenges. One is affordability of assistive technologies. One is the need to customize assistive technologies. And localize assistive technologies. Let me just expand very briefly on each one of these. Affordability, since persons with disabilities are statistically the poorest among the poor, customization because many disabilities, including persons that have multiple disabilities, require us to be able to go in and adjust the technology, the software, so that it meets their needs.

One example that was shared with us by Professor Arun Mehta was the case of persons who are blind or are deaf-blind. Localization, there are many languages around the world, and many specific needs that are not necessarily financially viable if we are following conventional models or business models. So many languages in Africa, we don't have speech synthesizers for those languages. And finally, because there are relatively small or few resources dedicated to persons with disabilities around the world, relative to the amount of work that needs to be done, we have to facilitate somehow the process of international cooperation in the development of these technologies.

And in our workshop, it became clear that a model that is very, very productive in meeting every one of these needs is the free and open source software model. Finally, I want to conclude by saying this is not so much a matter of convenience for persons with disabilities. This is something that effectively determines the opportunities we have in education, and ultimately employment and participation in society.

FROM THE FLOOR:

I'm from KENET, the Kenyan research and education network. And I am reporting on the workshop AD-188 titled transforming higher education with broadband. And it had several panelists. Dr. Ndemo was there. There was someone from Verizon, ISOC, and even from the leading mobile operator, Safaricom. And there were two key issues that came out. One of them is the special need for broadband access for that higher education community, which for the panelist was translated to mean universities and research institutes. One of the things that came out is that higher education tends to be quite important, especially in developing countries, because it's the source of the young entrepreneurs and innovators. It's seen as critical for development and job creation, especially for the youth. And the question was how do we increase access to broadband in an affordable fashion? And one of the things that came out is that creating a consortium of universities in a particular country and them operating as a research and education network is one of the probably best vehicles for getting access.

And the example for Kenya, which is KENET, is it has been able to provide broadband to over 74 campuses, just because we have come together as a group. We get help from the government, a little help. And the consortium also helps itself to run a broadband network. And that means that, very quickly, in the last two years have been able to transition from just about 75 megabits per second for the entire community to about 2 gigabits of international capacity. And that was seen as something that can happen for all African countries. We had a contribution from Uganda where the partnerships with the private operators also work to help access broadband Internet. Then we went on and discussed that it's not enough to have broadband access, but the real challenge is actually to transform the way universities and research institutes use that broadband connectivity in teaching, in learning, and in research. And one of the most important points that came out is it's a cultural change and so we need to work hard to change the culture, motivate faculty to change the way they teach, so there is all sorts of things about the reward system that is put in place in order to transform the culture. And the leadership of the university was seen to be quite important.

The other thing that came out is that the ecosystem for broadband includes the campus network, so the universities themselves need to be ready. In general, that means reallocating resources. Ready in terms of the broadband infrastructure encompass and ready in terms of faculty development and obviously ready in terms of transforming the curriculum so that it is electronically available. So those are the issues that came out. The big challenge obviously is lack of devices, networked computers for the students, for the faculty, and the fact that there has been some intervention, the private sector being

able to provide to this group. In Kenya alone we have over 220,000 university students, and they become a big market for probably lower price devices. But also, the other thing that came out is the mobile device is probably going to be the critical device for accessing broadband resources and for learning. And then we said, well, so there are many other opportunities broadband provides, especially in a developing country like ours in terms of access to education. It can provide remote access to education. And as we have been having discussions here, it can also provide access to those with disabilities.

FROM THE FLOOR:

My name is Yuliya Morenets, and I represent the civil society organization Together against Cybercrime. I will just shortly give few points about the workshop 126, and it was about the use of ICT's by vulnerable people for the better participation of public democratic life. So it was a best practices exchange workshop. I would like to say at the beginning of this plenary session I was asked not to summarize the workshop but just go to the direction of the access to the Internet rights. So I would like to give the points and go to this direction. So practically, what we have done, we exchanged the experience from all over the world, and we try to speak about a number of categories of vulnerable people. Of course we did not cover all categories of vulnerable people, but we had some presentation of vulnerable people from all over the world. For instance, we had Pacific country, Fiji, where the problem was the transport infrastructure. We had also the discussion about displaced people, the people and of course the initiatives, the use of ICT's, the use of ICT's in the refugee camps, the use of ICT's and the concrete initiatives for blind people.

We discussed about exploited children and exploited women, and those integration of migrants in new countries. So we tried together all these initiatives and we unconsciously agreed the access to Internet it's a right. It's a right. Why? And it's a very important issue for these vulnerable people, and we agreed for all categories of vulnerable people. Why? Because it's a possibility to assist these categories and to be helpful and to better integrate them into the public democratic life and to have their voice heard. I would like also to say that we agreed that there is a need to further develop these kinds of initiatives in the area of ICT's, at the local, national and international levels. Concerning the access to Internet and vulnerable people, of course once again, very important for them and it was already raised why. Because it's access to information, it's access to information comprehensible to them, its access to knowledge and to the equal participation, of course.

But if we speak about the access to information, access to Internet, which will allow to the access to information, it's of course a human right which is covered by the European Convention on Human Rights. So already, we know that it's a human right and a basic right of all people, but a very important issue for vulnerable people. What I would like to say, that it was raised all that the access to equipment and Internet rates is still an issue. And just to conclude I would like say that as a result of this workshop agreed maybe on the need of creation of a network in order to share the existing initiatives in this area, ICT's, and the Internet. And at the beginning of this initiative we propose to create a

mailing list in order to exchange, and Together against Cybercrime will create the mailing list. All actors are invited to participate in this initiative.

FROM THE FLOOR:

I am Rajeshree Dutta Kumar from Center for Science Development and Media Studies, India. And I report workshop number 113 which was accessibility and diversity, broadband Internet access. Now, before I start off with the pointers, I will be very precise and brief. I just wanted to share with the august audience here that we have had a balanced panel in which we are representing the civil society, the private sector, and the government of India as well as international panelists. Idea was to understand and bring on board the challenges, the opportunities that we may have had or we may learn from each other on the accessibility issues as far as broadband is concerned. The pointers that emerged were, first of all, there is a considerable difference among definitions of the term broadband across countries. However, the one constant factor that remains constant within the definition of broadband is connectivity. So we always understand broadband in terms of connectivity. Can we have one uniform understanding of broadband for across all the countries, or at least for the subcontinent India, kind of is a part of member of. And there are certain issues that came kind of that emerged were broadband, high cost connectivity and broadband in rural areas is a big challenge. In India also we are facing the same challenge. The local language remains a challenge because India is one country with 11 scripts and 22 languages. And there is a very strong need with the diversity that we have in India, there is a very strong need for us to have all the 22 languages recognized when we are talking about using Internet. And that's when we could actually talk about access.

The second point that emerged was technology solution must be made legitimate solution barring all copyright issues. We must also look into the patent issue to make it easier for compliance. There has to be free and open source license, and for enhancing access. The government of India is setting up a thousand kiosks in villages and rural areas which can provide Internet connectivity in these regions. And actually when we are talking about access, it doesn't mean we will have to have a laptop or a personal computer to have the access. In India, we have the shared way of using Internet. So the community service centers, that's the model that we follow in India, so why not we acknowledge, when we are talking about access, why not we also have that model for understanding the accessibility issues. And also the last point was Internet can be used for improving the quality of life for an ordinary citizen. We believe that Internet can be kind of considered as one of the basic human rights, to disseminate information, to bring people, to empower people, and to have equitable and equality quality of life.

FROM THE FLOOR:

I am from the OECD and I am reporting on workshop number 91, mobile government for effective and inclusive public services. And I think the most relevant contribution that came out of the workshop which contributes to the discussion we are having here today concerns the fact that all participants in the workshop and panelists agreed on the fact that

mobile technologies provide a channel to access public information and services to groups of the society which we would not be willing or capable of using already existing challenges. These groups of the population include not only physically impaired people but also women in some countries around the world, as well as, for instance, people living in rural areas. So from that point of view, if we consider equal and equitable access to resources available as a right for people to be sustained in their effort to personal growth and personal development, in that sense, the access to the Internet should be considered as a basic right.

And what was underlined during the workshop is for governments to be able to fully capture this opportunity to use these mobile technologies to provide services and information in a new way which is more responsive, there is an absolute need for adopting a multistakeholder approach to include the specific groups which are interested in using this channel in the design of the services. So user-centered approach which is also a strategic approach, which makes sure that adding a channel doesn't lead to the creation of new divides but actually creates a more inclusive society.

SATISH BABU:

I am of the International Center for FOSS, from India. I have been a member of DCAD since 2009.This is to supplement work Fernando had presented on the workshop. I had presented a case study of a project in India which is about accessibility. For the province with a population of about 32 million, the main highlight of this presentation was the use of free and open source software, for multiple reasons. For example, some of the points mentioned here before: Cost, customization, especially the language localization, the licensing and the fact the one can distribute as many copies as you wish. But most of all, for the communities such as the disabled, a sense of community can be built by FOSS. This is actually a support structure and support system that can enable much more effective use of a technology, because FOSS is not just about technology. It's about a community and ecosystem. And we started four years ago. Currently we are rolling out in the whole of this province and the experience has been uniformly positive. And we would like to request the international community to examine this model closely and explore ways of replication.

GARLAND McCOY:

I am with Technology Education Institute, and in partnership with DiploFoundation we did access workshop number 101. And we really tried to have some panelists and some speakers that could talk about success stories that are actually happening in the field and how those are drivers of access. We had some experts on mobile medicine and mobile health care that talked about, for example, the fact that you could use your cell phone, very low bandwidth, to check to see if the pharmaceutical medicine that you got is legitimate or if it's counterfeit; to monitor the insulin devices for diabetics, for kids that are in school that might be distracted, and you get a text message on their phone to remind them to, you know, push the pump up. All types of examples of how currently they are using this long distance Wi-Fi and the current systems to do health care.

We also had some drivers on education, talking about the universities and rural schools and how they are taking advantage of and using the Internet and wireless connectivity. Mobile banking, particularly mobile money which actually was invented in Kenya. We don't even have it in the United States, in developing countries yet. It's rolling out. And how that's evolved and how that's moving now into debit cards in partnership with credit card companies. That's a driver for access. We had senior officials talking about the infrastructure, both from the submarine fiber cable coming in. There are now three. There will be four shortly. And the fiber build-out, but how things are going to move into the 3G and other broadband applications as it rolls out across the country.

And finally, we had some people talking about content. We had an official from Walt Disney that did the Lion King, for example, very locally based content. And how folks like Disney and Electronic Arts and other companies are using interactive games that are very popular, but moving them into the education field, because as you know, right here in Kenya, there is at least a 20,000 shortage of trained teachers. So as the training of the teachers' progress, we're not losing a generation of educating students. We can use these very engaging, interactive devices to educate. And finally, we ended on a very positive note where we had an individual from Inveneo, an NGO that had extraordinary success in building a Wi-Fi network, sustainable, enterprise level, business-based Wi-Fi network in Haiti just after the earthquake for less than $2 million. And again, that's business base. When they rolled out, they left it for the ISPs and so it wasn't one that the government had to continue to provide infusions to support. So that was a very positive success story. So we were just looking at drivers and trying to get concrete in terms of what is currently out there, and where we're going with that.

LAURENT ELDER:

So we're going to try to close this off because we are keeping you guys from lunch. So I'm going to ask the panelists to each come up with their recommendation about this issue in 140 characters or less. So if they were to have a Twitter-friendly comment about this, what would it be?

FRED HAGA:

Let's enable the disabled and appreciate diversity.

ROBERT PEPPER:

Design access in as you design technologies, and leverage commercial developments.

SHADI ABOU-ZAHRA:

Taken from disabled people's organizations, nothing about us without us.

ADAM PEAKE:

Ladies and gentlemen, I understand at the beginning of the session there was a comment about the accessibility in the IGF itself. And I just wanted to make the comment the perspective of the IGF and the IGF Secretariat is this is an issue that concerns us very much. It is of great importance to us. We have worked with the dynamic coalition on accessibility and disability and will continue to do so both on physical accessibility issues and on accessibility issues for our Web site and other online resources. We want to improve. We know we must do a better job, and we will do a better job. And we look forward to further discussions with the coalition on this. So I just wanted to make that very clear that this is an issue that concerns us greatly, and the IGF Secretariat has worked over the last five or six years to make it a priority for us and for the IGF in general.

Reports of the Workshops
Access and Diversity

2. Digital Citizenship - a charter of children's and young people's rights in the online world
12. Connectivity and Access in Sub-Sahara Africa - Status, Challenges and Opportunities
67. E-participation Principles
76. A global consideration of the challenges to access, and the opportunities that access affords, from a youth perspective
91. M-government for effective and inclusive public services
92. Challenging myths about young people and the Internet
101. Are we meeting the challenges of bringing content and access to the world?
113. Access and diversity of broadband Internet access
126. Internet for democratic participation of vulnerable people in public life-best practices exchange
136. Implementing good practices in accessibility for an inclusive society
137. Mainstreaming the disability perspective for an inclusive society
138. How can we reach the media have-nots of the developed and developing worlds?
145. Consensus building on Internet's universality, integrity and openness
188. Transforming Higher Education through Broadband– Maximizing the Opportunities
199. The Future of the Internet and its impact on the world: A Scenarios Summit
211. The Impact of Regulation: FOSS and Enterprise
555. The Role of Internet Exchange Points in Creating Internet capacity and Bringing Autonomy to Developing Nations

Report of Workshop 2:

Title: Digital Citizenship - a charter of children's and young people's rights in the online world

Organization: European NGO Alliance for Child Safety Online

Contact Person: Morthen Jahnsen

Reported by: John Carr

A brief substantive summary and the main events that were raised:

Charters of citizens' online rights were beginning to appear with increasing regularity. One of those most in evidence at the Nairobi IGF had been published by the "Internet Rights & Principles Coalition". It was noted that this document made no mention at all of children and young people.

In many of the discussions that were taking place on this issue of citizens' online rights the usually unspoken, working assumption appeared to be that every internet user possessed, at least, average intelligence, average literacy, average numeracy, had attained an average level of education and was blessed with average eyesight, average hearing, average manual dexterity and that in every country they could read the language of the locally dominant linguistic group. This is self-evidently not the case. The debate on rights needs to reflect reality or it will soon be seen to be irrelevant.

Moreover it was important that under international law, most notably the UN Convention on the Rights of the Child, children and young people were rights holders. They are not supplicants asking for companies or Governments to grant them anything the law does not confer as a right.

Is the concept of "digital rights" in any event a very useful one? Children and young people do not see the internet as being separate and distinct from the real world. Rather the internet is part of their real world. The rules of citizenship which apply in the real world apply equally to the online world. The words used to describe them might have to be different because the space in which the conversation is taking place is different but in every other way the underlying principles are the same.

In Kenya an overriding concern was the digital divide: bridging the gap between the haves and the have nots. Mobile seemed to be the way in which the technology would be diffused in Kenya as well as much of Africa.

Conclusions and further comments:

There were challenges and tensions between the rights of children and the rights of adults. A balanced and proportionate way needs to be found to navigate this path. However it is a common misconception that all children and young people were equally adept and knowledgeable when it came to the digital environment. A lot of people,

including children and young people, are using applications without fully understanding them. Protection and empowerment are not mutually exclusive concepts. And we should never forget that wisdom is not the same as knowledge.

Report of Workshop 12:

Title: Connectivity and Access in Sub-Sahara Africa - Status, Challenges and Opportunities

Organization: Diplo Foundation and NEPAD

Contact Person: Ulemu Nyasulu / Towera Jere

Reported by: Ulemu Nyasulu

A brief substantive summary and the main events that were raised:

Presentations were made by 7 speakers representing 4 regions in Sub-Saharan Africa and 3 speakers from regional organizations. Each country informed the audience of the status of connectivity and access in their country, issues, challenges and opportunities. Each regional organization informed the audience and the different countries of their activities in the connectivity and access field.

The following is the summary of presentations by each of the speakers:

1. Nnenna Nwakanma (Cote d'Ivoire / West Africa)

* West Africa has 4 submarine cables - WACS, SAT-3, Glo-1 and ACE, making it the region in Africa with the greatest submarine bandwidth.

* The main challenge is the lack of integration of connectivity within the region. Although the ECOWAS region is open economically, one has to have as many dongles as there are countries in the region to have connectivity as they travel from country to country.

* The other challenge is the fact that the cost of bandwidth has not gone down despite many players in the connectivity and access industry.

2. Baudouin Schombe (DRC / Central Africa)

On the positive side:

* 8 out of 10 people in DRC have mobile phones

* The country has 7 mobile operators

There are many challenges in terms of connectivity and access in DRC due to many issues some of which are:

* There is no ICT policy in the country.

* Not every region is connected.

* There is no legal instrument for ICT.

* There is no consultative process on ICT issues.

* The landscape is fragile due to war making investment a challenge.

* The present association of Internet providers is not functional.

* The country's IXP is used by only 2 operators.

* .cd re-delegation has not yet been finalized.

The Central African region as a whole has 11 countries, only 2 of which have a good ICT framework.

3. Dr Paulos Nyirenda (Malawi / South Eastern Africa)

The status of connectivity and access in Malawi is as follows:

* Malawi has a regulator and a legal framework for ICT

* The country has no ICT Policy

* There is one dominant fixed line operator with an ISP license

* There are 35 licensed operators, only 8 of which are operational, but are failing to compete with incumbent fixed line operator

* Connection to undersea cables was activated in Feb 2010

* Most of the fiber backbone in Malawi is provided by the incumbent fixed line operator, with some coming from the electricity company, ESCOM.

* Migration from VSAT to this fiber which has become available has lowered costs for operators, but this has not trickled down to the consumer.

* There are 2 mobile operators in the country: Airtel and TNM, with 90% coverage of the country.

* Malawi is being approached to be a transit region for fiber to neighboring countries

* An IXP was established in 2008, and all ISPs are connected

The challenges for the country are the following:

* The regulator has capacity challenges because they have to handle all aspects of communications. This affects regulations and connectivity.

* The country has no ICT Policy

* Price for connectivity is high, $1500/Mbps/Month

* Low literacy

* No online or e-payment systems

The opportunities available:

* Legal reform

* Transit

* IXP and network connectivity

4. Alex Comninos (South Africa)

The status of connectivity in South Africa is as follows:

* Capped Internet in South Africa is unaffordable, although price has gone down over the past 3 years

* In 2008, uncapped ADSL 312kbps costed Euro 90 - 200/month. It currently costs Euro 30 - 60/month.

* ISPs have been allowed to build their own infrastructure using EICN licenses

* Mobile and mobile Internet are available everywhere in South Africa.

For the Southern Region in general, there is an opportunity for the region to build its own data centers and clouds, keeping local traffic local. The region also needs frameworks for cross-border connectivity.

Regional Organization Presentations:

1. Towela Jere (NEPAD)

* Nepad is the technical agency of the AU, established by the decision of AU summit in Jan 2010

Mandate

* Facilitate and coordinate the implementation of the continental and regional programs and projects

* Mobilize resources and partners in support of the implementation of Africa's priority programmes and projects

* Conduct and coordinate research and knowledge management;

* Monitor and evaluate the implementation of programmes and projects; and

* Advocate on the AU and NEPAD vision, mission and core principles/values

The work:

* Take guidance from AUC through continental frameworks, CITMC

* With and through RECs

* With other partners on a case by case basis

focus areas:

* Skills, infrastructure, applications

Projects:

* Broadband infrastructure

* Enabling Environment

* E-Schools

* Payment Gateway

* Internet Governance

* Community Informatics

AUC
* Based on AU Summit and Ministerial decisions

* PIDA – currently at the stage of feasibility studies
* PIDA ICT – interconnecting African cities and villages; national and regional IXPs
* Funding secured for Phase 1 of AXIS (Euro5.1m) – capacity building for about 30 member states that do not have IXPs; also support to regional IXPs
* Pan-African e-Learning Network – in collaboration with India: e-learning and e-Health
* Africa Connect for Research and Education under EU-Africa joint partnership (Euro 11.8m) – to connect RENs

UNECA

ECA role:
* Policy and strategy
* Capacity building
* Impact, knowledge sharing and networking (SCAN-ICT)

Within context of AISI 1996
* 43 countries have adopted policies

E-Legislation and cybersecurity
* ECOWAS 2010
* AU – on going (presented at session with UNESCO: check this)
* National cybersecurity policies – Kenya, Moz, BF

Capacity Building
* ICT sub-committees in parliaments
* ICT4D for SADC
* E-diplomacy in collab with Diplo
* Academy of ICT Essentials for Govt Leaders in Africa
* African e-Learning Initiative (www.uneca,org/elearnafrica)

Task-group on e-Gov (TGEG)
* E-gov indicators (8 core indicators developed May 2011)
* TIGA Award

Conclusions and further comments:
* Cost of access is too expensive and a barrier to access in the whole of the Sub-Saharan region

* There is need for regional integration and coordination with respect to connectivity

* There is also need for Capacity Building

* To achieve development, there is need for a holistic view of infrastructure in Sub-Saharan Africa so that we can achieve true connectivity in the region and not have islands of connectivity each working on its own.

* There is need for multiple players and redundancy in the terrestrial infrastructure industry

* The challenge of political instability has a huge impact on regional connectivity

* Countries within the region should adopt a proactive rather than reactive approach to ICT's. They should know what their country needs to achieve and initiate projects, rather than wait for projects to be proposed to them.

* There is also a need for better communication between regional organizations that are dealing with connectivity and access issues and countries, but also within countries, so that projects are not duplicated, and that able organizations within countries are not uninformed of organizations activities.

Report of Workshop 67:

Title: E-participation Principles

Organization: DiploFoundation

Reported by: Virginia Paque

A brief substantive summary and the main events that were raised:

The importance of e-participation is no longer in question. At the 2011 Internet Governance Forum, some 2000 participants in Nairobi, Kenya were joined by participants from 42 'remote hubs' across the globe, and a number (at least 27) of presenters and panelists joining on web-conference from their homes and offices. Remote hub groups gather together to follow webcasts of sessions, contribute input via text and video, and to discuss issues raised locally. A number of remote hubs translate discussions into local languages, while others are also contributing to the IGF by writing reflective blog posts and analysis from their 'birds eye view' of the forum. 2011 also saw over 12,000 messages about the IGF shared on Twitter, including tweets sharing links, insights, comments and quotes about 70 different workshops (out of approximately 120). Final statistics should be available soon.

Workshop 67 E-participation Principles consisted of short interventions by panelists followed by a roundtable discussion of issues, principles and guidelines. A review of history and issues in e-participation was given by panelists, after which onsite and remote participants collaboratively discussed and drafted (see the online discussion at http://diplo.ietherpad.com/ep/pad/view/ro.6Uq9$cCZ/rev.4000) a set of proposed e-participation principles which is now online for follow up discussions at http://discuss.diplomacy.edu/e-participation/

This concrete output is available online and in the section 'conclusions and further comments'.

Conclusions and further comments:

E-participation principles: First draft for consultation

Summarized principles: First draft

Inclusiveness

E-participation is a set of resources that allows for increased openness and inclusiveness, particularly in global policy processes.
E-participation platforms should support customization for local language and context.
E-participation should be multilingual, moving beyond the current focus on English (e.g. transcripts of main sessions).
High and low bandwidth options should be available to improve access to e-participation.
E-participation should include formal and informal channels of participation.
.
Equality of participation

E-participation is not about technology; it's about people. Relational participation that provides a social context is important. E-participation is an important part of meetings.
E-participants should be able to register for the IGF or other global meetings like anyone else, and should not be made to feel like second-class participants.
E-participation should facilitate different social media tools and platforms. Special efforts should be made to facilitate e-participation of countries, communities, and individuals who have limited access to the Internet.
E-participation should include networking and interconnecting hub-to-hub
as well as hub-to-meeting.
E-participation should actively offer alternatives for e-presenters and e-panelists, to foster the inclusion of voices that do not have the resources to attend in situ.

Scale and stability

E-Participation should be prepared for scale-up in order to facilitate increased e-participation.
The e-participation process should remain open to new ideas and improvements from participants: e-Participation is collaboratively created.
There should be a clear commitment to problem-solving and trouble-shooting, as well as the possibility of e-participation in the development of the e-participation process itself.
The e-participation process should remain flexible and adaptable.

Capacity building

Training is essential for e-participants, onsite panel moderators, and onsite remote

moderators.
E-participation must recognize and address the need for basic digital skills.
Capacity building is not just technology-oriented – it must also address moderation and facilitation skills and tech support training for hubs, remote participants, and support.

Providing platforms

E-participation should foster the creation of inclusive platforms among organizations.
E-participation should be built using open source software to support innovation, creativity, and inclusiveness.

A case study: E-participation at the heart of the IGF

E-participation should be as important as in situ meeting participation.
E-participation channels and online communities should be promoted through IGF publicity.

Report of Workshop 76:

Title: A global consideration of the challenges to access, and the opportunities that access affords, from a youth perspective

Organization: Childnet International

Contact Person: Lucinda Fell

Delegates were warmly welcomed to the session by the moderator, Lucinda Fell, the Director of Policy and Communications at Childnet International.

The moderator welcomed the varied international panellists: **Hannah Broadbent** the Remote Moderator (UK), **Jonathan Ebuk**, **Dr Kambugu**, **Davis Kiragu** and **Patricia Otoa** from the KiBO Foundation (Uganda), **Nina Shalita**, Deputy Director General and Youth Programme Director, Imbuto Foundation (Rwanda); **Alannah Travers**, **Alex Everett**, **Becca Cawthorne**, **Connor Dalby**, **Dan Skipper**, **Jack Passmore**, **Matthew Jackman** and **Nicola Douglas** from the Youth IGF Project Team (UK); **Pippa Green, Will Gardner** and **Lindsay Bower** from Childnet International (UK) and **Camilla Wøldike** from the Danish Media Centre representing the Danish Youth IGF Project (Denmark).

The moderator stated that although the session was a merged session, Childnet and the KiBO Foundation shared the understanding that the internet afforded all users, particularly children and young people a fantastic range of opportunities, and it would be this shared belief at the heart of this joint workshop, reminding delegates of Alex Everett's quote at the IGF in 2010 that "*discussions don't always have solutions but generate understanding*". The moderator emphasised that it would be in this spirit that the discussion would take place.

The session started with brief introductions to the three organisations comprising the panel, KiBO, the Danish Youth IGF Project and Childnet. Following the introductions, the session moved on to hear from the youth panellists who introduced themselves and the opportunities that they believed the internet afforded them.

"I'm Matthew David Llewellyn Jackman. I'm 16 years old and from Cumbria in the United Kingdom. The Internet offers me a wealth of opportunities and bountiful amount of knowledge. It offers me the ability to communicate with my family, to research information for schoolwork; it enables me to feel connected with the world."

"I'm Nicola Douglas, I'm 15 and I come from Edinburgh in Scotland. The internet offers me the opportunity to share knowledge with people and this in turn provides an increased access to information and a chance to gain more insight or see another opinion. Sharing knowledge is especially helpful for school work, and I regularly use Get Revising, a sight with user created notes and forums, to help you revise for exams. If I share an opinion, thought or idea on the internet I get more out than I put in. I can profit from another persons experience and expertise, and the original idea can be improved, built upon, reshaped or recycled. This is linked with the other opportunity that the internet provides for me, the ability to connect to other people whilst by passing the barriers of time and distance. I can talk to my cousins in Canada and Switzerland over Skype, and email friends in the Philippines and America. The opportunities I benefit from can mainly be classified as educational and personal, but the internet offers so many other opportunities that I haven't explored yet, especially economically."

"I'm Alannah Travers, I'm 15 and I'm from Devon. I think the internet offers me a greater sense of community and enables me to know things I wouldn't necessarily be able to learn in Devon. At just a click of a mouse I can, for example, go onto a news page and know exactly what's going on in the world."

"I'm Rebecca Cawthorne. I'm 16 and I'm from Leeds. The internet offers me opportunities to be involved in more projects, to keep me informed in new things that are happening and also to keep in touch with people who don't live close to me. As the internet is always updating it gives me a chance to get the newest information which will give me an edge with my school work."

"My name is Daniel Skipper. I am 15 years old and come from a small Island called Guernsey which is in the Channel Islands - Part of the British Isles of 200km south of England. The opportunities I get from my use of the internet gives me educational advantages in the way of research and revision for exams."

"I'm Alex, aged 17 from South West England. The internet plays a massive role in my life, reflected in the fact that I'm online all the time! It allows me to keep in constant contact with my friends, both those close to me and those who I haven't seen in a long time, and to broadcast myself – my YouTube channel in particular allows me to showcase

myself (is that showing off?!) The mass of information provided is invaluable as a resource...I often wish there was a 'find' function in any real books I have to use!"

"*My name is Connor Dalby. I'm 15 years old and I live in England. I believe that the internet provides the privilege of accessing infinite amounts of knowledge, world wide communication and is an essential tool to life.*"

"*I'm Jack Passmore, I'm 15 and I'm from Devon in England. The internet provides opportunities for communication, gaming, entertainment and the possibilities are endless.*"

The moderator thanked the youth panellists and posed the first question to find out whether the internet afforded all users the same or different opportunities. Matthew responded likening the internet to "a room with millions of locked doors, each door being an opportunity or a piece of information on the Internet." He explained that if you have the key for the door or know how to access the internet then that opportunity would be open to a user. However he cautioned that there are many doors, and users do not have all the keys, so many opportunities are inaccessible. He stated that each individual only has a set amount of keys so everybody has different opportunities depending on what they know how to access.

The moderator likened the 'keys' to circumstance, and questioned what the circumstances are which dictate the opportunities that are presented to users. Nicola responded, explaining that it was her experience that different internet users received different opportunities. She further outlined that the main circumstances separating users were censorship, language, economic background and age. She highlighted a May 2011 study conducted by Eurobarometer (the public opinion research wing of the European Commission) which found that 44% of 13,500 users questioned, felt that they were missing something interesting online because some websites are not in a language that they understand, thereby missing out on opportunities. Other contributors mentioned the fact that everyone had the same opportunities online, but it would be their choice as to what they do. The youth panellists also felt that the way people use the internet dictates the opportunities it would give them, stating that if people used the internet to promote themselves positively, then it would give them better opportunities than those who used the internet in a negative way.

The discussion considered how user confidence could affect opportunity, and the youth panellists acknowledged that there are many users who are not secure with technology and managing themselves online, meaning the internet can be a threatening place at times where they feel out of their depth. "*Society today presumes that youth are online all the time, which for the vast majority of us is true, but it must be a real pressure for those who are not.*"

The youth panel were asked whether being online gives them a voice, and if so, how. Their responses included the fact that being online gave them as young people a platform to share their opinions with people who they wouldn't usually be able to communicate

with and the ability to publish their own opinions. The point was also raised that being online itself doesn't give a person a voice, rather it would give them the opportunity to use their voice, and for a vast number of users who already use their voices, in terms of stating their thoughts and opinions offline, the internet would merely facilitate in a greater way their desire to speak out on matters causing them concern. The internet provides the means for these people, to contact others who are concerned about similar issues, via chat rooms, comment facilities and social networking. It was additionally recognised that the internet also gives a voice to those who are otherwise unable to exercise it including victims of abuse and oppression, those who are house bound due to illness and those who don't feel confident talking about their opinions to others face to face. For these groups the internet may provide a haven where, perhaps for the first time, they too can discuss their opinions, or seek help from others in similar positions. The Danish Youth IGF Project participants shared the opinion that being online gave them a voice, but acknowledged that amplifying that voice up to a wider audience could be hard and still remained a challenge for many.

Considering the opportunities provided in Uganda, Jonathan Ebuk spoke directly about the KiBO project and how it operates to create opportunities and to help prepare young people to be equipped to use technology in the future. He outlined the employment and entrepreneurial opportunities that the programme offers by encouraging young people to focus on their passions, to discover themselves and to explore the world through the internet. He clarified that the internet is part of 'every-day living', and so the programme seeks to provide participants with real-life ICT skills that they would be potentially able to apply in the workplace. In addition to equipping the participants with ICT skills he highlighted the mentorship opportunities that the KiBO programme provides and the importance of community and supporting local communities.

Moving on, one of the main obstacles flagged by the youth panel was motivation. It was their experience many, particularly older users had a lack of understanding about the internet, an incomplete knowledge of the benefits and were limited by fear. Further barriers to access that were discussed included cost.

Lack of education was also raised as a potential barrier to access, and the importance of was built on by Dr Kambugu a physician based in Uganda who spoke about his clinic's experience of working with young adults between 16 and 24 in partnership with the KiBO Foundation. The partnership between the HIV clinic and the KiBO Foundation took the approach that ICT training should not be offered in isolation, but also as part of wider training to empower, improve self-esteem and also to positively impact on the wider community. In the first year of the partnership, 75 young adults out of the 800 that are attending the clinic were trained in ICT offering them a better chance of employment and also empowering those young people to negotiate within their communities. The results showed a massive change in levels of confidence, not just in life, but also in using computers, to the extent that some of the young people were able to be absorbed as part of the clinic's care processes, both as volunteer staff, but also as full-time staff, and also through the KiBO partnership offering work placements in Uganda. The essence of his main reflection was having observed the vulnerable youth walk into the clinic without

any hope, the trained youth would be able to challenge and inspire other youth by sharing and promoting their new skills and experiences.

Having considered the opportunities provided by the internet, and some of the challenges users face in getting online, the panel moved on to discuss what could be done to help users come online.   Speaking directly from their experience in schools in the UK, the Youth IGF Panellists spoke about the challenges that they have sought to overcome in their environments. The two issues addressed were how to empower young people in schools to understand all the opportunities that the internet could afford them, alongside helping them to take control of their online experience to keep them safe, and the need for positive safety initiatives designed to empower rather than scare young people. Specific measures suggested included undertaking surveys in schools to find out specific challenges and responding by running workshops in schools, facilitating peer-to-peer training on those specific issues, thereby increasing skills and confidence levels.

Nina Shalita the Deputy Director of the Imbuto Foundation in Rwanda, a Country wide youth Programme, outlined the work undertaken by the Imbuto Foundation, outlining a three week programme for youth promoting social transformation through the acquisition of positive values, culture, perceptions and practices in Rwanda. She highlighted the challenges of creating self-sustainable youth programs, but emphasised that young people are social actors of change and not just the leaders of tomorrow, but also the partners of today.

The moderator drew the session to a close noting that there had been many wide ranging conversations from the panellists, but the common theme that had stood out was that human behaviour was at the heart of each of the discussions, and that all of those present had a role to play in encouraging others to come online and to make use of the opportunities afforded by the internet.

Concluding comments from the youth panel included a call to government and to the internet industry to think about what their role should be in encouraging users to come online, and to support them in doing so. "*I think there should be no economic or intellectual reason why anyone is not online. If they don't want to be online, then, of course that should be their right. There should be no reason why they cannot get online should they wish to.*"

The moderator thanked all the panellists for their contributions and invited the audience to continue discussions with them further to the end of the session.

Report of Workshop 91:

Title: M-government for effective and inclusive public services

Workshop report:

The OECD invited stakeholders to discuss and advance m-government research undertaken jointly with the ITU and UN DESA. The IGF facilitated remote participation in the workshop and participation via online channels came from countries such as the Philippines, Fiji, France and Switzerland. Together with the large on site and online audience, panellists discussed main opportunities and challenges in mobile government for related Internet governance issues, e.g. provision of public services, access and infrastructure, gender equality. The Workshop was a feeder workshop to the main session on access and diversity.

The experts on the panel shared national practices from

• Kenya (the great success of mobile use for commercial banking, and the desire of government to replicate this success in the area of government-citizen interactions)
• Switzerland and Italy (the Lucy and Titan projects for education of learners with disabilities, including dedicated mobile access to customised content),
• Trinidad and Tobago (the use of SMS and instant messaging as delivery channels for public services, the role of cloud computing in the region),
• the Philippines (the SOS SMS system for workers – mostly female domestic servants – abroad who experience harassment; the system enables immediate action and longer-term policy reviews),
• and Moldova (the role of mobile in the government plan "Moldova 2020" and the challenges to wider uptake of mobile technologies by citizens when interacting with government).

The national practices illustrated the potential for efficient and effective development of m-government services. Questions from the audience focused on the need for governments to effectively identify the needs of specific user groups in the design of m-government solutions and applications in order to avoid new forms of digital divides. Participants proposed that international organisations should consider developing a toolkit or guidelines in the area of m-government. Such work would be an important contribution to global policy agendas on development.

Background

Mobile access to the Internet is on the rise in both developed and developing countries. In OECD countries, "smartphones" and tablet PCs are opening up new ways of access to government services. But less advanced mobile devices are no barrier either provided that electronic government services are designed with multiple access channels in mind. Mobile government is an important area to consider not only because it allows for better and more efficient provision of public services. It also provides opportunities for greater inclusion through ICT's and can contribute to wider economic and social progress, e.g. in the context of the MDGs.

Why mobile government?

Mobile phones are becoming the most rapidly adopted technology in history and the most popular and widespread personal technology in the world. They play an increasingly important role in providing access to the Internet. Access to mobile networks is available to 90% of the world population, and to 80% of the population living in rural areas. Among OECD countries alone mobile broadband subscriptions grew at a compounded annual growth rate of 20% between 2007 and 2009.

Why does m-government matter for good governance?

Panellists agreed that m-government – the adoption of mobile technologies to support and enhance government performance and foster a more connected society – can help improve government performance and strengthen public good governance provided that the emphasis is placed on the needs of both the public sector and end-users, notably citizens and businesses. In this capacity, m-government can contribute to:
• Innovating service delivery
• Empowering digitally deprived citizens
• Intensifying partnerships between the public and private sectors
• Enhancing public sector performance, good governance and accountability

The workshop was moderated by Ms Barbara Ubaldi, E-government Project Leader, OECD, and facilitated by Mr Arthur Mickoleit, E-government Policy Analyst, OECD. Panel discussants were:
1. Ms Katherine Getao, ICT Secretary, Presidency and Cabinet Affairs Office, Office of the President of Kenya
2. Ms Dona Scola, Deputy Minister, Ministry of Information Technologies and Communications, Republic of Moldova
3. Mr Tracy Hackshaw, Chief Solution Architect, iGovTT, Trinidad & Tobago
4. Ms Chat Garcia Ramilo, Women's Programme Manager, APC: Association for Progressive Communication
5. Mr Claudio Giugliemma, President, Dominic Foundation (remote participant)
6. Mr Vyatcheslav Cherkasov, Senior public administration officer, UN DESA: United Nations Department of Economic and Social Affairs
7. Ms Verena Weber, Internet policy analyst, OECD (remote moderator)

The report on M-government is available at: http://oe.cd/3h.

Report of Workshop 92:

Title: Challenging myths about young people and the Internet

Organization: Practical Participation

Reported by: Tim Davies

Report:

Claims about youth are central to many Internet Governance discussions. However, many of the claims made about youth and the Internet are based on myth and misperception rather than on reality. Myths come in a variety of forms. Some are compelling, but mistaken claims: intuitively plausible, but not backed by evidence and research. Others are based on stereotypes or distorted media coverage given to issues. Other myths are propagated by those with vested interests or particular agendas, seeking to secure support for their cause by making exaggerated claims. Workshop 92 provided a space for constructive dialogue about how we should understand claims made about young people in Internet Governance. Contributions from ten panelists and the floor addressed a wide range of myths or misunderstandings about young people and technology: highlighting where we need to think more deeply before making Internet policy based upon generalizations about children, young people and young adults.

This report looks at the myths in turn, before reporting some general points from discussion at the end. The Youth Coalition on Internet Governance will continue to develop a resource based on these myths to offer as an input for future IGF sessions.

The Myths

Myth: Young people are either digital natives, or digitally naive (Sheba Mohammid)

Our descriptions of youth and technology are frequently polarized with youth described as opposite extremes: either as digital natives, with ubiquitous understanding of technology, or digitally naive, and in need of protection. This can lead to technology projects ignoring the need to do work on pedagogical systems and educating youth; or it can lead to responses that perceive only the need for control and protection of young people online. There is limited dialogue between those who describe youth as 'natives' and those who focus on youth 'naivete'. The tendency to pigeonhole young people into one category or the other prevents us from developing a deeper understanding of diverse youth experiences of networked media, and how individuals can have different experiences at different times and in different spaces. Talking about 'digital natives' or 'digital naivete' may have intuitive and rhetorical appeal - but whenever speakers use these phrases, they gloss over the reality of young people's online lives and can lead to unhelpful policy responses. The following myths explore in more detail the subtleties that we need to bring to our discussions.

Myth: The Internet is a dangerous, dangerous place (Alannah Travers)

"There are dangers online, as in the real world, but that doesn't mean it's inherently bad, or only dangerous and never good." Starting from the assumption that the Internet is inherently a dangerous place can have negative impacts on policy. It's important to develop skills and resilience to protect yourself, and, as with crossing the road, once you've learned to manage the dangers, you can be secure and safe.

Myth: The Internet is a free playground for youth (Max Kall)

"The myth is that youth regard the Internet as a free and anarchic playground where they can do whatever they want, and actions can unfold in whichever way they desire. Young people can spend hours and hours on social networks, gaming, and the myth is that young people think it's all free. It's all open and whatever you do, it does not yield any negative consequences. The opposite is actually the truth. For many young people the Internet is everything but free." Youth are frequently aware of the possibility of surveillance from law enforcement authorities, companies, employers or just from teachers or parents, and this can lead to 'chilling effects', limiting freedom of expression and democratic participation on the Internet. The impact of these chilling effects vary from country to country, with a BBC survey finding that up to 49% of people in 'democratic countries' agreed with statements that the Internet is not a free space, rising to 70% is some countries. One workshop participant highlighted self-censorship by bloggers in the Congo. By contrast, in France and Kenya, the BBC survey found that 70% or more of people did regard the Internet as a free space. As with any claim about youth and the Internet we need to question the geographic and cultural specificity of the claim. Regardless, the levels of young people feeling inhibited in their free expression of political views online should be a cause for concern.

Myth: Youth don't care about privacy (Keylle Coleman and Connor Dalby)

"...there is a myth that youth don't care about privacy. I think youth do care but at the same time youth don't fully understand what privacy means." Young people value education that empowers them to make positive privacy choices, where reasons are given for why certain privacy behaviors might be important: "If the why of privacy is shared I think we as young people can become more empowered and invested in taking actions to protect ourselves." Education based on 'fear tactics' is less likely to be popular amongst young people: "[Scare tactics] are the wrong way to go about it. You are scaring youth to not share things they should be sharing, great things, or [scaring them to] stop using the Internet or social networks altogether. The best way to go about it is teaching about settings, not trying to scare them too much but teaching them good things that we can improve."Cutting through myths about youth and privacy is complicated by the ambiguity of the term. Threats to privacy can be many and varied, and different people may value particular aspects of privacy differently: some willing to trade their personal data for services from Internet companies, others seeing this as a threat to privacy. Young people's views on privacy in particular situations, such as whether Amazon's personalized recommendations are a positive or negative thing, are as diverse as those of the adult population.

Myth: The Internet is the 'great equalizer' (Matthew Jackman)

On the one hand, the Internet is a place where anyone could start a business, or choose to express themselves. On the other hand, "if you want ask someone where they would find videos they would clearly say YouTube...We find a monopoly website which control whole sectors." Just because the Internet presents great possibilities for access to information that doesn't mean that everyone can access and make the most of it.

"...the Internet has potential to bring equality but with so many barriers with access, be it disability or affordability and censorship ... [in practice it doesn't]". However, we should be careful about assuming that disabled people, for example, are not only at all. One delegate reminded the workshop that young disabled people often rely on the Internet as a first port of call for information and resources, confounding the common assumption that they are not online. Projects and policies need to address barriers to the realization of the equalizing potential of the Internet.

Myth: All young Nigerians as cybercriminals ('Gbenga Sesan)

"I'm sure everyone here has probably, not even probably, has received an e-mail from somebody who claims to be a Nigerian prince." The stereotyping of a whole nation can have profound consequences on the young people who live there. Young Nigerians are locked out of e-commerce opportunities as services like PayPal block the Nigerian market. Young Nigerians seeking to participate in online discussions can find their e-mails deleted by spam filters. And "this myth prevents the world from knowing what exactly is going on with young Nigerians on the Internet", such as the 2011 mobile-phone based election monitoring application development by young Nigerians, or recent investment into Nigerian online businesses. The association in popular consciousness of Nigeria with cybercrime is a modern stereotype: but a particularly harmful one to youth and one that needs to be challenged.

Myth: Social media is addictive (Dan Skipper)

Claims about youth 'Internet addiction' or 'addiction' to social media are common in policy debates, and at the Internet Governance Forum: often leading to polarized arguments. Although a small number of people may exhibit "compulsively driven behavior with negative consequences" in relation to the social media, and many young people prefer not to be without access to social media for long periods, general claims about youth Internet addiction are based more in rhetoric and myth than in evidence; and a focus on 'addiction' can divert a focus on important issues such as whether people are enjoying a great enough diversity of online experiences. "I think social media is not addictive, just a luxury people enjoy using so you could in a way argue anything is addictive if you are saying social media is addictive. If you play a sport and you love playing and you play it every chance you get, same with being on social media. If you enjoy social media, you use it as much as you can. I don't think you can say it is an addiction."

Myth: Young People are all creating their own online content (Gitte Stald)

It is commonly claimed that the Internet allows young people to become 'content creators', yet The EU Kids Online Research has found that very few young people are actually creating their own content online. "What the majority do is very mundane, and not creative." This can be seen as a missed opportunity both because young people are not exploring creative skills, and because it is recognized that there is a lack of good

quality content for young people online - and peer-created content could help address this.

Myth: The digital is separate from the real world (Naveed-ul-haq)

Discussions of 'cyberspace', or 'the virtual world' or even 'spending time online' often have an implicit assumption that the digital world is separate from the real world. But for many young people (and adults) it is more accurate the say that the digital world is simply an integral part of the real world for many people. "The most important thing that we do in our real world is communicate. How do we communicate with others and with people around us and talk about digital world? There are five billion mobile users: so we cannot say that digital world is separate than real world." However, policy makers, parents and teachers often frame discussions with an artificial divide between 'real' and 'virtual' which doesn't reflect the reality of young people's lives, increasingly including the reality in developing world contexts too, where mobile phones mean everyone is carrying a connection to the digital world around with them.

Taking forward discussions

Delegate noted that simply presenting the myths challenged in the workshop would be a useful input to future IGF debates: allowing workshops planned in future to avoid framing debates around myths, and to ask better questions. Particular themes included: The importance of evidence: The session highlighted that two forms of evidence are vitally important. Firstly, high quality statistical evidence (particularly from studies using shared methods to promote International comparison) helping us to understand the prevalence of a wide range of online issues - from safety issues, to freedom of expression issues - and helping us to see the local variations in issues of importance at any particular time. We need evidence to help both highlight difference between contexts as well as commonality. Secondly, we need evidence and input from a diverse range of stakeholders, including diverse groups of children, young people and young adults - able to offer insights into the varied online experiences and opinions of youth. The diversity of youth experience: The workshop discussions demonstrated that challenging myths and generalizations requires us to engage with a diversity of views and approaches to address key Internet issues. We were reminded that "we'll not have one answer that fits all... what might work in developed countries might not work in developing countries", and a debate between young panelists and delegates highlighted the range of different views held on whether censorship, web blocking and filtering was every appropriate. A shared responsibility: One delegate issued a challenge to young people to think about how they can work to dispel myths about youth and the Internet, and another mentioned the possibility of using social media to challenge myths. The importance of challenging myths in local and regional debates was also raised.

Next steps

The Youth Coalition on Internet Governance (www.ycig.org) will continue to develop resources based on the workshop transcript and report.

Report of Workshop 101:

Title: Are we meeting the challenges of bringing content and access to the world?

Organization: Technology Education Institute

Reported by: Garland McCoy, Technology Education Institute

A brief substantive summary and the main events that were raised:

Our workshop was designed to bring experts with in-the-field experience to discuss some of the prime drivers of Access. We had experts in Mobile Banking/Mobile Payments, Mobile Medicine/Remote Health Care over the internet, and an expert to discuss the importance content plays as a driver particularly in education. We had experts who discussed the explosive growth of demand for Access both in the developed and developing world and the commitment of both the private and public sectors to meet this significant Access demand with infrastructure build out. We used the recent arrival of sub fiber to Kenya and the fiber build out to Nairobi as an example of this. One of the experts on the panel told of the success her company achieved in building out a successful Wi-Fi network in Haiti after the earthquake (a network that now works on a profit without government financing).

Conclusions and further comments:

Our panelists shared successes that have been achieved in a low bandwidth environment. As more robust fiber and wireless networks provide more and better Access all the drivers we focused on well get better and better. We had robust participation by the audience both those present at the workshop and those participating remotely. There was discussion of the importance reliable electricity will play in the delivery of robust Access. The need to power the network operation centers to manage the fiber and the need to power the server farms that cash the content.

Report of Workshop 113:

Title: Access and diversity of broadband Internet access

Organization: Centre for Science Development and Media Studies (CSDMS)

Contact Person: Ravi Gupta

Reported by: Rajeshree Dutta Kumar

Background

In the age of Knowledge Revolution, broadband Internet is as big an engine of growth as

coal was in the initial stages of the Industrial Revolution. The Internet is increasingly being recognized as one of the key enablers of growth and development, just like basic infrastructure such as roads and power. The growing recognition that the Internet is a public good is evident from the fact that a number of countries, starting with Finland in 2009, have made access to broadband Internet a fundamental right.

Just as good roads facilitate development by making movement of goods and people easier and more economical, and also facilitate greater interactions among people, Broadband Internet makes it possible to not just leapfrog the deficiencies in physical infrastructure, it also allows for a whole new class of services to be delivered. In many developing countries, governments are using the power of Internet to address deficiencies in essential services such as education - streaming live lectures from faculty in elite institutions to smaller institutions in the hinterland; transparency - making the procurement of goods and services exclusively through Internet-based bidding, besides putting up all tenders and advertisements on a single website; policing - a number of police forces have started using social media to update traffic conditions, engage community in policing initiatives etc.; ag- farmers are being given greater access to updated information about best practices based on soil health analysis, weather forecast and market conditions. These are just some vignettes from the multifarious uses that Broadband Internet is being put to, with the overarching purpose of facilitating development.

Internet, and the numerous networks it helps nurture, has also facilitated revolutionary change in many countries around the world. The cause of democracy has received a strong boost through the use of new social platforms that have defied the limitations of traditional modes of communication and have aided the mobilization of large numbers, helping amplify the demand for positive change. The Internet is also being increasingly used for a two-way dialogue in governance. The Planning Commission of India, has, for example, set up a dedicated online forum to seek input for the Twelfth Five Year Plan of the country. This further democratizes the planning process that has been moving increasingly towards a bottom-up, decentralized approach since the 8th Plan. To quote the Draft Approach Paper , "In preparing the Approach Paper, the Planning Commission has consulted much more widely than ever before recognizing the fact that citizens are now much better informed and also keen to engage. Over 950 civil society organizations across the country have provided inputs; business associations, including those representing small enterprises have been consulted; modern electronic and social media are being used to enable citizens to give suggestions. All State Governments, as well as local representative institutions and unions, have been consulted through five regional consultations. This process of consultation will be strengthened in the course of preparing the Twelfth Plan over the next few months"

Just as access to advanced techniques of mass production led to prosperous societies in industrialized countries, and in many ways created the developing-developed divide, availability of a plethora of communication technologies threatens to further exacerbate the existing schisms, both within and among nations. At the same time, the vast human resources available in developing countries can effectively be transformed into human

capital through leveraging the strengths of modern information and communication technologies (ICT's), which in many ways can help leapfrog the many gaps in 'traditional' infrastructure – economic and social. In many ways, the Information Age is the developing world's chance to make the jump to the next level.

As connectivity becomes an ever-more important determinant of access to development, and as calls for, and concern towards, inclusiveness in the development process grow stronger, it is pertinent to identify and address the key issues affecting connectivity. It is equally important to then address the issue of access and ability to use information – which is currently handicapped in large measure due to literacy and language-related factors.

Defining 'Broadband'

There is considerable difference among definitions of the term 'broadband' across countries. The one constant factor is that connectivity has to be 'always on'. In terms of speed, some classifications are given below:
• ITU: downstream speeds of greater than or equal to 256 kbps
• OECD: downstream speeds of greater than or equal to 256 kbps
• FCC (USA): downstream speeds of greater than or equal to 4 Mbps and downstream speeds of greater than or equal to 1 Mbps
• TRAI (India): downstream speeds of greater than or equal to 256 kbps; recommendation to raise this to 256 kbps pending implementation
• ICASA (South Africa): downstream speeds of greater than or equal to 256 kbps
• In addition, some jurisdictions such as Australia do not specify a minimum network speed but stress on factors such as connection reliability and applications supported by the network.

Broadband access technologies

The most popular technology for broadband delivery is Asynchronous Digital Subscriber Line (ADSL) which uses the existing copper wire based telecom infrastructure. However, optical fiber cable (OFC) has been extensively used to augment the backbone and copper is now mainly used to connect the consumer to the node.

Mobile broadband is increasingly becoming popular due to much faster rollout than wireline networks. Consequently, 3G (and later) mobile networks are increasingly being deployed for mobile broadband internet.

In addition, Direct to Home (DTH), Worldwide Inteoperability for Microwave Access (WiMax) and Broadband over Powerline (BPL) are some other major access technologies in various stages of deployment worldwide.

Initiatives to promote broadband penetration

In urban areas, broadband penetration has been driven by commercial factors and has consequently experienced a rapid rate of progress. However, in order to truly leverage the transformational impact of broadband, it is imperative that access is also provided to the rural and remote areas where business-wise, rollout might not be viable, at least initially. Consequently, governments have adopted a number of mechanisms to promote broadband access.

India: The Universal Service Obligation Fund (USOF) has been created by an Act of Parliament, in order to finance the social obligations of creating a telecom infrastructure in rural areas. Telecom service providers have to pay a Universal Service Levy (USL) @ 5% of the Adjusted Gross Revenue (AGR) that is then used for subsidizing the rollout of rural telecom infrastructure. A part of this subsidy is for broadband infrastructure as well. In addition to the USL, the USOF may also receive loans and grants from the government.

China: The government is providing a USD 22bn stimulus package for broadband development, part of which is for rural areas. The stimulus will be made available over the next three years through direct funding and tax incentives.

Australia: Australia has established a new company – the National Broadband Network (NBN) Co Ltd, mandated to create a nationwide fibre-to-the-home (FTTH) network. The plan is expected to cost Australian $ 27 billion – the largest infrastructure investment made by an Australian Government.

Brazil: Under the National Rural Telecommunications program, the Brazilian Ministry of Communications explored several technologies to provide Brazilian citizens, schools, health clinics, and other public buildings in the most remote areas of the country with access to telephony and Internet broadband services. In 2009, this high-profile economic and social inclusion program found that such services would be best delivered via a dependable and unified wireless telephony and broadband technology using the 450-470 MHz band. Although priority is placed on serving Brazil's rural areas, the licensees can serve urban areas as deemed necessary. Affordable service fees, a prepaid option, infrastructure sharing and the resale of services are all desired components outlined in the program, which also mandates free Internet access to rural schools.

Way forward

In a short span of time, Broadband Internet has facilitated great change in many areas. However, issues related to access - both in terms of Broadband penetration and the devices needed - continue to hamper this revolutionary technology from realizing its full potential. It is now well-appreciated that mobile devices would be the drivers for Internet penetration, most particularly in low-income countries. Open source architecture, low tariffs and a vibrant app ecosystem can be significant levers to use Internet as a tool for inclusive and sustainable governance. In this light, few important questions that need to be addressed are:

1. Should governments auction spectrum or should they give spectrum to companies that bid to provide services to the end-consumers at the lowest costs? In other words, should governments treat spectrum as a commodity or as an enabler for development?

2. Do we need a common 'standard' definition for Broadband that is applicable worldwide - a kilogram weighs the same globally, a meter is the same length. Is it desirable and feasible to have a global standard for Broadband?

3. What measures should be adopted to encourage penetration of Broadband Internet in rural areas, where commercial considerations alone might not be sufficient? Which of the many models implemented globally has been the most successful?

4. How do governments ensure net neutrality, so that the ISPs do not adopt a caste system for different types of content, and consequently price the net out of reach for many categories of citizens?

5. What steps are needed to encourage a push from below for greater access to Broadband Internet? How can it be made commercially viable? Or is the Australian model the way to go?

Discussions

Dr Rajeshree Dutta Kumar, Sr. Programme Specialist, CSDMS

• Countries across the world are planning to declare Internet Governance as a human right; Finland has already taken the lead in this
• However, challenges on accessibility and diversity remain and digital divide is still a critical issue
• Broadband Internet revolution is one of the basic components of the Internet infrastructure and can contribute immensely to growth and development
• Certain key issues that constrain use of broadband include high cost, connectivity and broadband in rural areas, language in which Internet is organized, access issues for illiterates and visually challenged, control of Internet and root servers, net neutrality and conversion to IPv6

Graciela Saleimi, Instituto NUPEF, Brazil

• Brazil has 12.8 million broadband connections with an average monthly cost of USD 93
• This accounts for 4.5 percent of the monthly per capita income of a Brazilian citizen, which is much higher as compared to the developing countries which have an average monthly spend of 0.5 percent of the per capita income
• Broadband Internet connection in Brazil is five times more expensive than in Japan, 2.7 times more expensive than in Russia and 2.5 times more expensive than in Mexico
• There are huge gaps in terms of accessibility between the urban and rural areas
• Three companies hold 84.3 percent of the market of broadband connection Brazil
• Half of Brazilian municipalities do not have access to broadband connections, which is a critical issue that the government needs to address
• Mobiles are a potential alternative for accessing internet and Brazil has a huge penetration of mobile phones

• However, in Brazil mobile as an alternative to Internet connection is still far from being a concrete possibility
• The gender distribution in Brazil, with regard to Internet usage is balanced and both men and women are equally using Internet services
• Brazil has not also been able to develop relevant tools for allowing people with disabilities use Internet

Klaus Stoll, Acting Executive Director, Global Knowledge Partnership Foundation

• Digital divide does not exist as the unavailability of broadband mainly exists in areas where there is no awareness and demand
• We need to generate value from the Internet and the value in turn will drive the development of the applications

• As far as value is generated the cost of broadband does not matter
• ICANN has done a good job in internet development and we now need to start looking at strategic use of Internet around the World

Venkatesh Hariharan, Head of Public Policy and Government Relations, Google India

• The policymakers are pushing the right buttons in terms of increasing broadband penetration and content in local languages
• There are investments and networks in pipeline which is good news but the governance of those networks, the rule of law, the processes of law that manage these networks is also very important
• We are working on getting good quality educational content online as there is a thirst of content and knowledge
• To support the government we need a stable and enabling policy environment to work in

Sunil Abraham, Executive Director, The Centre for Internet and Society, Bangalore, Karnataka

• A technology solution must be made a legitimate solution, barring all copyright issues, if it offers enough value
• We must also look into the patent issues to make it easier for compliance
• Free and open source licenses must also be considered for enhancing access

Abhishek Singh, Director, Department of Information Technology, Ministry of Information Technology, Government of India

• Despite availability of multiple modes of internet including broadband, wireless, 3G and 4G, there are still large sections across the society that have no access to internet services
• It is a huge challenge to provide internet access to every person in the world
• The government in India is setting up 100,000 kiosks in villages and rural areas, which

can provide internet connectivity in these regions
• More than 60 percent of the rural community access internet via these kiosks
• Challenge is to reduce cost of internet and provide optical fiber and connectivity in all areas
• Tablets and mobile devices costs are still high and hence providing appropriate devices for internet access is another challenge
• Relevant quality content also needs to be present in local language
• While fundamental policy levels and reforms are important, it's important to use the Internet for improving the quality of life for an ordinary citizen

Conclusions and further comments:

Sh N Ravi Shanker concluded the workshop session by highlighting on the need of having public investments in the making the broadband accessible to everyone. While it is important to drive public investment, it is equally important for the private sector participation to join in the government in the endeavor. Countries across the globe, developed and developing, are embarking on similar conclusion on having higher degree of government intervention. There is a need to bring down the cost for broadband. Services have to be made available. India has a democratizing education environment, the national knowledge network initiated by the Government of India, is a big network connecting 1500 institutions of higher learning and research across the country. Another level is the national wireless network connecting villages across India. All villages would take 3 to 4 years to build up the network. The idea is that villages would have access. It is certainly a good and interesting phase for India. We look forward to having shared cooperation from other countries within the subcontinent and beyond to make the world digitally empowered. Internet is a tool for change and exchange!

Report of Workshop 126:

Title: Internet for democratic participation of vulnerable people in public life-best practices exchange

Organization: TaC-Together against Cybercrime

Reported by: Yuliya Morenets

A brief substantive summary and the main events that were raised:

A successful and fruitful discussion was developed during the WS 126. The workshop opened with a welcome message and the strong support from Mr. Henri Malosse, the president of Employers Group of the EESC.

- The discussion focused on different categories of vulnerable people, existing problems and concerns, as well as the ICT solutions and initiatives developed all over the world (from Fiji to UK/France going through Nigeria, Ethiopia, Kenya and other countries). The discussion concerned different groups of vulnerable people (abused children and

women, people with social problems and low income, people from regions with transport infrastructure problems and affected (more often than other regions) by natural disasters, victims of ethnic conflicts and those leaving in refugee camps, blind people, migrants and people with migrant background).

- It was concluded that in different countries and regions different aspects could contribute to vulnerability of different categories of people. The reasons for vulnerability vary due to national and regional factors.

- The participants agreed that ICT and the Internet (we all reached the same conclusion intuitively that Internet access is a right) can help different categories of vulnerable people to become an integrated part of society and public life and contribute to their well-being. That is why there is a need for further and active development of ICT solutions as a mean/tool of assistance for all categories of vulnerable people (the success of the presented existing Initiatives testifies to their usefulness).

- The workshop emphasized the necessity to develop measures for effective legal assistance for all categories of vulnerable people offline and online. Taking into consideration a number of cases when vulnerable people are involuntarily involved into criminal schemes and in criminal or illegal activities on the Internet, it was decided on the need to pay particular attention to this situation.

- Also, the participants discussed the issue of access to the infrastructure, as well as ICT equipment and the Internet connection, which, as it was underlined by Mr. Frank La Rue, still remains an important problem in many countries.

Conclusions and further comments:

1. To continue the awareness raising activities of local, national and international communities concerning further implementation of ICT's solutions and initiatives aimed to create possibilities for all categories of vulnerable people to be an integrated part of public life.

2. To increase the interest in the subject of ICT's for better assistance for vulnerable people among all stakeholders and within the IGF communities. Continue the discussions and development of concrete solutions to the above-mentioned issues.

3. To stimulate discussions and consultations concerning the need for development of legal solutions/possible legal framework for better assistance and legal protection of vulnerable people. To develop capacity building Initiatives.

4. As the first step in implementing the agreed solutions, the development of a global network was proposed. A mailing list was created in order to share existing concerns, suggestions and initiatives all over the world.

All interested parties are invited to join the list by sending an email to:

vulnerable@againstcybercrime.eu

Stakeholders working with migrants are invited to join the eSPRINT Initiative and make their suggestions. For this please visit: www.e-sprint.eu

Report of Workshop 136:

Title: Implementing good practices in accessibility for an inclusive society

Report:

The workshop was organized as an activity of the Dynamic Coalition on Accessibility and Disability (DCAD). ITU is one of the founder Members of the DCAD and the aim of the DCAD is to facilitate interaction between relevant bodies, and ensure that ICT accessibility is included in the key debates around Internet Governance in order to build a future where all sectors of the global community have equal access to the Information Society. The event was held on 28 September 2011 in Nairobi, Kenya, in the premises of the United Nations Office at Nairobi (UNON). Workshop 136 was a feeder workshop to the Main session on Access and Diversity, which took place on 29 September 2011.

The following panelists presented ongoing projects which are taking place in Japan, Brazil, Burkina Faso, India and USA:

Satish Babu, InSight Project, India
"The InSight Project: Mainstreaming Access to ICT's for the Differently-abled"
Fernando Botelho, Literacy Bridge, Brazil
"Low-Cost Assistive Technologies that can Scale to Meet the International Accessibility Challenge"
Martin Gould, G3ict, USA
"G3ict 2010 Survey - CRPD ICT Accessibility Progress Report"
Hiroshi Kawamura, DAISY Consortium, Japan
"Implementing Accessibility in Published Knowledge DAISY4 and EPUB3 Development"
Christophe Oulé, UN-ABPAM, Burkina Faso
"Cybercafés as a tool for Inclusion: a project in Ouagadougou, Burkina Faso"

The workshop was moderated by Mr. Shadi Abou-Zahra, from the W3C Web Accessibility Initiative (WAI). Mr. Shadi reported the findings and the conclusions of this panel to the IGF main session on Access and Diversity, which took place on 29 September 2011.

This workshop continued the DCAD discussion on accessibility issues that have been carried out and advanced in the five year work of IGF. The workshop analyzed the current situation with regard to implementation of accessibility in different countries. Most of the world regions were presented with experiences from Asia, South and North America and Africa. The lessons learnt are several and the workshop panelist shared

some good practices. The panel explored good practices in implementing accessibility for people with disabilities in a world of unprecedented opportunities for people with disabilities to participate equally in an inclusive society. The experience in Burkina Faso showed how an accessible cybercafé was built with the support of the Government of Burkina Faso and the International Telecommunication Union (ITU). ITU played a crucial role for its success by providing the equipment that enabled the organizers to make the cybercafé equipped with computers designed for the sight-impaired the equipment.

One representative from G3ict and the President of the DAISY Consortium contributed to the workshop, presenting the work done around the planet by these two international non-profit organizations. The workshop was attended by some 30 participants from IGF, including many members of the Dynamic Coalition on Accessibility and Disability. Remote participation was provided by the IGF secretariat using different tools like WebEx, real time captioning was also provided to the participants. Among the most active remote participants, DCAD coordinator Andrea Saks who could participate to the workshop from Europe. The remote participation was ensured and coordinated by the DCAD secretariat and ITU-T Accessibility Coordinator Mrs. Alexandra Gaspari.

Report of Workshop 137:

Title: Mainstreaming the disability perspective for an inclusive society

Report:

The workshop was organized as an activity of the Dynamic Coalition on Accessibility and Disability (DCAD). ITU is one of the founder Members of the DCAD and the aim of the DCAD is to facilitate interaction between relevant bodies, ensuring that in the Information and Communication Technologies (ICT's) accessibility is included in the key debates around Internet Governance. This would allow us to build a future where all sectors of the global community have equal access to the Information Society. The event was held on 28 September 2011 in Nairobi, Kenya, in the premises of the United Nations Office at Nairobi (UNON). Workshop 137 - as well as Workshop 136 - was a feeder workshop to the Main session on Access and Diversity, which took place on 29 September 2011.

The panelists presented ongoing projects which are taking place in different parts of the world, including Argentina, Netherlands, India, Mali and USA. The role of the United Nations and the crucial role of cloud computing environment in ICT's were also presented in the panel.

The experts presented as following:

Gerry Ellis, Feel The BenefIT, Ireland
"Cloud Computing - silver lining or impending storm for people with disabilities?"

Peter Major, DCAD, Switzerland
"Implementation of Convention on the Rights of Persons with Disability: the Role of the UN and other international organizations"
Jorge Plano, ISOC, Argentina
"Update on Web Accessibility Regulations"
Arnoud van Wijk, Real-Time Text Taskforce, The Netherlands
"The role of the Real-Time Text Taskforce Foundation"
Abdoulaye Dembele, Sotelma, Mali
"Presentation of the Accessible Cybercafé in Bamako, Mali"
Arun Mehta, Bidirectional Access Promotion Society, India
"ICT's for those with multiple or cognitive disabilities"
Cynthia Waddell, International Centre for Disability Resources on the Internet (ICDRI), USA, *"Update: UNCRPD & U.S. 21st Century Communications & Video Accessibility Act"*

The workshop was moderated by Ms Cynthia Waddell, ICDRI. The workshop discussions highlighted different aspects of the current mainstreaming the disability perspective in order to achieve an inclusive society. The workshop analyzed the current situation with regard to implementation of accessibility in different areas, like cloud computing and countries. An update of the USA country reports filed with the UN Secretariat regarding compliance with specific Internet provisions under the UN Convention on the Rights of Persons with Disabilities was given by the moderator, Ms. Cynthia Waddell. Mr. Gerry Ellis presented the impact, the challenges and the opportunities that cloud computing does to ICT's. The presentation highlighted the need to ensure that the needs of people with disabilities and other disadvantaged people are included in the development of cloud computing. During the workshop, Prof. Arun Mehta proposed to launch an initiative that could produce free software that allows the deaf-blind to send and receive information using a smart phone.

The DCAD workshop was attended by 30 participants from IGF, including experts and members of the Dynamic Coalition on Accessibility and Disability. Remote participation was provided by the IGF secretariat using different tools like WebEx. Real time captioning was also provided to the participants. Among the most active remote participants, the DCAD coordinator Andrea Saks participated to the workshop from Europe, and the DCAD secretariat and ITU-T Accessibility Coordinator Mrs. Alexandra Gaspari participated from the USA. The findings of this workshop panel were reported to the IGF main session on Access and Diversity, which took place on 29 September 2011.

Report of Workshop 138:

Title: How can we reach the media have-nots of the developed and developing worlds?

Report:

The workshop was organized jointly by ITU and EBU, continuing the long standing tradition of close collaboration between the two organizations. The event was held on 29 September 2011 in Nairobi, Kenya, in the premises of the United Nations Office at Nairobi (UNON). The goal of the workshop was to better understand the different priorities of developed and developing nations, and highlight efforts from both organizations on promoting unified global media accessibility. The workshop was attended by some forty delegates from IGF, including many of the members of the Dynamic Coalition on Accessibility and Disability, belonging for the majority of them to Africa, Americas and Europe. Remote participation was provided by the IGF secretariat using different tools like WebEx, real time captioning was also provided to the participants. The remote participation was ensured and coordinated by the DCAD secretariat and ITU-T Accessibility Coordinator Mrs. Alexandra Gaspari.

The workshop was moderated by Mrs. Xiaoya Yang, Head of the WTSA Programme Division, TSB/ITU.

The following panelists presented on different subjects as following:
Xiaoya Yang, ITU-T/TSB, Head, WTSA Programme Division
"The ITU-T Focus Group on Audiovisual Media Accessibility (FG AVA): an overview"
Peter Olaf Looms, Chairman of ITU-T Focus Group on Audiovisual Media Accessibility (FG AVA)
"Making Television accessible in Africa and the role of ITU-T FG AVA"
David Wood, EBU, Deputy Director EBU Technical / **Giacomo Mazzone**, EBU, Head of Institutional relations
"How can we make media access services happen?"
Solomon E. Luvai, Former Director of Programmes for African Union of Broadcasting, AUB/UNESCO Consultant
"A contribution from the African Union Broadcasting"

Some panelists were able to present their work remotely and this aspect highlighted the increasing role of the remote participation tools in the work of the ITU, as a mean to allowing an increased participation from delegates and members, and also from those that have difficult access (mobility disabilities as well as economic difficulties). In addition, presentation slides from Masahito Kawamori, Vice-chairman of ITU-T FG AVA, on *"ITU-T IPTV for Accessibility - IPTV as an Inclusive Technology"* were made available on the workshop website.

The ITU speaker introduced the background, objective, activities, work plans and progress of the newly created ITU-T Focus Group on Audiovisual Media Accessibility. Mr. Solomon, representative from the African Broadcast Union (ABU) introduced issues/challenges that Africa is facing to reach out to media have-nots. In his presentation, he provided proposals/suggestions of possible solutions that could be implemented quite easily by the African countries who will be involved in the transition from the analogic to the digital system (within the suggested deadline of 2015). The EBU representative analyzed the existing barriers that enable the access services for people with disabilities. He also highlighted that hybrid technology based on global standards will be a promising direction to go forward. In particular he said that faster and easier

diffusion and adoption of new technologies could benefit of the common work on standardization developed by ITU groups working with broadcasting technologies and those working with telecommunications. The combined work of these two groups could ease the adoption of technologies to provide solutions for disabilities by the electronic industry. Among the conclusions reached by the panelists were to encourage the work of the Focus Group as the increase awareness will raise in several countries around the world.

Report of Workshop 145:

Title: Consensus building on Internet's universality, integrity and openness

Organization: Council of Europe

Reported by: Elvana Thaçi

A brief substantive summary and the main events that were raised:

The Council of Europe presented workshop participants the Recommendation of the Committee of Ministers to member states on the protection and promotion of the universality, integrity and openness of the Internet. The commitments included in this recommendation aim to protect freedom of expression and access to information regardless of frontiers.

Some panelists considered that the Internet is a critical tool not only for citizens but also for governments, as it provides opportunities for communication with their citizens. In the exercise of their role with regard to the Internet, states should also forge partnerships with the private sector and the civil society.

The objective of the Council of Europe recommendation to protect freedom of expression and access to information online and the corresponding duty of the member states of the Organization to protect rights and freedoms was mentioned as one of the principal arguments in relation to questions raised regarding unintended consequences of the exercise of state responsibilities in terms of incentivizing restrictions of rights and freedoms on the Internet.

Conclusions and further comments:

Participants discussed which legal instruments are needed to construct international co-operation, and agreed that existing international customary law can provide important insights as regards the responsibilities of states.

Report of Workshop 188:

Title: Transforming Higher Education through Broadband– Maximizing the Opportunities

Organization: Verizon Communications

Reported by: Theresa Swinehart

A brief substantive summary and the main events that were raised:

Ms. Kathryn Brown, Senior Vice President - Public Policy Development & Corporate Responsibility, Verizon, moderated the event. Panelists for the workshop were: Permanent Secretary, Dr. Bitange Ndemo, Ministry of Information and Communication, Kenya; Professor Mark Olweny, Associate Dean of the Faculty, Uganda Martyrs University (UMU); Ms. Walda Roseman, Chief Operating Officer, Internet Society; Professor Meoli Kashorda, Kenya Education Network Trust (KENET); Mr. James Saaka, Executive Director, National Information Technology Authority – Uganda (NITA-U); Ms. Sylvia Mulinge, General Manager Enterprise Business Unit, Safaricom. The Remote Moderator was Luca Belli, ISOC Ambassador and the Rapporteur was Professor Meoli Kashorda.

The workshop built on the East Africa ICT & Higher Education Symposium, held 28-29 June 2010 in Kampala, Uganda. That multistakeholder event brought together representatives from five East African governments, universities, industry, non governmental organizations and other ICT and educational and research experts.

In line with the 2011 IGF theme of "Internet as a catalyst for change: access, development, freedoms and innovation", this workshop focused on changes anticipated in higher education and experiences to date including challenges and opportunities learned. It also addressed practical issues and opportunities universities face as they ready themselves to take full advantage of broadband connectivity.

Participants covered a range of issues, including: the importance of higher education and broadband for the next generation, economic growth, innovation and job creation; the use of consortiums among universities and research networks to increase access to broadband in an affordable fashion; and the challenges of transforming how universities and research institutes use broadband connectivity in teaching, learning and research. On transforming how universities and research institutes use broadband, participants noted that it will take time to change the way in which teaching and learning occurs to fully benefit from broadband access. Some challenges identified include: the development of content for curriculum, including the availability of digitized content; the training of faculty and researchers to provide and use materials online; affordable devices and equipment to enable access to content; and equipment and reallocation of resources to strengthen the IT departments of universities and the overall campus network broadband ecosystem. New opportunities are also emerging through the use of cloud technologies to broaden the availability of information and mobile devices to enable remote access including for those with disabilities.

Conclusions and further comments:

Broadband and higher education provide important opportunities for the generations of today and tomorrow. Strengthening university and research networks, partnerships among universities for access and educational information sharing, and benefiting from new opportunities to enable remote access to education are all elements to address in looking at strengthening the broadband and higher education ecosystem.

Report of Workshop 199:

Title: The Future of the Internet and its impact on the world: A Scenarios Summit

Report by: Ben Akoh

Workshop organizers: Internet Society, International Institute for Sustainable Development (IISD), ICT Strategies on behalf of the US IGF

Moderator: Markus Kummer, Vice President for public policy for the Internet society

List of panelists:
- Laszlo Pinter, Centre of European University in Budapest, advisor to the United Nations environment programme.
- Heather Creech, International Institute of Sustainable Development.
- WaldaRoseman, Chief operating officer of the Internet Society
- Ben Akoh, International Institute of Sustainable Development.
- Marilyn Cade, Analyst, US-IGF
- David Satola, World Bank
- Taylor Reynolds from the OECD
- Steve Delbianco

Workshop description:

In an effort to understand the future of the Internet and its role as a catalyst for change, many organizations have used scenario planning tools to try to assess possible directions and to prepare for them. Scenarios' planning is a methodology used widely in business and increasingly in the public and non-profit sectors to allow organizations to anticipate how the future may turn out. It is particularly useful in an environment of great uncertainty, and has been used to guide decision making by major groups like the World Economic Forum, and multinational corporations like Shell and Cisco.

Scenario planning is neither guesswork nor statistical analysis. It is a structured process to help organizations break free from ties to "the official future" to consider other possibilities that they may confront. The stories that result from this process are intended to reveal plausible courses of events, not probable ones. Scenarios try to take into account real events, data and trends which may have various outcomes in their impact. While scenarios are imaginative, they are intended to make people and organizations aware of

possibilities that could have an impact.

Scenarios have been used extensively to explore the world's economic survival, climate change impacts and other critical uncertainties. The future for the Internet is a classic example of where scenarios have been and could be used to great effect: its development so far has been rapid and often unpredictable. So have its impacts, as online access to the Internet and WWW is rapidly altering societies, economies and politics. One of the world's most rapidly expanding technological mechanisms, the Internet, and the vast realm of content and applications it connects is still very young and emergent in how it is impacting the world's citizens, businesses and governments. How can those working on Internet governance best make use of scenario planning for the future of the Internet and its impact on the world?

The purpose of the IGF session was twofold:

- To present to IGF participants a wide range of scenarios on the future of the world and the future of the Internet: are Internet scenarios taking into consideration major changes in social, political and economic systems? Are global scenarios considering how changes in Internet technologies, content and services will affect economic, social and political development?

- To bring together people from all walks of life who have applied scenario planning methodologies to try to understand the future of the world and the future of the internet to talk about their experiences: what questions did they try to address? What approaches did they use? What were the outcomes? Were the outcomes useful? What could be improved? How can scenario planning be used to improve our approach to Internet governance and public policy issues related to the Internet?

The session was structured as follows:

1. Introduction of Scenario processes/Scenario stories: Ten minute overview.
2. Presentations of several major global and local scenarios exercises.

Participating institutions: IISD, World Bank, ISOC, IGF-USA

Key outcomes of the Scenarios Summit

This brief report is structured according to the purpose of the workshop, to address:
1. Several presentations: of a wide range of scenarios on the future of the world and the internet to the IGF using exemplars that were discussed during the summit.
2. Capacity building: to highlight some preliminary understanding of scenarios use by the various stakeholders.
3. Outcomes and lessons learned: to highlight the key outcomes and lessons learned of scenarios use, the approaches that individuals with scenarios experience have

applied and how the outcomes and the lessons from these can improve internet governance and internet public policy.
4. Next steps: to define potential next steps following the scenarios summit.

A. Exemplars of Scenarios on the future of the world and the internet

1. The South African Mont Fleur scenarios: described South Africa and the options that were available to it post-apartheid.
2. UNEP global environmental outlook scenarios
3. IISD internet and sustainable development scenarios: connecting internet issues with sustainable development, climate change, energy consumption, financial crisis, security (in Canada as a part of Canadian internet future, and in Hyderabad with IGF youth delegates and with other stakeholders).
4. The US White House AT&T competition scenarios: to inform policy on the consequences of allowing market competition to AT&T.
5. US high definition TV scenarios: concerning the path towards the cost, impact and direction in relation to the introduction of HDTV.
6. ISOC Future of the Internet scenarios: to generate thinking about strategic planning processes and ISOC's three-year program development.
7. Togo (IISD) internet public policy scenario: to facilitate local engagement and to elicit future internet policy concerns.
8. Daniel Erasmus' scenarios: for the internet in 2020 presented at the World Congress of IT
9. US IGF scenarios: to deepen and broaden awareness about internet governance and build support for the IGF and for the internet.
10. UK IGF scenarios: conducted against the existing structures of future vision and the foresight 2020 program.

B. Preliminary understanding of scenarios

1. The future is uncertain and it is important. Scenarios are about navigating the fog of uncertainties, risks and opportunities about the future. They are not a prediction of what the future will be but they help to explore the possible, not just the probable.
2. Scenarios narrative must be coherent stories, grounded in some sense of reality. They involve a combination of qualitative and quantitative data – the narratives and the facts. The quantitative underpins the qualitative and helps to test the validity of the assumptions made.
3. The objectives and purpose of embarking on scenarios have to be clear and the parameters such as its spatial characteristics and timescales must be clearly defined and established. They should focus on goals and targets rather than a broad brush stroke picture of different futures. They should be clear about what the options, risks and opportunities are, of arriving at the goals and targets.
4. Getting the question right is an essential and critical element of designing the scenarios process.

5. Scenarios could be divisive, easy to manipulate, and could potentially go off track.
6. As it relates to data for scenarios:
    a. Scenarios should be preceded by some research and data gathering. As it relates to national and regional IGFs, they should be preceded with the development of background papers that inform the process.
    b. Data used for generating scenarios must be evidence based and must be generated involving a broad sector of society for which those scenarios will impact.
    c. Funding may be required to thoroughly conduct scenarios exercise however the input of volunteers should not be discredited. The availability of funding does not legitimate the process but available quality data and a mechanism for peer review does make it credible.
7. Scenarios help policy makers to think outside the box in a "safe way" and help the broader community especially those that are not a part of the traditional internet governance domain to validate and contribute to outcomes that could have impact on themselves and governments.
8. Scenarios provided a common lexicon for talking about open internet, a strategic framework to think about and make observations on present and future events, benchmark strategic efforts of organizations working on internet policy which makes them nimble in their approach within uncertain environments. They are also a useful tool to collaboratively engage a broad multi-stakeholder audience based from divers perspectives.

C. Key outcomes and lessons from scenarios used for the future of the world and the internet

1. There is a difficulty of arriving at a conceptual framework around the internet and sustainable development. More effort is required to develop a framework that can be applicable in this context.
2. A number of important intersections are evident between the internet and sustainable development such as the importance: a) of universal access as an essential part of an internet commons scenario (a desired future scenarios which involves everyone, their input, agreement, resources and tools needed to achieve this future); b) IPv6 is necessary to wire up the natural environment, facilitate the internet of things, and to address online trust and identity issues.
3. Excessive government control is the main risk to the future development of the internet.
4. Stakeholders involved in the scenarios exercise should be helped to understand the importance of the process as a planning methodology and to see its relevance to their own local context including the recognition of any existing policies, processes, and frameworks that relate to the present and future state of the internet.
5. Stakeholders should recognize two important observations which should be considered during future scenarios activities: a) the shift in the IGF from single topic discussions that focused on purely technical issues, to areas such as global

foreign policy, internet rights and freedoms, and cross-cutting thematic dialogues that takes on a multi-stakeholder approach; b) the tension between state and non-state actors and the roles that these stakeholders have to play in the internet's development.

6. Good data is important for proper scenarios planning. The World Bank's Open Data Initiative sets the tone for the release of data by other important organizations such as ICANN. However, mechanisms to ensure the integrity of the data should be built into data gathering methodology and process. Likewise, users should have their capacities built and the right amount of awareness raised on the importance of gathering and manipulating data.

7. The decisions in terms of the Internet that are being made today are going to have ramifications for the next 50 to 100 years; because infrastructure developed 50 to 60 years ago are still in use today. Scenarios should take this into cognizance.

8. Organizations or policymakers that are targeted for influence from scenarios outcomes need to have their capacity or ability to know what to do with the information that is generated.

D. Next Steps, Action Points and Key Messages

- **Open data is important to scenarios and data should be made available to be used.** To addresses data needs for future scenarios, the IGF can leverage the support offered by the OECD to use its data in complementarily with those already made available by the World Banks. "OECD's data focus on newer variables, have newer data sets, and offer more trends focused on the market and technology."

- **At least one scenarios workshop should be held at the next IGF.** A pilot scenarios project, preferably half a day, is recommended at the next IGF which may be useful for comparing notes and lessons learned in the past year since the summit, and to improve on knowledge of the methodology through "learning by doing approach". At least one of the IGF workshops should be implemented using a scenarios methodology. Scenarios exercises should be encouraged at the national level.

- **Resources are required to conduct an IGF scenarios exercise, and strategies are needed to explore the availability of resources:** Stakeholders should explore options for resources to support having a scenarios exercise at the next IGF. In this regard, organizers of the scenarios summit should meet, debrief and explore resources required for a workshop on at least one global scenarios process.

- **Internet economy/green economy, ICTs and sustainability, ICTs and knowledge creation, and content are desirable pilot workshop topics at the next IGF.** A number of possible scenarios topics that could be explored are:
  - A specific agenda item on the upcoming Rio+20 summit namely; the green economy. The need for a scenarios workshop with a green agenda, one that shifts global economic structures to be more supportive of green activities; and one that links existing internet economy work in support of a transition towards a green economy.

- The linkage between ICTS and sustainability following the increasing numbers of workshops in the Nairobi IGF that focus on ICTs in disaster management.
- The importance of local, user and community generated content that is relevant to people in their own language, maintains their heritage and protects their identity.
- The role that ICTs play in linking to multiple and coordinated transitions in-between processes such as from creating knowledge to its generation and eventual distribution. These involve locally coordinated transitions necessitated by culture, specific local problems and local ecosystem conditions.

- **Skills development of users, policy makers, government required for scenarios methodology for it to be useful.** The stakeholders should explore the possibilities of skills development on scenarios methodology and how to do so effectively using some of the generic capacity building and training modules that have already been developed; distributed to train trainers in a consistent way across different regions. Capacity building should also focus on various levels of governments in order to have them engage more structurally in policy focused conversations about the future.
- **Sufficient scenarios work has been done that can be evaluated to inform future practice**. The scenarios discussed in Section A should be reviewed in the coming years to determine their value to internet public policy. This review may involve a wide monitoring of sources that could potentially inform the need to adapt existing programs and plans.
- **Scenarios should be explored as a useful tool at the IGF.** Stakeholders should explore how they could make scenarios planning a more useful tool for the IGF in the future. Particularly, how it could adopt some of the tools and processes that were discussed during the summit, use more third party data and information, and poll and utilize stakeholders' network and partner bases around the world.

Report of Workshop 211:

Title: The Impact of Regulation: FOSS and Enterprise

Organization: FOSSFA, ICFOSS

Contact Person: Mr. Samer Azmy, Mr. Satish Babu

Reported by: Ms. Judy Okite

A brief substantive summary and the main events that were raised:

I) Community model – give service to clients, using open source software,only.

ii) service model- re- package a software and make it a global, solution- this is a mixed solution(proprietary and opensource software) e.g Government working with the open

source community as well as the private sector to develop solutions which are tailored for a particular Government service.

iii) Premium model- this is where you come out with a solution and you give an expiry date to the free version.

iv)"coalition" model on the middleware, where expertise, integration, services model are merge between partners

v)"cooperative customers" model, where government agencies work with community or enterprise to develop a common and public goal

Opensource and Government:-

In our countries, there is always constrained budget and unfortunately, technology does not take precedence, one of the solutions to this is to ,have a solution , which instead of reaching a thousand people, you can reach 10,000, with the same resource/budget and approach the government ,from this angle.

Secondly, the next possible option to engagement, have an open standard. It is usually a set of principals based upon, which the government will adopt; this could be the right way to give a level playing field.

-Electronic accessibility depends on open standards.

On FOSS and Enterprise:
enterprise, has its own advantage and disadvantage, am sure, but in a country like India, which is a developing country, you would rather not spend money on buying the software, rather, spend the money on infrastructure, that will result to a wider group of people having, access, that will expand the growth of software development, in the developing countries.

Open Source and Education:

Evans responded by saying that, he is in consultation with computer for schools, Kenya, which distributes computers to the schools. There is an option of dual boot to the computers that all who get into contact, know that there is an alternative.

Sunil: we need to expose the software e.g., the literature students are expected to write a book, so what do we do we give them access to books, in the library, in the same way we should expect the students of software engineering to produce the right software, but we don't usually allow them access, to read software. Open source software is the ideal way they get to read software.

Opensource and the cloud, is the cloud a threat to Opensource?

Reactions: Yes, Africa is ready, for the cloud and what is happening now, is building capacity/training, for we need skills first.

Sunil:
A question that we need to ask ourselves, is, is the cloud regulated? How about privacy? From a personal perspective, I would really like to see how privacy, will shape up, in the clouds.

Yves:
We need to first build the skills of how to build and operate on the clouds.

Fernando:
The cloud sounds like a paperless office, but we need to trade very carefully. What vulnerabilities are we exposing ourselves to, when on the cloud?

Conclusions and further comments:

Opensource is a software, it is a means to an end and it needs to address, poverty, equality, information access, etc, in order to secure its future we need to look at it from these three perspectives:

I)Innovation
II)entrepreneurship and
III)Standard(product software)

Conclusion:-

-Open Standard, is something that we have to push through in the Internet Governance discussions.

- The global FOSS community to network, collaborate, and work together, to improve the global perspective of FOSS.

Report of Workshop 555:

Title: The Role of Internet Exchange Points in Creating Internet capacity and Bringing Autonomy to Developing Nations

Organization: Packet Clearing House and ISOC

Reported by: Bevil Wooding, Packet Clearing House

A brief substantive summary and the main events that were raised:

This workshop highlighted the role and value of Internet Exchange Points (IXPs) and provided a compelling justification for their proliferation in developing nations by

explaining the advantages of creating Internet capacity and bringing autonomy to emerging markets.

Panelists provided practical insight into the establishment of IXPs in developed countries, Africa and the Caribbean, highlighting the requirements for and challenges to IXP establishment, and the benefits to be derived.

The workshop provided participants with and understanding of:

1. The economic underpinning of Internet traffic routing within IXPs;

2. The role of IXPs in routing Internet traffic and stimulating market growth where the exist;

3. The importance of both social and technical engineering in the establishment of IXPs;

4. Key challenges and strategies for establishing IXPs in developing markets;

5. The role of Internet exchange points in reducing the flight of capital related to international telecommunications transit and contributing to financial autonomy.

Workshop Conclusions:

IXPs are critical Internet infrastructure and their establishment is indeed the single most economically empowering decision that the Internet community within any region can make.

The fact that developed countries are benefitting from their IXPs should be a signal to the developing world to press for greater competition in Internet service provision and follow a similar path to developing a viable Internet economy.

The establishment of IXPs can help countries secure their future as independent and viable centers of local content and online community.

Conclusions and further comments:

1) IXPs are catalysts of Internet development in that they create an Internet ecosystem around it. Without an exchange point the ecosystem does not exist. Growth of the Internet ecosystem a higher quality of Internet service and better penetration of Internet access and all the attendant benefits.

2) There needs to be greater emphasis on competition and on making emerging markets more competitive from a telecommunications and internet services delivery standpoint.

3) IXPs are a fundamental component to the creation of a healthy, robust domestic

Internet economy. Local traffic should be exchanged locally. There is no country or jurisdiction that is too small to benefit from an Internet Exchange Point.

Main Session: Security, Openness and Privacy

Sixth Annual Meeting of the Internet Governance Forum
27 - 30 September 2011
United Nations Office in Nairobi, Nairobi, Kenya

29 September 2011

Chair: Michael Katundu, Communications Commission of Kenya

Moderators:
Ms. Katitza Rodriguez, International Rights Director, Electronic Frontier Foundation
Mr. Lee Hibbard, Coordinator, Internet Governance & Information Society, Council of Europe

Panelists:
Ms. Neelie Kroes, Vice President, European Commission and European Digital Agenda Commissioner
Ms. Katarzyna Szymielewicz, Executive Director, Panoptykon Foundation
Mr. Frank La Rue, UN Special Rapporteur on Freedom of Expression
Ms. Christine Runnegar, Senior Policy Advisor, ISOC
Ms. Heba Ranzy, Director of MEA Corporate Affairs, Microsoft Middle East and Africa

* Session began with some technical difficulties *

MICHAEL KATUNDU:

This year, we will focus some attention to cross-border Internet governance issues, Internet of security, openness and privacy. Some examples we hope to touch upon include actions taken by a range of Internet actors, that is, government, private sector, civil society, among others, in relation to whistle-blower sites, the seizure of domain names, proposals of blocking of Web sites, and filtering of networks, the role security operations centers and law enforcement can play in protecting the Internet and its abuses from cyberattacks and cybercrime, and the impacts of action taken to cut access to the Internet for individuals, groups, or entire countries from the global Internet.

Last year, we focused on the role that intermediaries can take to protect freedom of expression and innovation, and we will continue to build on that this year as well. To keep up with the times, we will also discuss the role of traditional and new media. What we have learned in the past year is that these issues should not be traded off against one another. That is, privacy, cybersecurity, and openness. Or they should not be seen as opposing priorities. Instead, what our exchange of experiences has taught us is that these issues are, in fact, very interconnected in many ways. We must take advantage of this unique multistakeholder gathering to continue to build some consensus around these issues in this regard. A cross-cutting theme this afternoon, like in previous years, will be the implications of these issues on human rights, democratic societies, and freedom of expression, we will also hear from the workshop organizers from the various feeder workshops. In order to manage this session, there will be three moderators to ensure the dialogue goes smoothly. Our moderators this afternoon are going to be Ms. Katitza Rodriguez, seated on my left, Mr. Lee Hibbard, on my left-hand again, and Mr. Paul Muchene will moderate the remote participation.

LEE HIBBARD:

I'm from the Council of Europe. Welcome to everybody. Welcome also to those who are connecting remotely with us today. I hope you're going to send in your comments and your questions. Just to say how we're going to proceed with this session, both Katitza and myself, we're going to frame it into a first introductory framing part of the session, with comments from the panelists and the moderators, followed by going into the issue of openness as a block, followed by privacy, and then followed by security, followed by a close, a wrap-up, with some short takeaways from the panelists and from the chair. Before I go to introducing the panelists, I'd just like to say a few words about the whole session. I think it's clear that we're increasingly interconnected in our everyday lives, in our work, in our private life, online, and I believe that there's no going back, and I think you believe that too, because you're here.

We talk now about "do no harm" to the Internet. I think that's proof of the fact that we really do care and we really do invest our time and our efforts, because we realize that it's an asset for economy, for growth, for our social connections, for the fulfillment of the U.N. MDGs and also of course to exercise and enable a number of human rights. And

the Internet is proven by the daily recurrences of issues in the newspapers, the concerns, the developments that we hear about on television, WikiLeaks, the G8, for example, the reports of the U.N. on human rights and business, on freedom of expression, for example, and also the plethora of meetings and discussions about things like principles, parameters for the Internet, and the number of meetings that we all attend on a regular basis. I think that means that there's a great dependence, certainly a reliance on the Internet, for many of us, most of us, and I think we've come to a point where, as users, we have a legitimate expectation that we can do business, we can express ourselves, we can assemble, and we can associate. But there is a reality to it. Bad things happen.

As Carl Bildt, Swedish foreign minister, said recently in a regional meeting in Europe, EuroDIG, and bad things happen and the Internet mirrors society. That's a fact. And quite recently, too, just a point, OSC released a paper, a report, on legal provisions and practices regarding the Internet, and they were discussing alternative approaches to our online content regulation. I think that's quite telling. They said, "While rules and boundaries still exist, enforcement of existing laws, rules, and regulations to digital content becomes evidently complex, problematic, and at times impossible to enforce on the Internet, so we need to consider alternatives. "So I think at least for me, that means there are no silver bullets, its openness and privacy.

FRANK LA RUE:

I believe that Internet, first of all, one of the issues we have emphasized is that it has to be seen, number one, as a very open space with as little regulation as possible and no censorship whatsoever. As open a space as can be. I was just commenting in the meeting I was in right before this that the Internet should be what we call in Spanish an espacio publico, the public square where people can actually come, meet, chat, discuss, organize, and mobilize, and I think this is crucial that we defend this constantly, and in order to use this espacio publico, this public space, we have to feel safe in it, so we have to feel protected in the information we put in it. We have to feel that our privacy is not being bridged. We have to feel that those that facilitate the access to it are not being threatened with demands and with the use of criminal law to sanction them.

So one of the issues I have repeated in several of the panels is I am very much aware that there is a progressive fear of Internet by many states, and this progressive fear is provoking, number one, a use of more and more criminal law and I would call the world on a campaign to decriminalize the use of freedom of expression. With all crimes like defamation, but also with new crimes that are being created like the one in my own country on financial panic or the one created in the state of Zacatecas in Mexico on promotion of rumors and at the same time, the idea of not charging criminal liability on those that are serving as intermediaries for the use of this public space, for the use of the Web. I think it's important in this process to protect the intermediaries, but as well as the responsibility of intermediaries, and of everyone to protect the privacy of all the information uploaded on the Web. Only when everyone feels safe, but everyone feels that there's easy form of using the Internet will it totally fulfill its function.

NEELIE KROES:

We are realizing that more than a fourth of the world's population is using the Internet, that is really something, and that as a consequence, social networking, e-commerce or new technological applications such as cloud computing, very fascinating, to name just a few, have allowed operations and means of communication in a way that society and political systems have never ever imagined. And this is the new reality, and the new reality goes beyond traditional boundaries of innovation. What we were used to talking about as innovation is a completely different issue than what we are facing now. Productivity improvement and economic growth, yet new forces of fragmentation, repression, and disregard for fundamental rights of property, security, privacy, and human rights are challenging the future of the Internet. So the current landscape demands more than ever striking the correct balance between, on one hand, openness and security and privacy. It is a triangle that is really changing, and all of them should be understood as essential factors that will help us create an environment of trust.

And just to name an example in my own territory, the European Union, still 26% of the European population is not using the Internet. And I made statements and I took it as a really not only this is what I believe, but this has to be done that those people who are not yet using the Internet, that they will use the Internet, in most of the cases where people are not using Internet, it is a matter of trust. And even if they don't have arguments, it's quite often emotion, but trust is the main thing to get everybody in that mood to use Internet, where essentially levels of security, of privacy, of protection of intellectual property rights, protection of children, by the way, consumers, online personal data, and freedom of expression are fully guaranteed. Only when you can communicate those issues then trust is, indeed, a guarantee.

We also should not forget, ladies and gentlemen, that the Internet, as we have seen it in the so-called Arab Spring, has an enormous potential for the promotion of democracy, of social participation, and the strengthening of human rights. And that is why I believe that good governance positions should promote openness and be grounded in respect for human rights, pluralism, and the rule of law. Universal values that we all share, I imagine. However, and this is no news for you, but it has to be said, there can be no real freedom on the Internet if there is no protection against crime or no safeguards to prevent and swiftly respond to unauthorized accesses to information or cyberattacks to private sector. And lately and also very frequently to critical government network infrastructures. And we were also faced with that type in Brussels. In recognition of the crucial role that Internet and other ICT's play in our lives, and in boosting economic growth as envisaged in the digital agenda for Europe, we have presented a number of matters and a reinforced level of network and information security, improving European capabilities to prevent, to detect, and respond to new security threats and reinforcing global cooperation.

Just to name a few, we are modernizing the European network and information security agency, ENISA. We are building up the future computer emergency response time, the CERT, which will cooperate with well-functioning CERTs at the national level. We support cybersecurity exercises at the E.U. level, such as CyberEurope 2010 and we have

established an E.U. /U.S. working group on cybersecurity and cybercrime. Turning now to our policy on critical information infrastructure protection, on the 31st of March of this year, the commission adopted a second communication on critical information infrastructure protection, which outlines our next steps to reinforce efforts to prevent, to detect, to mitigate, and react to cyberattacks and disruptions at both the European and the international level. But no matter how much effort we make in isolation, we all know that cyberspace has no borders, and therefore, the establishment of fruitful channels of cooperation among all the types of stakeholders and international partners is vital to our objectives.

And together, ladies and gentlemen, we must ensure the utmost protection of users' privacy of the freedom of access and of the trust in the digital environment, mindful of the ever-changing and global nature of present and future Internet issues. And I would like to end recalling the urgency to have a structured cooperative approach among all the stakeholders within and outside the E.U., so that with one single voice, we combat a response to the challenges we are facing today.

HEBA RANZY:

At so many conferences where I speak, I come with a clear message with what Microsoft can do and is doing to resolve specific issues. However, today, my message is a little bit more complicated. To put it simply, my argument is that there are no simple yes and no answers to the various issues we are discussing. I will take the next five minutes that I have to explain, like, why. The Internet is a great equalizer. In the information age it levels the playing field that has traditionally been slanted in favor of those who have. But today, for relatively moderate cost of an Internet-enabled device and a network connection, the opportunity of the cloud are open to all. It offers benefit to every part of the society from more effective and efficient health care to vibrant education system with better outcome, to improved business opportunity and to enhance government services at low cost. The cloud and the mobile are tremendously powerful tools for government, business, civil society, individuals, here in Kenya and in Africa, and all across the world.

But with power comes responsibility. The Web is entering its maturity phase. To put it in human terms, you know, like transitioning from childhood to adulthood. And as we all recall, the transition was never an easy one, because we struggled to reconcile greater freedom with increased obligations. There is no freedom without privacy. And there is no privacy without security. The issues we are dealing with aren't as simple as a product functionality or business policy. We are having to confront fundamental human issues, often drifting into the realm of philosophy. We, at Microsoft, are the first to admit that we don't have all the answers, and I would also say that nobody has. Ensuring, then, the Internet maturity into well-adjusted adulthood will be the work of so many different parents, as we heard Ms. Kroes saying that you need everybody to play a role. And it is very important to have a multistakeholder dialogue going on. Unfortunately, it is the debate that is increasingly being polarized. We now have two camps, and if I can summarize, we've got regulation good and regulation bad.

The regulation good, a standpoint that sees the Internet as a wild free-for-all that needs to be strictly controlled to stop cybercrime generally and distributed denial of service attacks specifically. Regulation bad, where the ghost of the big brother, 27 years later, threatened the openness and creativity that have made the Internet such a dynamic force in the modern world. You could argue that I am oversimplifying it. Well, indeed, I am. It is a charge that should be leveled at the two antagonists.

Let me explain a little bit, like the opinion of the pro and anti-regulation camps. The regulation bad lobby says that regulation will kill off creativity, but this is missing the point. A completely unregulated Internet will lead to increasing cybercrime and distributed denial of service attacks which will scare people away from the Web and strangle open and free communication as assuredly as the restrictive regulation they fear. On the other hand, the regulation good lobby saying that strict control is the only way to bring the stability that business needs. And like an overly controlled Web will restrict the free flow of information across borders, which allow global business to take advantage of the cloud and SMEs as well. It's not very clear, I would say, and there is no kind of a black and white framework in that respect. The spectrum is full of gray areas that we need to understand.

Let me take you a little bit into the gray area word. I am going to use the regulation bad and give some examples just to illustrate the point but it is equally compelling that there are numerous examples for regulation good camp as well. The compelled disclosure, when a government or organization force a technology company to reveal someone's identity, in the back-and-white world it is a fundamental attack on the basic human rights of every Web user on the planet. Sounds straightforward, doesn't it? But the European court of the human rights disagree. It has ruled that the rights to privacy of someone who maliciously posts the identity of a child to an online sex Web site were superseded by the rights of a child to privacy and security. Now the traditional response to this kind of example is putting a simple example, like, to undermine the general principle. But truly I believe that the general principles are too rigid in such a fluid environment, and we need to reconsider that. We believe that accountability or, to put it more precisely, responsibility is critical to the maturity of the Internet. But accountability must be done within the framework that respects privacy of individuals and the international law.

So how can we introduce the attribution without breaching privacy and freedom? And if I might quote what we have published in our citizenship report, we are committed to promoting strong methods of authentication on the Internet that can lead to greater accountability online while also respecting personal privacy and that's very important. If we are to square all the circles, as we have heard, like I believe we need to have a three-prong approach where, you know, like, all the players are held accountable. It is very clear that the role for industry players, there is a role and they have to be responsible role and responsive.

Governments need to cooperate across the global. And to enshrine human rights within the cloud, ensuring a robust privacy and security legal framework exists to protect and provide users' rights and benefits, the rule of law, as we heard Mrs. Kroes saying.

Predictability and self-accountability by government is very, very critical. And finally, it is important that the Internet Service Providers and the intermediate providers are not legally liable by illegal harm content generated by a third party. Like if they are, there are real dangers that it will skew incentive away from the free flow of information, which would benefit neither the pro nor the anti camps. In an intelligence regulated world that I am advocating, there are, of course, exceptions such as the need to report and act on child abuse. That is very, very important.

I started by saying there is no simple yes and no answer. Hopefully I tried to explain that. So many of the questions posed by a developing Internet and the potential of the cloud cannot be answered by a blended yes or no. To the pro regulators, we are not calling for a light-touch control, but, rather, effective regulation, incorporating industry self-regulation that is flexible enough to deal with rapidly evolving reality. To the anti camp, we are not advocating an end to privacy. Rather, a place where privacy sits within the rule of law, granting the ongoing freedom and safety of all. I have to say we must pool our resources and expertise to create smart and flexible regulation that will allow the Web to mature into a creative dynamic and responsible adulthood.

CHRISTINE RUNNEGAR:

The Internet has revolutionized communication, giving ever increasing numbers of individuals across the world the ability to communicate as part of the growing and vibrant global community. It has enabled nonlinear content distribution and created the phenomena of distributed "crowd-sourced" "peer-reviewed" information and knowledge. An often cited example, and with good reason, is Wikipedia.org, self-titled as "the free encyclopedia that anyone can edit". Perhaps the Internet pioneers will remember the time when encyclopedias were expensive and updated annually. We have entered the age of Information Egalitarianism. But, that does not mean it is perfect. More work is needed if we wish to embrace this objective globally. Openness plays a key role, in obvious and sometimes less obvious ways. Continuing with our Wikipedia example, an academic study of contributions when access was blocked by one country showed that individual contributions significantly decreased from contributors outside the country.

One author concluded this is because many contributors are motivated by the idea that people are watching. It is important to emphasize that the contributions are voluntarily and provided with the knowledge that the platform is open and observable. This does not mean Internet users want their activities and private communications monitored. Another conclusion one may reasonably draw from this study is that blocking access in one country can also diminish the overall value of a public resource for the rest of the world. Openness also has a technical dimension. It is that dimension that has enabled the development of the Internet we know today that has become so fundamental that access and prevention of access are now part of the human rights dialogue. Openness in the technical sense involves transparent Internet standards development where anyone can participate on an equal basis, and open non-proprietary protocols that anyone can implement. It provides more opportunity for diversity of thought. Openness is also the ability to develop and deploy Internet applications and services without "approval".

Closely aligned to openness is interoperability. These two features have enabled extraordinary creativity and exponential innovation. Openness in technical standards development has also played a role in enhancing security. DNSSEC, developed by the Internet Engineering Task Force, is one such example. OAuth, a Web authentication protocol, is another.

A trend that seems to be emerging is the resort to technical measures to solve legal, political, or social problems. This is, perhaps, most apparent recently in relation to the protection of intellectual property online, but is not limited to this area. Altering the way technology functions to solve a non-technical problem carries inherent risks of collateral damage to the proper functioning of the underlying technology, security and privacy as well as other potential side effects. DNS-filtering, for example, is incompatible with DNSSEC, runs the risk of collateral harm, and drives services underground, thereby undermining the stability, reliability, and global interoperability of the Internet. At the same time, it does not solve the problem, as it does not remove the content or all means by which it may be accessed. In closing then, one of the overarching challenges we still face is a lack of a shared global understanding of the borderless nature of the Internet and the related inter-dependent objectives of security, privacy, and openness and user choice. The IGF, by its nature and format, is an ideal place to build this global understanding.

KATARZYNA SZYMIELEWICZ:

I represent human rights defenders in civil society. Looking at the three broad areas, security, openness and privacy, from a human rights perspective, there are a few very worrying trends that I would like to address very briefly. Firstly, which we all know, more and more data is being collected by the companies that operate online, and then this data is used, can be used, for both commercial and law enforcement purposes. This happens not only beyond users' control but often even without their awareness. We all know that even the most sensitive data of the users has moved into the cloud. But it's not just the cloud that poses serious privacy risks. Also, traffic data may reveal a lot about our private life, about our routines, about our social networks, our interests, even religious beliefs.

What happens with this wealth of information? Well, it tends to be used for profiling, interrogating by consumers by the companies. We do not have an effective regime at that point that would protect our privacy in that context. The maximum protection we can obtain now from some of the leading companies is the possibility to opt out. It does not seem to be the effective safeguard. We know that the European Commission is currently considering a revision of the legal framework with respect to e-commerce directive so it will be very interesting to hear the possible solutions from our respected guests. The same companies that users entrust the data for provision of services sometimes are forced by the governments to reveal the data for law enforcement reasons. Of course, there is no doubt that under certain circumstances, this is a good solution; that law enforcement should be given access to our data, but there must be safeguards, and it shouldn't happen unless it is necessary for, for example, gathering evidence in criminal proceedings.

Unfortunately, there are countries that do not have such safeguards, and the most striking example being U.S. law and the infamous Foreign Intelligence Surveillance Act that actually allows or forces U.S. companies to hand over data of their foreign customers without any safeguards, without any criminal proceedings behind it, even for political surveillance. Another issue which we have to address is mandatory data retention. Government agencies throughout the world are pushing for laws that force companies to collect even more data than is needed for their own business purposes. For example, we have a very controversial data retention regime in the EU which is currently under review. This regime forces all Internet access providers to store traffic data for the period of up to two years so that it can easily be accessed by law enforcement entities. Data retention needs to be seen in a broader context. The principles we are crafting today will be more and more relevant in the future along with the development of new Web-based services. I am I thinking about Internet of things, about new geo-location services which are becoming very popular, about smart grid.

So this is the time to think about the basics such as what limitations should apply to the scope of data being collected by all types of entities, be that search engines, Internet access providers, online shops, social networks, and so on. Secondly, whether there should be a legal obligation at all to store any of this data, if so, for how long and for what purposes? Finally, what should be the conditions for law enforcement agencies to obtain access to our data, regardless of whether this data is stored for commercial or law enforcement purposes?

Finally, a very worrying trend is that privatization of law enforcement in online environment. I will again referring to EU just because I know this context best. Currently the European Commission is encouraging ISPs to be a sort of Internet police for the enforcement of intellectual property rights and also for tracking various types of illegal content. One example is Internet blocking based on self-regulation. This is the policy that encourages blocking of the Web site, which allegedly contain child sexual abuse images without any due process. We have already seen a very controversial activity taken by private sector such as arbitrary revocation of the domain names, and this trend is not going to change, apparently. At the same time, we hear a lot that there is concern for net neutrality, for freedom of expression, for securing access to information. So the main question we have to ask to each other and my main concern is whether these trends are not in contrary, whether we can reconcile them, or maybe one of them will have to win.

XIANHONG HU:

As you know, UNESCO has successfully hosted the feeder workshop on free flow of information and social networks: A role for democracy and social participation on the first day on the morning of 27th. This was chaired by Mr. Janis Karklins, the UNESCO Assistant Director General for Communication Information.

We gathered six panelists representing governments, private sector, civil society, from Africa, Asia, Arab states, North America and Europe. We had 80 participants attend the event with some remote participants. In light of recent social movements in the Middle

East, our panelists shared observation that social networks, such as Facebook, Twitter, and YouTube are being widely used in many parts of the world, including in Africa, for not only personal communication but also to tackle political and other sensitive issues which are not addressed by traditional media. Panelists and participants also noted with much concern the risks and the challenges that arise from the use. Some of the risks identified related to quality and ethical standards which might be applied for user generated accounts, some privacy of citizens in security and inadequate online protection for children, opacity of personal data collection, as the processing practice, as several panelists already mentioned, and also government surveillance and filtering. They are quite concerned about those risks.

I also want to share that the representative from the Council of Europe presented drafts of recommendation on measures to protect freedom of expression and the right to private life with regard to social networking service, which we found very useful. Participants also debated several burning issues, as under what conditions and what might constitute appropriate regulatory framework for cutting off of social networking and Internet during riots and other extreme occasions. All in all, the discussions are far from being finished. Participants recognize the need for ongoing exploring and shaping of the policies and regulatory issues of the Internet. And more efforts should be made to reinforce democratic participation via the social networks and to best protect freedom of expression as human rights within a coherent and comprehensive legal and regulatory framework. We also would like to take this opportunity to invite all of you to participate in UNESCO's future workshops on the subject, at the next IGF in Baku in 2012. We hereby reiterate UNESCO's commitment to promoting freedom of expression and the privacy protection on the Internet and our engagement in fostering full and local content declaration and education initiatives.

KATITZA RODRIGUEZ:

The discussion we should make to the panelists is should online intermediaries be granted or expected to play more hands-on role in governing Internet activities vis-a-vis copyright or child protection? Should we worry? Why? Would transferring code of conducts here help? Another question is, is it appropriate or desirable to ask companies to police their customers, either voluntarily or otherwise? When is self-regulation equal to censorship? Is censorship a bad trait? Such restriction? Trade barrier? What threats do such models pose for online innovation, openness, freedom of expression, and civil liberties? Is it even proportionate to cut, block access to people, groups, and even countries from the Internet? What are the cross-checks on limitations? Should the limitations to freedom of expression be limited?

JEREMY ZIMMERMAN:

I'm the co-founder of a citizen advocacy group, La Quadrature du Net, and I have a question directed mainly towards Mrs. Kroes. We all agree that the Internet relies on its openness. We all agree also that its openness, on a technical point of view, is the interconnection of a vast amount of networks which results in one network, one universal

network, being shared by everyone. We are now witnessing practices from Internet service providers for them to reduce, restrict this universality by restricting online communication, such as by blocking or throttling access to content, services, and applications. They're in that debate called "net neutrality," going to practices that will have radical impact on fundamental freedoms, on the freedom to innovate, on free competition, and ultimately on the universality of the Internet. We recently launched a citizen platform called "Respect my Net," where citizens go and report practices by operators that restrict their connections. We have dozens of reports from most E.U. member states of such practices, yet in your report you acknowledged that there was no problem and no reason to act. How, without an intervention of the regulator, can we ensure that the Internet remains universal and that openness will be protected?

ALUN MICHAEL:

Alun Michael, member of Parliament from the U.K. There was a comment which referred to privatization of law enforcement and related, if I understood it correctly, to the blocking of child abuse sites, in inverted commas, without due process. I'm sorry, that's a complete misunderstanding, certainly of the situation in the U.K. What you have is an illegal activity. This may come as a surprise, but it's illegal to abuse children. And the blocking of sites is something that is operated through agreements between government, law enforcement, and with the support of child protection organizations, civil society, and of parliamentarians. It has had sensible oversight. Now, it's not privatization; it's engaging those bodies that ought to have some responsibility for making sure that children are protected and ensuring that it can happen quickly. Nor is it self-regulation. It's not just left to the industry. It's what I would describe as cooperative regulation, which is in the age of the Internet is absolutely vital that you have the basis of law but you have a partnership involving proper oversight, proper engagement. It's very much a part of the IGF's approach to things.

And I think it's necessary to understand what's being done there and not to mischaracterize it in the way that the speaker appeared to be doing. The second issue that I just wish to touch on briefly, I'm getting a bit fed up of hearing inaccurate references to the closing of social networks. It's been suggested, I believe, that there was an attempt to close social networks during the riots in the U.K. in August. That is not true. I believe that it's based on a misinterpretation of something which may not have been a very wise remark by our prime minister. I'm not going to defend his comments. But the Home Affairs Select Committee, on which I sit, has taken evidence from organizations like Twitter and Facebook and BlackBerry on the way in which their facilities were used, in some cases from people who were organizing criminal activity, during those events in August, which were, of course, not political activities, they were criminal activities.

But there was no closing down. What actually happened was that people like the police engaged. There's a very good example of the police in Manchester, when they saw that people were being gathered in order to raid shops, that they Twittered back and said, "Yes, and we'll be there too." And the evidence that the committee had from Twitter was, "Well, this is an open space, it's a public space, it's a place which is open and neutral."

And that is correct. And we're looking at that as a piece of evidence. But we need to look at the good and the bad in relation to the variety of different places. A regulatory approach is not necessarily the right one. Common sense and understanding, but working together very much is.

JOHAN HALLENBORG:

I represent the Swedish government, the Ministry of Foreign Affairs. On behalf of the Swedish government, we're pleased to make a few comments in this important session, which are building on our intervention with it last year at the IGF. The past year has seen a lot of important developments in the world, several of which are relating to freedom and openness on the net, and we believe that the theme for the IGF this year, "The Internet as a Catalyst for Change," is indeed very suitable. As a response to people's legitimate aspirations to make their voices heard and claim their rights, several countries have tried to use the Internet kill switch in their country to obstruct communication and to prevent information on human rights abuses to reach a global audience. We are happy to see that this tactic, by and large, has failed.

However, such actions slow down effective reporting and information sharing. In the Swedish government's view, to extensively limit access to the Internet in this fashion is a violation of freedom of expression. It is also necessary, according to us, to acknowledge and highlight the effects that reduced access has on freedom of assembly and association. What we of course need instead is more access to the Internet, and we need to find innovative ways to support this. For this reason, the Swedish government has earmarked funding for a special initiative on democracy and freedom of expression. We are doing what we can to encourage and support new innovative ways to promote freedom on the net. Here, the civil society plays an important role. Another worrying development in the past year is attempts by governments to broaden censorship and filtering on the Internet. Several countries have or are in the process of adopting laws that put responsibility to monitor content on the Internet on the service providers. This is not acceptable. The ISPs or any intermediary should not be held liable for third party content.

This principle, regarding intermediaries, along with several other principles on human rights and the Internet relating to anonymity, censorship, and access were included in a cross-regional statement on freedom of expression and the Internet in the United Nations Human Rights Council in June. This statement was supported by more than 40 countries from all over the world, including some of the most influential countries in the global south. The wide support makes it evident to us that freedom and openness on the Internet, based on the international human rights framework, is truly a global endeavor. The cross-regional statement had not been possible without the work done by Frank La Rue, the Special Rapporteur on freedom of expression. His report to the Human Rights Council on freedom of expression on the Internet was the first ever to be presented to the council. We warmly welcome his work in trying to enhance our knowledge of how human rights apply on the Internet. In conclusion, we acknowledge and appreciate that human rights have become a more visible part of the IGF and we believe that the IGF, through its multistakeholder character, has an important role to play as a facilitator of a human rights

based approach in Internet governance. Therefore, my government supports the proposal put forward by APC and others to make human rights the main theme of the IGF next year.

BILL SMITH:

I'm with PayPal. I wanted to thank the panelists. I found it a very interesting discussion, presentations, and was very happy to listen and learn. I was especially struck with the comments around security, openness, and privacy being a triangle. I want to point out that triangles are also three-legged stools and as long as all legs are roughly the same size, it's stable. However, if any leg becomes either too long or too short, it rapidly becomes unstable. And at the risk of mixing even more geometric metaphors, I suggest that we need to add context in order to square these circles and to make sure that no leg is outsized or undersized and that in different context, different things will be slightly longer or slightly shorter, potentially.

As an example, "open" is frequently talked about, when it's frequently talked about, it relates to anonymous access, okay? However, for openness, there are also times when attribution is, in fact, important. Who am I to contract, or who am I transacting business with? Okay? Similarly, the privacy, do I want to disclose any personally identifiable information to someone on the other side? I can't make a reasoned decision unless I know who they are. And so mechanisms need to be put in place, I believe, if we're going to make these types of things happen and allow individuals to make informed decisions. Generally, cooperation amongst all of us is required. The discussions we are having here and elsewhere are invaluable. Absolute immutable positions are not going to be helpful, if we agree to enhance security, openness, and privacy. And each can be enhanced, but not at the expense of any other. And finally, I believe private action is likely to remain an essential component for many types of cybercrime. It's just going to be impossible for law enforcement to detect the crimes or even come up with the information necessary to prosecute them, if its determined prosecution needs to happen. But private action is going to remain an essential component for distributed denial of service attacks, account takeovers, fraud, et cetera.

MANU BHARDWAJ:

I am with the U.S. State Department. Generally, I think with the growth of cloud computing, with the advent of global data transfers, there are going to be legitimate questions on personal privacy, and I want to echo the statements of a prior speaker, to make sure that these discussions and dialogue are grounded in fact and not myth. I mean, with respect to the United States, we have been strong supporters of a global open Internet. On the commercial privacy sphere, I just want to point out we recently published a green paper which called for, publicly, a consumer privacy bill of rights centered on individual control, respect for context, other principles and rights that we're very proud of promoting internationally and domestically. With respect to the criminal privacy issues, I would submit that the law enforcement and national security considerations that are contained within U.S. laws are very complementary to frameworks across the globe, and

I think, you know, to the extent that people would like to have dialogue, it's an open-door policy. Don't ever hesitate to try to reach out to the 15, 20 government officials that are here at the IGF today, but it's important that we have these dialogues so that we can kind of clear misperceptions and also find ways to improve. Because there are certain legitimate issues that need to be discussed, and we look forward to that opportunity and to the IGF as a multistakeholder forum to have the discussion.

KATARZYNA SZYMIELEWICZ:

I would like to briefly comment on the comment made by the British MP, but also make a general statement about the role of ISPs. Please kindly note I did not refer to U.K. in any of my statements, but indeed, we might work on this example. There are more problems with this recommendation. If I got the point right, it says that we do not need any legal safeguards because we deal with clearly illegal content. That sort of logic undermines the whole concept of modern justice systems we have. Precisely this is the role of the court, to decide which content is legal, which is not. The threshold between legality and illegality will always be vague and will have to be determined by somebody who does not have any vested interest in that. Contrary to popular belief, the whole dealing with so-called child pornography is a very complex issue. There are many discussions around definitions or where it is, where it's not illegal, many approaches in various countries and so on. Also experience shows that it's not possible technically to block exclusively illegal content even when we agree it's illegal. There is naturally more content involved in a blocked Web site. So these issues are much more complex and it shouldn't be for ISPs to decide how to deal with that complexity.

But the general statement about the role of ISPs, I think they have an extremely good and positive role to play in encouraging enforcement, in helping law enforcement agencies and justice system to make the Internet a better place, the burden on them, making them replace the justice system, that's the mistake in thinking. It's also undermining essential values of democracy. So it's neither good for business nor for democracy and for citizens.

FRANK LA RUE:

It is true that openness, security, and privacy go hand in hand and have to be understood together, but they're only equal parts if they're seen from a human rights perspective, because they can be seen from many perspectives. For many governments, security is a priority because there is a real threat, but security policies are only legitimate if they're framed within the legal standards of human rights. And the same thing happens with respect to privacy. So the important issue is how we focus the human rights perspective into this. And this is why openness is a crucial element in terms of freedom of expression, but granting that security is a legitimate concern and the protection of privacy as well. And in that sense, the state has a paramount responsibility that it cannot delegate.

But when we talk about the state, and I agree with my predecessor in the sense that what is correct in terms of security measures should be clearly defined by law, and where we cannot allow sort of subjective interpretation of any particular government in any given

moment is the application of limiting measures, because if we allow that to be a political decision, governments change and opinions change, and different parties come to power and leave, and that cannot be a political decision, an arbitrary political decision of those in power at a given moment. There has to be legal standards, there has to be the rule of law normally that should be implemented by the judiciary. And this includes precisely the non-privatization of state responsibilities. A state cannot just transfer responsibility to the intermediaries.

And finally, on child protection, I have nothing against blocking if it is ordered by a court, and it should be, blocking a Web site with child pornography, but the real responsibility of a state to protect children is to prosecute those that are fabricating child pornography and disseminating it, because oftentimes it's very easy for a state to block a Web site and with that they feel comfortable, when in reality, they have, according to the optional protocol of the Convention of the Rights of the Child, child pornography has to be seen in connection to child prostitution and to child trafficking and is normally an activity of organized crime. So it has to be seen in that light, and the state should investigate organized crime that is abusing children. And this is the real solution and not blocking Web sites.

NEELIE KROES:

Just adding to the line that my colleague did already take, the intervention of the U.K. Member of Parliament rightly mentioned that no action was taken, and I'm grateful for that mentioning, for there is a lot of misunderstanding. And I can assure you if the U.K. government had taken that action, that Brussels absolutely would react, like we did, for example, in a couple of cases in northern Africa. No way that the U.K. government did act at all. Having said that, a couple of issues are at stake, openness, transparency, you name it. And I think it was rightly said we are in a development from a young girl or boy in the '90s and now an adult and facing with a lot of issues that we never ever had experience with. So we should be alert, we should have discussions like this, but we should not give up one issue, and for me that is a real principle and that is that there should be one unified Internet and we have to do quite a bit of work, but that should be the goal. And a globally consistent approach will help avoid fragmentation and will also make it clear, if it is transparent, the issues that were at stake and were mentioned by some of the questions that were put at the table.

So what was mentioned already, it is globally and we should cooperate and there is a working group, the U.S./E.U. working group, also on the cloud computing, also on the cybersecurity and cybercrime, and I think we should not only keep it between us, but it should be far more global, what's at stake. And what I also want to mention, Madam Chair, is talking about what is our principal rule, anyhow, from the European Commission. That is, the support of the multistakeholder model. But we have to be clear about what that is. It cannot and shouldn't mean that private vested interests can trump the public interest. That is not at stake, not acceptable for us. I won't accept it also not now, but also not in the future. So governments have to treasure and to protect the

Internet, but if they overreach, they will kill it, and that is not what we have in mind. So we should be very careful in finding out when and how a government should act.

For me, regulation is a last resort, and even then, keyhole surgery rather than amputation, for otherwise we are losing quite a bit. And it's clear in my Internet compact, and quite a number of you have read it, I'm certain, there is, indeed, talking about the transparency, talking about the confidence, talking about pro-democracy, talking about, indeed, an architectural sound and inspiring climate.

HEBA RANZY:

I think, you know the Arab Spring is on the top of mind of a number of people. I just want to make a few comments on that. I truly believe, and we as a company believe, that the choice of the government is for the people of these countries to make. It's not for anybody else. However, the technology has a major role to play. It allows the people of the countries to engage a number of things, whether it's using social media or what have you, and it also helps in fostering more of sustainable solutions for the various societies and various entities. I have to emphasize also the fact that, you know, like there is the rule of law, and we have to ensure that the predictability and self-accountability by government is critical. And that will really address some of the acts that happened, you know, like in a number of countries during the Arab Spring, these two aspects, the predictability and the accountability has to be there.

MICHAEL KATUNDU:

I want to underscore the importance of balancing these three issues of the Internet: security, openness, and privacy. What we need to appreciate is that there are a number of ways of dealing with a number of challenges of the Internet and some of them cut across technical ways of dealing with them and also policy and law-related approaches. Just to go back to the MP Michael Alun issue or comments, we appreciate that the intermediaries may come on board, yes, but if they come on board, under what kind of circumstances are they coming on board? Are they well-defined and explained within the policies and laws? So when we are developing the policies and laws which the government is the watchdog on behalf of the public interest, then the idea here is we need to have a bottom-up approach whereby all the stakeholders are involved.

This is at the exchange where then the stakeholders need to raise their concerns so that the three-legged stool, as the example which was given by one of the participants, is in terms of balancing, is observed and we make sure that as we enhance each of those three areas, that we do not compromise on any of each of them. But we need to appreciate, as it has been put or said by our panelists here, that the government has a fundamental responsibility, and whatever goes wrong, then the government has to respond to. But then the question again boils down to what does the law or what does the policy say, and was the law and policy development process inclusive or not inclusive.

CHRISTINE RUNNEGAR:

We've covered so many issues in this section; it's hard to pick which ones to mention. So, conscious of the time, I'll just mention one very simple point, which is really just echoing what everyone else has said, the advantage of coming at the end. So I think I would say that limitations to freedom of expression should be exceptions and not the rule, a principle that applies to both the offline and the online world.

LEE HIBBARD:

I think I've heard a lot of the word, either explicitly or illicitly the word "trust", in that discussion and the approach between different stakeholders. I think we're in some respects singing the same song. I hope, at least, very much. I do think we need to think about the best efforts of stakeholder groups, what are those best efforts, and now we're moving to the privacy chapter of this discussion, trying to keep the time. I've been informed that we've had five mail interventions, mainly by corporations and governments, so I'd like other stakeholder groups to come through, and of course women, in that discussion. Starting in this session, I'd like to call on the Feeder Workshop 160, Christopher Soghoian, to report back on global trends to watch, the erosion of privacy and anonymity, and the need for transparency of government access requests.

CHRISTOPHER SOGHOIAN:

So our session began with a conflict between security and privacy. To be clear, it does not mean that you cannot have both, but that attempts by governments to pierce the veil of anonymity and the protection of individuals' data through technology such as strong data encryption have been justified by pointing to a need to protect national security and engage in lawful investigations. Examples of this include data retention, which is already on the books in several European countries, and has recently been introduced in the United States. The bill in the United States that's working its way through the House right now is called the Protecting Children from Online Pornography Act of 2011. Who wants to vote no on that bill?

A key topic that dominated our panel was the role of cloud computing companies and the way that the move to such services has changed the economics and dynamics of surveillance. Quite simply, as consumers have embraced cloud computing and mobile technologies, law enforcement agencies and intelligence agencies have followed. Companies like Google insist that they only respond to valid requests that are accompanied by a court order or subpoena. However, few would place much trust in a subpoena issued by the Iranian authorities.

Even so, all governments believe that they should have the ability to spy on their own citizens, whether this is achieved by India forcing RIM to provide it with interception capabilities of BlackBerry services, or the Iranian government hacking into the Dutch certificate authority, DigiNotar, recently in order to obtain the credentials necessary to intercept the communications of 300,000 Iranian Gmail sessions. One topic that came up is the promise of privacy-enhancing technologies and the way that these technologies

conflict with the business models of companies that provide services for free via advertisements.Vint Cerf, from Google, acknowledged during the panel that if Google encrypted all the user data in its possession, it would not be able to operate as a company, as it could not target those users via advertisements. This demonstrates that when companies' business models are in conflict with a need to protect their customers' private data, privacy often gives way.

One other issue that came up was the unique surveillance capabilities available to the U.S. Government, due to the fact that so many widely use cloud computing and communication services are located in the U.S. Although European countries may have strong laws that protect the data of their citizens, the U.S. Government and its powers issued under the Patriot Act and the Foreign Intelligence Surveillance Act have a long reach, thus putting companies in a very difficult position where they're in conflict between the laws of the U.S. and of the countries where the data is located. As European, Asian, and African governments consider placing their own citizens' data in the cloud, they will have to evaluate the cost savings against the legitimate desire to keep this data out of the hands of the U.S. Government. Finally, existing laws and treaties do little to improve things. The Budapest Convention on Cybercrime is a decade old and the U.S. Electronic Communications Privacy Act dates from 1986. These both predate the modern Internet ecosystem, one in which we have free e-mail services offering gigabytes of storage, social networks, and the widespread practice of carrying GPS tracking devices, otherwise known as cell phones.

LEE HIBBARD:

So we are talking about using data and security coming together, as some of you has already pointed out. More and more people use data. It's collected more and more, analyzed and retained by companies and governments. You've said that. For different purposes, commercial and security, in particular, in order to create profiles. I think "commercial" means partially, we have a partial understanding, perhaps, of the collection of data for commercial purposes, and the profiling. With cloud issues, of course, it makes things more uncertain, perhaps, about the framework of protection that citizens have when their data is in the cloud. There's also the issue of security in that context. Arguably, are we less aware of the use of it for security purposes? What's happening to our data in that context? What about transparency? And the rule of law, of course, you've mentioned it, the need for legal grounds for any interference, which is proportionate to the aimed pursuit.

So the question is what are the safeguards, legal and nonlegal, to be put in place to protect privacy? And also, in addition to that, with regard to responsibilities, something else you've already mentioned, what are the social and ethical responsibilities of companies? In particular, should companies, for example, take account of the human rights records of a given country when selling surveillance and filtering technology to it?

TOM WAMALWA:

I teach electronic business. I think there's one panelist, who talked about context, and it seems like our argument and debate seems to be really not focusing on the context. Openness, if you look at the history of the Internet, it was really made for education and exchanging ideas in the '60s, and in the '70s, throughout the '80s. The only major change when the context changed is in the 1990s when businesses now started taking advantage of the Internet and with using the old business models, that's where the challenge is. Rather than focusing on the flawed design, let's review the design of the Internet, because the original purpose of the Internet was freedom, openness, and sharing, and really helping to improve science and so forth. But right now, we are using the Internet for everything else, businesses and so forth. And that's where we are trying to solve our problem, using the wrong tools, and my focus would be, let us look at the context. The Internet has changed. Its original purpose is no longer the same. Can we look at the design of the Internet and see it we can meet the three ideas of openness, access, and security.

FROM THE FLOOR:

My name, I am Francis Oreno, project manager, SenTech systems. I am deeply concerned in terms of this issue of faking stuff like documents and posting on Internet to our young boys and girls who are seeking up jobs in terms of conning them, trying to con them up money saying they will give those jobs and then they end up losing money. What can be done to block these kinds of postings on Internet to avoid loss of cash and stuff like this? What can IGF do to save such a kind of situation?

LEE HIBBARD:

I think you are referring to the right to be forgotten. I could be wrong. I don't know. You are talking about identity, I think, there and how does one conduct oneself online, the question of responsibility. I think that's something to discuss, too, maybe in the general context of this session. We talk about different measures but are we doing enough to be responsible, both as users as well as best efforts of the other stakeholders, the states and the companies, of course.

ANTON BATTESTI:

I am from the French data protection authority, CNIL. I just want to raise a question for the panel on the global standards. Lee talked about exploitation of some technologies, and the problem is also that there are no global standards, binding standards, which will engage all governments to protect privacy. It's a critical issue at the edge of global governance. So I would like to have the opinion of the panel on this project. Of course a treaty cannot be the only solution, but it is an essential piece of that solution, so let's hope we can achieve it, as the international conference of data privacy agencies ask in Madrid and Jerusalem.

BRIAN HUSEMAN:

I am with Intel Corporation. There was been some talk about the tension between privacy and security. I also want to point out that there can be positive synergies between the two. For example, the fair information practice of data minimization or only collecting the data that you need for the purpose or the concept of privacy by design and building privacy protections into technology from the start can help minimize the amount of data and consumer information that would be lost in the event of a security breach. And on the security side, strong security measures, obviously, help prevent the release of consumers' information without their consent in the event there is an intrusion or some sort of malware.

So I think regulation that protect privacy while also providing and not inhibiting strong security measures is important and a positive synergy worth considering.

JOY LIDDICOAT:

Just a question around the notions of security, privacy, and the degree to which we are using security as a holistic category instead of breaking it down into constituent parts, this is topic that has come up in other workshops, and also just sort of acknowledging the work of EFF and Katitza and pushing around these issues of security. A particular question for panelists is the different types of security that are being used, or what's being done in the name of different categories of security appears to be uneven. For instance, that done in the name of national security is different from that done in the name of data security and that done in the name of personal security.

FROM THE FLOOR:

I am Igor from the Russian Ministry of Telecom and Mass Media. I also would like to stress on the tension between privacy, security and cybercrime. Maybe it's too early, but the Russian Federation remains committed to the fundamental principles underlying the Internet's development. This openness, all inclusiveness, multistakeholder approach based model. We share the view that the Internet has now emerged as a critical global infrastructure for all stakeholders, including national governments. As numerous public, financial, and social services have recently gone online, it has become critical for governments to exercise their fundamental functions. To this end, we trust the government the last resort to which users will turn in the event of any serious disruption of Internet services.

So as it was repeatedly mentioned at the previous IGF's, we believe government should take responsibility for stability, continuity and security of information resources and services and reliability and security of the critical network infrastructure. Unfortunately, the current practices and technologies in the Internet governance area provide national governments with very limited abilities in this sphere. Also, I would like to stress that governments should focus on network reliability and security as a category separate from cybercrime. The reliability and security from basic categories with regard to cybercrime, because an adequate level of reliability and security of the Internet prevents cybercrime.

That's why we welcome continuation of the dialogue on the issues on both bilateral and multilateral format with our counterparts worldwide.

PATRICE LYONS:

I just want to make a quick suggestion that I appreciate the consideration of privacy as a separate discipline and what goes with it, but I have often been in conversations where privacy is but one element of information management more generally, a specific example being medical records. When you have a medical managed environment, and we are working on apps to deal with that managed environment. So you are actually managing the boundary conditions of various objects, and you can set those boundary conditions. So there's no uniform approach that's one size fits all in that context.

FROM THE FLOOR:

With respect to context, please, I want to talk about context and openness. We discover it is a particular segment of the world that is more of the developed economies have context, and even in terms of security, too. And the threats of security are global, from whichever country it is. So the need for collaboration, strong collaboration, and also encouraging individual governments to have in terms of infrastructure development to ensure that there is security and collaboration.

ANDY SMITH:

I am from the BCS. We keep talking about human rights and the right to privacy online. Does anybody actually think about the human rights of victims of cybercrime? We have got so many people, we have got millions of people that have their life savings stolen, their families destroyed, their lives disrupted. What about them? What about all of the victims of terrorism, terrorist acts that are organized online? It's fine talking about rights to privacy and its fine talking about human rights, and they are all very important, but you have got to think about the other side of the coin as well. You have got to be in a position where we can allow law enforcement to protect us and prevent all of these people losing their life savings, having their families destroyed. Until you actually see what organized crime do to people, you just have got to have the other side of the argument.

FROM THE FLOOR:

Thank you very much. Maybe directly to comment on what the gentleman just has said, I think we should really try to avoid that we try to make human rights as a competitive field versus each other. We need something like a comprehensive view. All these things we are discussing here on privacy and security, openness and reliability of the Internet are prerequisites of human rights, and that's also the concept that the European Court on Human Rights is doing.

What I think, and maybe a very brief last question maybe to Mr. La Rue whose report also the Austrian government very much appreciates to the General Assembly, what is interesting for me as a lawyer, when we discuss all these, let's say, standards which are mostly turning out in soft law, why do you think are we dealing with, do you think there is real guidance for courts authorities? What's interesting, last sentence, the European Court on Human Rights is more and more referring exactly to this common understanding of Internet freedom, and also Mrs. Kroes might be very aware of the fact that also the Brussels court, the European court is actually dealing with a case where they are installing a system for filtering and blocking electronic communications in order to protect intellectual property rights, infringes fundamental rights so says the Advocate General Cruz Villalon.

FRANK LA RUE:

In two words, I don't think there is a competing approach between human rights and security, and much less with the rights victim. Of course, human rights are particularly concerned with the victims, victims of all kinds, of any criminal activity or any action of the state. So what I think we have to do is look at human rights as a global focus, which is what I was saying. Privacy as a right, security as a right, because of the right of citizens, and the need to guarantee freedom of expression in the use of the Internet, that's why I said at the beginning that all three aspects can be seen as equal if there is a human rights focus. What you cannot do is impose the decisions of the security authorities or the current government even with the best of intentions, and sometimes they may have it. But it has to be within the boundaries of law. And if there are going to be any limitations of privacy for security concerns they have to be established by law first and they have to be interpreted by the judiciary. And that should never easily preclude the idea of drawing information easily.

The other contradiction I find is many laws are talking about information of the noncitizens. I don't like the fact that we are separating the rights, the human rights of citizens of a country from the noncitizens of the country. Human rights are universal and equal for all. The only difference may be in the political rights, to participate politically, to elect and to be elected or to vote. But the fundamental human rights and freedoms should be applied even to foreigners, even to undocumented migrants. These are the divisions that are now creeping on us that we should not allow.

KATARZYNA SZYMIELEWICZ:

I do endorse the comment from Frank. Adding on security issues, I think it is a very dangerous logic to present freedom at the price for security, I believe. So we need to seek alternatives at the model that will not sacrifice one for the other but will help us live with both of them. On global standards, mentioned by many of the speakers, I do think we need standards that bind on both corporations and governments also relating to their relationship. So it basically means we need international standards, global standards. European Commission is about to start a great privacy reform where all the principles mentioned by the gentleman from Intel, I do agree with them, will be considered, I

believe. So we are doing our best. The problem is, of course, how to implement them. And I do think that the role of self-regulation here is vital, and corporations could self-regulate, adopt privacy by design, adopt public principles, and help us. It's simply a multistakeholder effort.

MICHAEL KATTUNDU:

I want to respond to the question from the gentleman who was asking the role of IGF in this area of security, openness and privacy. I want to say IGF forum provides an opportunity for a space for dialogue. And basically what you get so much out of this is awareness and capacity building, among them also best practices, like what we are hearing from other countries, what they are doing. I would like to underscore that Kenya specifically has benefited from this dialogue in terms of the bottom-up process of developing our policies and laws, which have given a mandate to a number of institutions on what role they need to play in terms of management of cybersecurity.

Specifically, the ICT regulatory authority that is the Communications Commission of Kenya is in the process of putting together a technical framework for dealing with cybersecurity issues at the national level in the name of Computer Instant Response Team. This body or this framework will be a head of the national awareness of the consumers, operators and so forth in terms of how best they communicate and prevent or protect themselves, be proactive in terms of dealing with cybersecurity issues. I would like to also underscore that in Kenya we are in the process of signing, digitally signing or other protecting our dot KE, which is a Country Code Top Level Domain, in terms of implementing the DNSSEC, which is a security and international standard for ensuring that your Country Code Top Level Domain, or whatever communications you do with it in terms of data or communications, data is protected and people's domains are safe from cyber attacks.

NEELIE KROES:

Just talking about the right of privacy, if you would allow me two remarks, and I'm aware that perhaps you are not completely agreeing, but that is also possible in a dialogue. I think we need to take into account when we are talking about privacy that there are differences in culture. For example, Europe and the U.S., there is a difference in culture of talking about privacy.

Having said that, in my opinion, but that is my age, Mr. Chair; there is also a difference in approach in talking about privacy between generations. I am aware that the younger generation, how they are using Facebook, how they are Twittering, that I am thinking goodness gracious, that is just interfering in privacy, but it is completely open. So we also need to take into account. Therefore, it's so important, absolutely main, the right to be forgotten. There will be an initiative of the commission. So hopefully, that will be a next point next year to touch upon.

Another issue that is at stake, and I found it a bit over the hill, so to say, and that is more than only over the hill, when we are talking about cloud computing. It is completely a subject that we need to discuss in depth. We are active in the commission now within my director general with a strategy for cloud computing. I will publish it; I will present it beginning of next year. And I am looking forward to a discussion, and not starting discussion already when we haven't yet an overview what is at stake.

Further, there are also a lot of very positive issues in the cloud computing strategy, in my opinion. I couldn't agree more with this madam when you were talking about the medical collected data. And in my country, you were already aware that I am Dutch, I am not a diplomat so straightforward. And it is quite a sensitive issue. I am always saying to those people who are against collecting the medical data in a way that is making sense, if you are crossing an artificial border now in the digital single market in Europe; when you are just coming over to Brussels, for example, imagine you get a very severe accident. What would you prefer? That there is no medical data, collected data system that is in time or are you still taking your principles where nobody should touch upon and it should only be, and so on.

It is remarkable that when you are using such an example, they say no, of course, in such a case. But then we should be very consistent what we want. And, therefore, I got your point. Talking about child abuse and child protection, for me, there are several key actions to be done, and we are active in that. We need to ensure that online safety of children and, of course young people in general, through the Safer Internet Program that is run by my director general is making sense and it is coming over. For if, indeed, our aim is to make every child digital safer via awareness campaigns, then a lot is already done that they are also aware what is at stake. And then you can, of course, inform the parents. But someone who is not aware of what is safe and what is not safe on the Internet is getting risks that we, indeed, are responsible for and we have to act.

LEE HIBBARD:

We are going to stop this part of the session and now go to security, so Katitza, would you like to come up for that. Would I just agree with you, Madam Kroes, about the idea of generations, but I still think it's still incumbent on the older generations to protect the younger generations. So it's incumbent to try to work together. I think children and young people still need a framework in terms of how to live their lives and identity. We're not wishing to tell them how to live their lives, of course.

NEELIE KROES:

I am 100 percent certain you are not a child. I'm not certain about your age, but I am also not certain what you are publishing in your Facebook. So it is perhaps my generation, and I am a bit older than you are, I assure you, is more careful than the later ones, where they are thinking its part of the fun taking into account that in Facebook you have to contact with your friends and so on.

KATITZA RODRIGUEZ:

We are now on the session on cybersecurity. We are calling on Liesyl Franz on the rapporteur of the workshop 202, cybersecurity: Safeguarding the global Internet and emerging issues opportunities for developing countries.

LIESYL FRANZ:

I am with Tech America, and I had the honor of co-moderating and co-organizing the workshop with AfriNIC, and I would like to sum up the discussion that we had. It was very robust; we had a very diverse and expert panel, I will get into three key themes from the discussion and provide some examples that our discussion brought forth.

The first theme was that there needs to be a national attention to the issues of cybersecurity, and I believe the discussion that we have had here at this IGF and previous are evidence of that. The examples that were given is that, first of all, there is an establishment of a new ICT ministry in Nigeria to encourage the buildup of the Internet infrastructure in Nigeria but also look at cybersecurity issues. Recent cybersecurity exercises in Turkey brought together 31 public and private sector organizations to conduct a cybersecurity exercise. The need for the development of Computer Emergency Response Teams, or CERTs, that our chair already acknowledged was something that was discussed in order to conduct analysis and response and connect with colleagues on cybersecurity issues. We talked about the strategy development and priority setting in the U.S., who has recently published an international cybersecurity policy outlining three principles of diplomacy, defense and development. And it was well noted that the regional and international components of cybersecurity are important as well so you need to look outward for engagement.

Which leads me to the second theme, which was that cybersecurity is a shared responsibility and that collaboration is key. We need to collaborate with international partners to establish norms for cyberspace that guide behavior. It's also important to foster intergovernmental collaboration to be able to share resources and put up a common defense against cyber attacks. And there was a comment that attackers are everywhere, but so are the defenders. They can be anywhere as well, including in the developing world, which is why collaboration is so key. Cybersecurity is fundamentally the connection between those who want to work together. We talked about shared responsibility, and it includes education first. There was discussion about responsibility of the end user to protect themselves, but also a discussion of the ability of resilient and secure systems that survive even when the end users fail. We noted the importance of collaboration between government, industry, and law enforcement to address cyber attacks appropriately and there were some several positive trends in that regard.

Finally, the third theme was the complexity of the Internet and of cybersecurity as a real issue and something we have been grappling with in these discussions. So capacity building is a key component of raising competence globally on cybersecurity. The U.S. and Kenya recently hosted an East Africa cybersecurity seminar in Nairobi to that end.

There was also a discussion that there does not need to be inherent tension between cybersecurity and fundamental rights of freedom of expression as we have heard today, and policy-making needs to be done with bet, as well as privacy, in mind. Collaboration is key, but there is a tension between the speed of technology that we see and the time it takes to build trust and collaborative environments. So that's something that we need to engender as well.

Finally, there was discussion that a new treaty is not the answer. Technology moves too fast. Collaborative action will have more impact. Standards and global principles and collaboration are where we are now and where we can make a difference. I would like to take the opportunity to address a comment that was made earlier today sort of separate from my workshop about the measures that might be taken under the guise of national security, and that is something we in the U.S. do not want to see. There are legitimate national security concerns for all governments and societies, but we urge they not be construed to meet unrelated objectives. And I just wanted to address that comment since I knew we were coming back to it in this part of the session.

KATITZA RODRIGUEZ:

Now I will read the two questions, we have agreed on the organization committee, and we give the floor to the audience for questions. What is the proper role that cybersecurity operations centers and law enforcement can play in protecting the Internet and its user from cyber attacks and cyber crime? And which are the legal safeguards and oversight mechanisms that need to be in place to avoid abuse of power?

FROM THE FLOOR:

I am from the Ministry of Foreign Affairs of China. This is not a comment but is more of explanatory note. On September 12, China, Russia, Tajikistan and Uzbekistan sponsored a code of behavior on the cybersecurity to the General Assembly as an official document to be circulated among the General Assembly. We call upon countries to discuss this question under the framework of United Nations.

Cybersecurity is a concern of many countries. Many countries have come up with many separate security measures to battle this phenomenon. The problem is we haven't come up with a comprehensive and uniform response to security. We call upon all the country to come up with the uniform response. These give rise to some multilateral forum. China and Russia, in response to this kind of call, have tabled this motion to the General Assembly to provide business to take this kind of action. However, the United Nations as a universal organization is the best forum to come to consensus on these kinds of codes of behavior.

Including ITU and other international organizations, we have already reached some consensus which has already been reflected in these documents. These documents have come up with some of the measures which cover economic, technological, and socioeconomic measures. This is a formal document that doesn't have any binding effect

on any country. We call upon all countries to join this motion voluntarily. We look forward to feedback from other countries.

BURT KLAASEN:

I'm from the Ministry of Security and Justice in the Netherlands. I heard a lot of time in your recap the word "collaboration" and I have a question to the panel about this. In fact, I want to recall what Mr. Bill Smith said. He said that private action should be an essential component for cybersecurity, and this reflects, I think, very well the way that we implemented the cybersecurity strategy in the Netherlands where we worked very closely together with the private sector, and in fact, I think this is a key factor for success.

About this essential component, this private action essential component, I would like to hear the views from the panel about this and maybe especially from Mrs. Kroes.

ZAHID JAMIL:

I just wanted to sort of pick up from the point of the U.N. General Assembly issue and, you know, the importance of having maybe a treaty. I think that's what I heard one of my colleagues from China say. Well, I come from a developing country, and the problem with trying to do this again, a do-over of having some sort of a convention, is that U.N. treaties or treaties in general take years to ratify, to get acceded to, ratified, and even for developed countries. When it comes to developing countries, it takes longer. And then the harmonization effects of that are disrupted within those developing countries, and all it does is confuses and makes developing countries subject to the politics that takes place between international organizations.

I think there's an urgency to move very quickly on cybersecurity and cybercrime, and if we don't do that quickly, with whatever resources we have at our disposal, I think we will be giving more time to the bad actors out there to say, "Well, let them keep fighting about this, let them be involved in the treaty processes. In the meantime we're milking this whole process." So I think I would really appreciate it if developing companies didn't have to be confused by these processes in various fora, and whatever there is already, let's move quickly, move forward, get everything everybody to become part of it and harmonize the legislation so we can really try and safeguard this area.

FROM THE FLOOR:

Going back to your question, because that precise question actually came up during the Spanish IGF when we held this session. I wanted to stress what a previous speaker said from a feeder workshop about this being multistakeholder and the user also having a responsibility, and thus requiring education, a lot of education. And like I said, during this session in the Spanish IGF, it was outlined the importance of early detection in fighting cybercrime. And this includes participation of users, creating effective channels, and an adequate infrastructure to handle these claims.

Also, I would like to bring here the example of a Spanish organization born from the government that has developed a network of security sensors and a panel including users and enterprises aimed to detect and identify security incidents and security threats. And also about the role of industry, it is necessary to have them with constantly updating, constant technology improvement and state-of-the-art technology and services for citizens, enterprises, and administration.

PAUL MUCHENE:

There are no questions, but there's a comment by the remote hub sponsored by the Caribbean Telecommunications Union. Concerning this discussion, they are saying that "We are just following the discussions very keenly and taking note of the various points of view. It is very useful and interesting." Thank you.

HEBA RANZY:

I just want to echo what Mrs. Kroes had said around the cloud, and we need to nurture the adoption of cloud services by taking a balanced approach that would provide clear guidelines to cloud service providers, to protect the data and like, you know, make the necessary security investment, with taking into consideration that we'll give the flexibility for the service provider to be able to invest there. The way forward lies in the hand of the people sitting in that room and the different organizations that are represented.

We should continue having this multistakeholder dialogue. Each and every stakeholder has a responsibility. The industry has to be very responsive. Governments need to have accountability. The civil society should be informed and accountable. International organizations have got a major role to play too, like by creating the enabling environment and the convening environment for the various stakeholders to come together to discuss the right directions to help shaping the policies and the law. I think the IGF allows for such an environment where you have these dialogues between the various stakeholders.

CHRISTINE RUNNEGAR:

Just a couple of points I'd like to take away from this very rich discussion that we've had this afternoon, and with the indulgence of the chair, I'll merge the points on privacy and security and say that I cannot overemphasize the importance of that word we heard today, "context." One of the challenges we face with privacy, is that there is no universally agreed definition of "privacy." Similarly in the security field, people use the word "cybersecurity" for different purposes and in different contexts. I'd like to pick up from what our moderator said at the outset - that the Internet mirrors society. Solutions will only come from cooperative multistakeholder dialogue. And finally, do no harm to the Internet.

KATARZYNA SZYMIELEWICZ:

Well, for me, clearly the most serious dilemma we face now is how to reconcile the need for more efficient law enforcement online, maybe including some kind of private/public cooperation, with the need to respect the rule of law. And having said that, my main question or concern to take away would be: Is it possible for the governments to promote Internet freedom while at the same time advocating for data retention, lawful intercept capabilities, filtering and blocking of Web sites based on copyright, pornography, or national security concerns.

FRANK LA RUE:

I think security is a legitimate concern of every state and it has to be done, it has to be done well, and it has to be done within the boundaries of human rights. And precisely, there was a speaker that said what's really important is that a legitimate concept, security, may not be misconstrued by those in power in any state, democratic or not so democratic, to their own interest, to promote their own interest, political interest in holding power or subjective and arbitrary decisions. And this is the main concern. Secondly, I think it would be important to make a separation between cybersecurity on a private level and cybersecurity on a public level, which is a private threat and which is a public threat, because both are important but they need different responses.

And finally, there were several interventions which I agree with. The first responsibility of the state is to seek prevention and early detection. Education and the preparation of users is one of the initial factors in all this, for everyone to participate in the protection of the cyberspace and the openness of the Internet. And finally, I fully agree that this is a multistakeholder dialogue that we have to continue to engage in commonly protecting the Internet space.

MICHAEL KATUNDU:

We all appreciate that cybersecurity, openness, and privacy, they are much interconnected and we need to continue this debate, so that we can be able arrive at some consensus. And we also appreciate that we all have responsibilities. It's a multistakeholder responsibility, cutting across governments, law enforcement, private sector, civil society, manufacturers of equipment to ensure that the equipment are secured, application providers, and so forth. We want to ensure that we all participate in this. So I would like to imagine that we are going to continue deliberating on this issue. We also are going to go back to our countries better informed and be able to use the knowledge we are learning here to influence our policies, laws we are coming up with, and also inclusiveness of the development process of those policies and laws.

Reports of the Workshops

Security, Openness and Privacy

62. Guideline of OKE (Open Knowledge Environment) in the Developing Countries
75. Putting users first: how can privacy be protected in today's complex mobile ecosystem?
77. Exporting the Internet: Human Rights and Technology
85. Free flow of information and social networks: a role for democracy and social participation
105. Strengthening the protection of cross-border internet personal data
111. Young people and their safeguards in an increasingly connected world
115. Cybercrime strategies
116. Cloud governance
118. Global principles for the stability and resilience of the Internet
123. Public Sector Information online: towards a Global policy framework
124. Blocking content: issues, principles and paths forward
130. Protecting the most vulnerable users in society: The roles of different actors in helping the new user survive in an on-line world
153. Aspects of Identity
160. Global Trends to Watch: The Erosion of Privacy and Anonymity and the Need of Transparency of Government Access Requests
193. Addressing some unintended consequences of participation in the digital environment

202. Cybersecurity: Safeguarding the Global Internet and Emerging Issues/Opportunities for Developing Countries
205. Freedom of Expression on the Net: Current Threats to the Internet's Architecture That Undermine Citizens' Rights and the Free Flow of Information
212. Privacy and security in an open/real-time/linked data world
438. The business of human rights: corporate responsibility and ICT's
441. Framework for International Cooperation on Child Online Protection

Report of Workshop 62:

Title: Guideline of OKE (Open Knowledge Environment) in the Developing Countries

Organizer: China Association for Science and Technology (CAST), September 29, 2011

Report by: Jing Ma

List of panelists and/or participants:
Mr. GAO Xinming Vice Chairman of Internet Society of China, Member of the Advisory Committee for State Information, China
Ms. LIU Chuang Professor of Institute of Geography and Natural Resources, Chinese Academy of Sciences
Ms. Ana Neves Head of International Affairs, Knowledge Society Agency, Ministry of Education and Science, Portugal
Mr. TAO Xiaofeng Professor of Beijing University of Posts and Telecommunications, Vice Director of Key Lab of Universal Wireless Communications (Ministry of Education, China)

On the Internet Governance Forum (IGF) held in Egypt in 2009, China Association for Science and Technology (CAST) organized a workshop of "Open Knowledge Environment (OKE) in Bridging Digital Divide for Innovative Research and Development". Participants agreed with the conception of OKE proposed by CAST, and confirmed its active role in eliminating the digital divide. The second OKE workshop was held by CAST on the 2010 IGF in Vilnius, Lithuania. Some principles of OKE on Internet Governance and case studies were discussed. The workshop reports received an enthusiastic response, and participants are highly interested in several practical OKE cases, such as sharing the earth observation data, the public digital library, the international cooperation and sharing on mobile communications, etc.
Principles of OKE are fully consistent with the global open access to knowledge movement. Given that they are initiated by the civil society of the biggest developing country. The importance is the same as that of ICT for Development.
The presentations of this workshop focused on the follows:

1 Principles of Open Knowledge Environment for Developing Countries (draft version)

In this presentation, three main challenges for developing countries so far were introduced, in taking advantage of ICT developments to access knowledge:
- Lacking adequate or sufficient access to ICT's and research infrastructure.
- Lacking the mechanism of knowledge integration as a platform.
- Confronting significant barriers to access digital resource.

In order to help developing countries to meet the above challenges better, CAST proposed following principles: building infrastructures with help from governments; integrating platforms by applying new ICT's; improving the sources access to knowledge by capacity building.

2 Open Knowledge Environment in the developing countries – Cooperation between Portugal and the developing countries

In this presentation, OKE Cooperation Portugal – Portuguese Speaking Countries was presented, as a best practical case for OKE in the developing countries.
- Capacity building of technicians to support infrastructure and services.
- Creation of Open Access Repositories (OAR), sharing of mirrors/backup systems and integration of search engines for scientific and educational.
- Access to digital scientific libraries with content from main international publishers.
- Access to large scale scientific voluntary computing.

3 Practical Guidelines of OKE in Developing Countries

From the implementation dimension of OKE, the practical guidelines were demonstrated at the workshop based on the cases experiences in Asia as the following:

Call worldwide and nationwide awareness and resources for establishing an open knowledge environment in bridging the digital divide; Establish Inclusive and Win/Win Strategies and Methodology Among the Partners; Take Development as Priority and Application Oriented in OKE; Development of Joint Actions and joint programs; Training Workshop and Roundtable Mechanism is an important methodology for Capacity Building and New Technology Transformation; Accuracy, Security and Protection of Intellectual Property; Maintenance and Sustainable Development. OKE for disaster mitigation and digital geomuseum were initialed in Asia, the partners from China, Thailand, Japan, Viet Num, Mongolia, Malaysia, as well as CODATA/ICSU, WGISS/CEOS, UNDESA GAID e-SDDC, SCA, APN jointly made these efforts. The OKE will benefit not only innovative research, education in Asia, but also society in the worldwide.

Through the panel discussion, the follows were reached:
- Call worldwide awareness for establishing an open knowledge environment in bridging the digital divide for innovative research, education and society.
- Work together for a common understanding in development of the principles of Open Knowledge Environment for bridging digital divide.
- Provide a practical guideline for OKE with cases, especially in practice, experiences and progresses.
- Provide recommendations to the governmental and inter-governmental decision makers for improving an Integrated and Coherence Internet Governance System

from local, National, Regional and Inter-Community Scale to Global Scales of OKE in Bridging Digital Divide.

Discussion on Principles of Open Knowledge Environment for Developing Countries in bridging the digital divide will follow up, since so many audience members showed their continued interests. China Association for Science and Technology will work with the partners to continue the discussions. Next time we will mainly focus on Principles of Open Knowledge Environment for Developing Countries on some important areas, eg. emergencies, related with most of people in developing countries, and strengthening cooperation with panelists and participants.

Report of Workshop 75:

Title: Putting users first: how can privacy be protected in today's complex mobile ecosystem?

Organization: GSM Association

Contact Person: Yiannis Theodorou, Regulatory Policy Manager, GSMA

A brief substantive summary and the main events that were raised:

The workshop was well attended (at full capacity) and both the panel discussion as well as the subsequent Q&A session touched upon a number of important issues and challenges in relation to protecting and respecting mobile users' privacy in today's global and complex mobile ecosystem.

Panelists and attendees agreed there is a need to help users make informed choices and control how their personal information and privacy is treated by companies they have an account with (and their third party affiliates).

Panelists welcomed GSMA's mobile privacy initiative which is aimed at bringing the industry together with a view to designing guidelines for mobile application developers so as to ensure user privacy is respected and protected.

Other points covered included:

• How privacy challenges on the mobile platform differ to the fixed-pc environment

• The implications to mobile users' privacy of using services established in different countries with different technological and legal boundaries

• Examples were given where companies are competing with each other on how they allow their customers to control their privacy settings.

Conclusions and further comments:

The GSMA welcomed the opportunity to host this workshop at the IGF and looks forward to attending and hosting future workshops at subsequent Internet Governance Fora.

Conclusions:
The mobile and web industries are in a process of unprecedented convergence.

We are seeing the continuing innovation and rapid emergence of new social media and applications, many of which are being used across a multiplicity of networks and always-on Internet-enabled devices.

These developments bring enormous economic and social value to individuals and to society as a whole. They also increasingly enable individual users to shape and present rich and personal identities online while bringing virtual communities of their choice literally in to the palm of their hands.

However, in a rapidly evolving and globally connected information society, this presents a continuing challenge as online and mobile service providers seek to comprehend and comply with myriad national legal requirements, while at the same time seeking to meet users' privacy expectations. These expectations increasingly transcend geographically bound legal frameworks as users seek consistent treatment of their privacy.
Industry should continue seeking self-regulatory solutions to these challenges ensuring that mobile users' privacy is respected and protected irrespective of technological, legal and geographic boundaries.

Report of Workshop 77:

Title: Exporting the Internet: Human Rights and Technology

Report:

This workshop brought together stakeholders from academia, civil society, government and private sector representatives to discuss how internet technology is exported and how this affects human rights. While it has become common knowledge that surveillance and censorship technologies are often exported, the extent to which this is taking place has only recently become apparent with public reports on censorship and surveillance technologies by NokiaSiemens being used in Iran, by Ericsson in Belarus, by SmartFilter in Tunisia and by Narus in Egypt all suggesting substantial human rights implications.

The workshop was chaired by **Ben Wagner** from European University Institute, and co-organised by **Dixie Hawtin** from Global Partners and Associates and **Monique Doppert** from Hivos.

The discussion was opened by **Allon Bar** from the Internet Rights and Principles Coalition who spoke about the process of creating the 10 Internet rights and principles. He also emphasized the important role that private actors play online and how they can contribute to promoting human rights. This contribution was followed by **Lionel Veer,** the Dutch Ambassador for Human Rights at the Ministry of Foreign Affairs, who openly stated the challenges for governments engaging in Internet Freedom initiatives. Since the events in Iran in 2009 the Dutch government had actively pursued free expression online and have actively been taking steps to support online journalists and support activists on the ground. He also emphasized the importance of ensuring that ICT's were not used to harm individuals.

This statement was welcomed by **Martin Fleischer** from the German Federal Ministry for Foreign Affairs, who also considered the particular role of Germany in this debate: **"ICT is the fastest growing sector of our economy and thus, Germany, as a leading vendor of Internet technology, shoulders a special responsibility to ensure that Internet technology when exported conforms with ethical standards."** The first section was concluded by **Monique Doppert** from Hivos, who emphasized the positive role that companies can play in promoting human rights and companies do no necessarily need to place a negative role.

The second section of the workshop continued with **Moez Chakchouk** from the Tunisian Internet Agency (ATI). Mr. Chakchouk spoke to the negative economic and political effects of surveillance and censorship technology in Tunisia and argued that Tunisia would need support in order to rebuild it's infrastructure in a manner which promotes Human Rights. Finally **Marietje Schaake** from the European Parliament and **Rebecca Mackinnon** from the New America Foundation respectively provided valuable European and American perspectives. Both emphasized the role not only companies but also of the public sector in ensuring that Internet freedom initiatives are effective.

Report of Workshop 85:

Title: Free flow of information and social networks: a role for democracy and social participation

Organization: UNESCO

Reported by: Xianhong Hu

A brief substantive summary and the main events that were raised:

"Social media are catalyzing democratic and civic participation in many parts of the world including in Africa", expressed the participants to UNESCO workshop on "Free flow of information and social networks: a role for democracy and social participation" during the Sixth Internet Governance Forum (IGF) meeting in Nairobi, Kenya, on the morning of 27 September 2011.

Conclusions and further comments:

The workshop, chaired by Mr. Jānis Kārkliņš, UNESCO Assistant Director-General for Communication and Information, has gathered six panelists representing government, private sector and civil society from Africa, Asia, Arab States, U.S and Europe. Actively attended by more than 80 participants, it was also followed by remote participants from Pakistan and Asia Pacific through live webcast.

In light of recent social movements in North Africa, Panelists shared the observation that social networks such as Facebook, Twitter and Youtube are being widely used in many parts of the world including in Africa not only for personal communication but also for people to address political, critical or taboo issues publicly, which are not always accessible through traditional Media. Ms. Grace Githaiga, the Kenyan panelist, pointed out that in Kenya, with an estimated 8.69 million internet users, 99 percent of the internet traffic in Kenya is through mobile operators, and cell phones are being used not just for voice communication and short messaging but for generation, storage and transmission of multi media content.

While acknowledging social networking's important use for free expression and democratic participation, panelists and participants exchanged their various concern of the risks and challenges that arise from the use of social network including the quality and ethical standards of User Generated Content, privacy of citizens and their security, insufficient children protection, opacity of personal data collection and processing, governments surveillance and filtering, and etc. In this regard, the representative of the Council of Europe shared their draft recommendation on measures to protect and promote respect for freedom of expression and the right to private life with regard to social networking services. Participants also debated on the burning issues whether governments should cut off social networking during riots and whether and how to properly put internet regulation in place.

The discussion is far from being finished. Participants agreed that there is a need to continue exploring complex policies and regulatory issues of the Internet and more efforts need to be made to reinforce the democratic participation via the social networks and best protect freedom of expression and other human rights within a comprehensive legal and regulatory framework.

Mr. Janis Karklins took this opportunity to invite all participants to join UNESCO's future workshops on the subject at the next IGF in 2012 and concluded the workshop by reiterating UNESCO's commitment to promoting freedom of expression and privacy on Internet and engagement in fostering local content creation and education initiatives.

Report of Workshop 105:

Title: Strengthening the protection of cross-border internet personal data

Organization: Council of Europe

Contact Person: Sophie Kwasny

A brief substantive summary and the main events that were raised:

The workshop on "strengthening the protection of cross-border internet personal data" aimed at enabling global and multistakeholder exchanges on privacy issues currently addressed at regional level in the context of the modernization of Convention 108 of the Council of Europe.

Internet and 'instant-ubiquitous' data have made the need for worldwide discussions on privacy issues more pressing and discussions indicated that despite their cultural and legal differences, countries around the globe agree to the need of ensuring a better privacy protection.

It was noted that several protection frameworks co-exist, whether normative or self-regulatory, and ways to fully reconcile them and guarantee protection as well as legal certainty for businesses were explored. A clear definition of the applicable law seemed to appear as one of the pieces of the puzzle, as would be a set of commonly agreed principles.

Principles such as accountability, privacy by design, data minimization, and anonymity were clearly considered as means to further secure an effective protection. International technical standardization such as ISO certification was also proposed as a supplementary protective tool, which would enable standardization of the protection at global level. Minimization and proportionality principles were also underlined as key protections considering that the use of consent as a legitimate basis for data processing is not always protective. It is finally worth noting that diverging views were expressed on the issue of the ownership of data and the relevance of this criterion in light of the changing nature of data disseminated by individuals and processed.

Conclusions and further comments:

The workshop provided an excellent multi-stakeholder and global dimension platform to address the identified questions - which have been recurrently addressed in each of the privacy events of IGF 2011. The outcome of the discussions will be fed into the Council of Europe work on the modernization of its Convention 108.

Report of Workshop 111:

Title: Young people and their safeguards in an increasingly connected world

Organization: ECPAT International

Reported by: Anjan Bose

A brief substantive summary and the main events that were raised:

ECPAT International supported by ITU and partnering with UNICEF organized a panel bringing in youth panelists from Costa Rica, Congo, Nigeria, Uganda and Ukraine. Also in the panel were representatives from Facebook and Connect Safely.org. ECPAT chaired this session.ITU COP initiative supported the participation of the young people in the panel.

This session was attended by more than 50 participants in the audience from global child protection agencies, government of Kenya and other representatives such as IT private sector, Mobile phone industry and independent experts.

The objective of the session was:
1) To get a better understand of the different forms of ICT that children and young people are using globally. What are the distinct features and variances across the globe in terms of accessibility and type of use?
2) Understand the vulnerability that might arise during their exploration of online environment. Also to find out how young people aim to communicate with other young people, the challenges they face, how they overcome such issues and to understand the various conditions that are prevalent in developing countries which forces the children and young people to adopt or embrace particular form of ICT's
3) Revisit some of the advocacy models and messaging targeted towards youth and to see if those make sense for them. The young people chosen for the workshop panel were representative of the children and young people of their community and were expected to highlight trends and patterns that they observe among their peers.
4) Learn from Private sector (in this workshop, Facebook was the chosen representative of the IT sector and the social media segment) in terms of how do they see their role in protecting children online, what current mechanisms exist to make their services better for children and how their policies and practices varied across regions to address country legislations. The workshop provided a direct interface for children and young people to raise their concerns and issues to the private sector and to hear firsthand about the initiatives from their side and which concerns are being addressed with priorities.

The workshop had 5 young panelists from different backgrounds. Among the various things that were presented to the audience, some key ones involved:

1) Sharing the views on the importance of the Internet and online interactions: in the eye of a 14 year old girl from Costa Rica, who had won a prize for producing a video showcasing what online access means to a child and what could be done to safeguard such activities. The video emphasized on creative use of the Internet amongst children and young people and how they would like to see the online world provide a safer conduit for them to share information and connect with their peers. There was an open call to all the adults present at the meeting to work together to make the technologies safer for minors. Clearly there was a strong desire to use the Internet and it was seen as a very positive medium for expression and creativity.

2) ECPAT young representative from Ukraine shared the initiatives in her country to raise awareness amongst children and youth. Highlights of such activities were working with cyber-clubs, engaging youth in theatre style performance to educate their peers on online risks, through the Youth Partnership Project (YPP) reaching out to children and other young people and organizing competition with themes of Internet Safety. She also stressed the role of the recently created internet reporting hotline in Ukraine that is working together with the law enforcement and challenges regarding financial issues for the sustainability of such projects.

3) ECPAT young representative from Uganda, who is also a member of the board of ECPAT, shared some of the highlights of the study that ECPAT conducted in 5 countries of Africa among children, cyber cafes and teachers to assess the risks and vulnerabilities while navigating the online world through ICT's. He reaffirmed that the acceptance and usage of the Internet, particularly the social networks like Facebook is increasing and children are either using their mobile phones for accessing such networks (as in Uganda and Congo) where the social networks have started providing free access to mobile phone owners due to otherwise high data costs. It was also highlighted that level of awareness in African countries on the risks related to internet use is still quite low, as evident from the results obtained by surveying cybercafé managers and Teachers in schools. The quality of information available to children to safeguard their online interactions needs to be improved. Also there is a lack of framework among the ICT providers in the countries surveyed (including cybercafés and mobile operators) to secure the operating environments for children. This includes lack or reporting mechanisms, filtering solutions and awareness materials as well as operating schedules and times, guidelines for children and families and necessary resources to tackle exploitation of children online.
The presentation also highlighted some unique characteristics of African children while they surf online- Looking for dating partners from Western countries that could provide future opportunities to migrate as well as being receptive to calls from unknown contacts through chats, social medium knowingly that they are adults. These are definitely areas of concern when it comes to protecting them from sexual exploitation. It was highlighted that downloading of movies which are sometimes pornographic in nature is a common phenomenon in the cybercafés, and such materials are distributed through USB drives among the peers to save the Internet costs.

4) The young person from Congo (supported by UNICEF and ITU) shared his experience as coming from a country which has just emerged out of political conflict. Realizing the fact that the electricity is interrupted for the most part of the day, youth are turning to mobile phones that are providing them with the connectivity options. They are using online applications like Skype, msn and face book to keep in touch with other young people in their country and the usage is growing at a steady pace. Considering the high data cost of the Internet through the ISPs and also from the cybercafés, the youth are turning to mobile phones to keep their communications alive. It was mentioned that the availability of face book zero as free service provided through the mobile phones to Facebook users is a key driving force to allow these young people to go online.

5) The representative from Nigeria gave a different perspective to the panel. He elaborated that the youth of Nigeria is trying their best to paint a different picture of the country which is tainted with the online frauds and scams and being the more computer savvy section of the community, the youth is working with the law enforcement to prevent such crimes and also to educate other peers to use the Internet positively. It was highlighted that the Nigerian youth needs support from the international community in their fight against crimes and through the efforts of the Nigerian crime watch, a youth led organization, efforts are made to sensitize community, particularly children and young people to direct their technical abilities and skills to empower the adults and other young people so that they can create a new society with digital skills that can be used in an ethical way.

6) The representative of Facebook was given some guiding questions by the chair of the panel (represented by ECPAT International) to share with the audience – about the importance paid by social networks like Facebook on protection of children, what are the guidelines they adhere to and how they plan to engage children and young people in their work. Responding to the questions, the Facebook representative (the policy director for EMEA region) said that they are very much focused on building communications between individuals but keeping certain policies observed. He explained that the user base constitutes only about 20% from the 13-18 year olds, among the 800 million registered users they have.

He said that Facebook has zero tolerance for nudity and pornography (did not mention child pornography separately) .They clearly have no space for children under 13 years of age (even though admitting that it is difficult to restrict individuals signing up with adults permission and faking their age. The content for 13-18 year olds are restricted in the sense that the privacy settings only allow them to link to friends of friends and for 18 year and above they are left open to communicate with anyone. Facebook uses photoDNA developed by Microsoft and used by NCMEC in the USA to flag child abuse images to identify when someone uploads known child abuse images onto the network and is taken down immediately. If they are notified of content that is illegal in nature not intercepted by photoDNA, then such materials are taken down in consultation with relevant law enforcement agencies. Face book also has paid importance to creating guidelines and help centers for providing help to children and parents if they need advice on safety and privacy settings. He also highlighted that the company works closely with a body of child protection agencies as a safety advisory group to guide their work and to help them in bringing the right messaging to children. In this context Facebook is eager to work with organizations like ECPAT International and to collaborate in regions such as CIS.

He admitted that by being in the panel and listening to the young people, he was reassured about the popularity of the social medium amongst children and young people, and excited to see the level of interaction among them in using it. This certainly had a very positive effect in enhancing some of the plans that they are already engaged in (such as strengthening the help centers, enhancing the privacy settings and creating better

guidelines for children). Even though there are no immediate plans for the company to allow children below 13 officially into the social networking space, they recognize that there is a tremendous interest in that category. Relevant stakeholders(families, schools, NGOs etc.) must work together to make sure that relevant education is put in place so that such category of children are not harmed by having illegitimate entry into this space. Facebook will continue to strive to make their services better and work with the right people to ensure positive use of their service.

7) Connectsafely.org representative, the last speaker at the panel emphasized the need for empowerment of children and how to make them digital citizens, not creating a sense of moral panic. He mentioned that statistics and studies needs to balance the actual risks posed to children while using the technology tools and not being driven by scare tactics. We need to understand how children and young people think of their online situations, how they cope up with challenges and inspire those who do not have the right skills with training and capacity building. Stating the huge importance of the role of NGOs who provide care and rehabilitation for victims of child abuse images he added that those needs to be identified as special services that needs to be strengthened across the board. Through a very interesting analogy made through some pictures that he took at the Nairobi National park of different animals, he highlighted how children needs to be guided, nurtured and trained to use the Internet safely and that it is a collective duty of the society. Connect safely has educational materials for children and young people and also serve in the advisory panel of Facebook and creates guidelines and manuals for parents , teachers and young people to use the privacy settings of Facebook which can be downloaded from their site.

The representative from UNICEF did the wrap up for the session thanking all the participants for their contribution and highlighting that the session managed to raise the understanding of the use of ICT and the vulnerabilities of young people from regions of whom we do not normally hear about.

The session had good participation from the audience who praised the group for putting a very informative session. They raised several questions to the panelist including the young people. The survey presented by ECPAT representative raised good interest both among the audience and international agencies such as UNICEF who showed keen interest in the study. The presentation from Nigeria and Congo also served to show how young people in Africa are overcoming traditional challenges in accessing ICT's and how they are currently engaged to make their involvement meaningful.

Young participant from the audience (from Finland) also commented that it was interesting for them to be part of session and to learn about other youth involvement at the IGF. He mentioned that the youth are already getting engaged in more systematic way through organizing workshops, forming coalitions and influencing the deliberations and discussions in various workshops at the forum.

A legal expert from Germany enquired that watching this very successful session, what role would ITU play in sustaining such active participation in the future. This sentiment

was echoed by others who felt that we need to keep the children and young people engaged in this type of gathering where their voice would be heard and acknowledged by the key people attending the forum from various disciplines such as governments, private sector industry and civil society including academicians and civil rights groups.

Conclusions and further comments:

The chair highlighted that the opinions and views of the young people and their urge to have a more secure and safe environment would go beyond the session and will be very important takeaway for the more senior representatives who are in a decision making role at the IGF.

The session highlighted the following:

The need to engage young people in a meaningful way and have their voice heard.

Share some of the key activities that Child protection agencies undertake globally and have the support and backing of global experts. In this case the study with children in their use of ICT and exploring vulnerabilities and risks in African countries was shared and received very well. It also shows the conviction in carrying out such work.

Child and young people are increasingly using ICT's everywhere around the world and the services tailored for them need to incorporate their ideas and learn from them through effective consultation.

This type of forum is extremely helpful and should be repeated in future IGF and with increased child and youth participation that allows them to make meaningful contributions at the policy making forum.

Report of Workshop 115:

Title: Cybercrime strategies

Organization: Council of Europe

Reported by: Alexander Seger

A brief substantive summary and the main events that were raised:

Panelists and participants discussed:

− The difference between cybersecurity and cybercrime and the respective strategies.
− While cybercrime has a clear crime prevention and criminal justice focus, cybersecurity is more diffuse and interdisciplinary, combining criminal, administrative, defense and military dimensions. An example is the cyber security strategy of Estonia which was developed in response to the attacks of 2007.

− The approach of Sri Lanka, which was not developed in response to a specific attack, but in a systematic manner, to create an enabling environment for the use of ICT, starting with the financial sector as of 2005. The argument here is that cybersecurity and cybercrime strategies should complement each other.

− The need for enhanced public-private cooperation. This includes holistic approaches, promotion of holistic lifecycle and multi-stakeholder approaches, the development of a culture of cybersecurity and cooperation bridging different sectors. The take down of the Rustock is an example for private sector initiated legal action to disrupt cybercrime.

− The need for intelligent solutions, that is, safety without over-regulation, security to enhance and not to undermine privacy, change in every country to avoid cyberhavens, focus on priority and avoid attempts to conflate related issues.

− The need to focus on capacity building, including technical assistance to support the development of legislation, training of law enforcement, prosecutors and judges, interagency cooperation, public-private and international cooperation, awareness creation and other measures. The Commonwealth Cybercrime Initiative was presented as a new initiative.

− Cybercrime strategies and cybersecurity strategies are different but complementary. They can be designed to reinforce each other.

Conclusions and further comments:

− Governments should develop specific strategies to address the growing threat of cybercrime. Such strategies should be aimed at strengthening the rule of law and human rights on the Internet and thus protect people and their rights.

− Clarification of the distinct but complementary concepts of cybercrime and cybersecurity will help identify the measures to be taken, establish responsibilities and ensure that criminal justice considerations are fully taken into account in the prevention and control of cybercrime.

− While the protection of critical information infrastructure and thus the aim of cybersecurity strategies may indeed be an issue of national interest, such a focus carries the risk that cybersecurity is moved from the criminal justice arena - with its rule of law and human rights safeguards – to the national security arena and its exceptions to rule of law and human rights guarantees. Separate cybercrime strategies or strong cybercrime components in cybersecurity strategies may help strengthen rule of law and human rights conditions.

− Multi-stakeholder approaches are to be followed when designing and implementing cybercrime strategies.

− Standards and tools on cybercrime are already available. These include in particular the Budapest Convention on Cybercrime. The main challenge is capacity building.

− Technical assistance is required. Cybercrime strategies may help mobilize such assistance.

− Discussions will continue at the Octopus conference of the Council of Europe (Strasbourg, 21-23 November 2011 – www.coe.int/octopus). The working paper that served the IGF workshop in Kenya could finally lead to a guideline on cybercrime strategies for governments and other stakeholders.

Report of Workshop 116:

Title: Cloud governance

Organization: European Commission

Reported by: Maciej Tomaszewski

A brief substantive summary and the main events that were raised:

1. PRESENTATIONS BY THE PANELLISTS

• Katarzyna Szymielewicz (Foundation "Panoptykon") said that cloud computing should be considered as a great phenomenon. However, it creates new risks, in particular in the area of privacy. Governments may gain more opportunities to access data. Also, private companies may be willing to use data for different purposes, for instance creating digital profiles to improve advertisement targeting. Users are not aware of those practices and the nonnegotiable terms of services place consumer in weaker position. Finally, other issues concerning cloud computing should be addressed, including data portability, data ownership, data security and cross boarder issues.

• Megan Richards (European Commission) said that use of cloud services should provide opportunities to develop new services and lead to greater economic growth. However, "cloud" is varied and complex and poses certain risks that are inherent in a digital environment – some with potential global implications. In order to ensure that benefits of cloud use can be developed in full knowledge of all issues, the Commission has launched public consultations on cloud computing with all stakeholders.

• Pilar del Castillo (Member of the European Parliament) emphasized the need to create a competitive cloud market where the freedom of choice of service provider is ensured. To this end, data portability in the cloud must be ensured.

• Andrea Renda (Centre for European Policy Studies) said that cloud requires addressing different topics, for instance increased need for the stability of data. Also, net neutrality should be addressed in comprehensive way. What is needed is a more intensive discussion on technological issues. Therefore, a debate on different issues is needed in the spirit of multistakeholder approach.

• Jeremy Malcolm (Consumers International) emphasized the need to create soft law norms, in particular at international level. He gave an example of United Nations guidelines on consumer protection and of different other principles developed in this area.

• Nasser Kettani (Microsoft) said that consumers should be able to balance different values. Therefore, should consumers be willing to be provided services for free, providers in exchange may have access to personal data. A flexible legal framework is needed to reflect different trade-offs.

• Patrick Ryan (Google) explained that users are actually aware of privacy problems. Also, further education may be promoted to raise the general awareness. The most important issue in the area of cloud computing consist of ensuring data portability.

2. DISCUSSION WITH THE PUBLIC

The following points were raised in the discussion by the participants to the workshop:

- There is a need to ensure the high degree of competition on the cloud computing market

- A discussion on the role of standardization in the area of cloud computing is necessary

- Data portability should be ensured

- Consumers using cloud computing services should be adequately protected

- Developments in cloud computing should be monitored by public authorities, as well as by civil society

- Moreover, different business models should be considered (for instance users may prefer to pay in exchange for having increased level of security and privacy)

Report of Workshop 118:

Title: Global principles for the stability and resilience of the Internet

Organization: European Commission

Contact Person: Andrea Glorioso

Reported by: Maciej Tomaszewski

A brief substantive summary and the main events that were raised:

1. PRESENTATIONS BY THE PANELLISTS

• Antti Peltomaki (European Commission) presented first briefly "European principles and guidelines for Internet resilience and stability", in particular highlighting the need to ensure close cooperation of private and public sector in this area.

• Michael Rotert (eco association) explained that from its origins Internet was supposed to be resilient. Moreover, different organizations, for instance ICANN, RIPE and other regional organizations are successfully fulfilling their task in ensuring the stability and resilience of the Internet. The issues that need to be addresses are external to the architecture of the Internet, for instance the issue of power supplies.

• Daniel Wilson (BBC) welcomed the actions of the European Commission in the area of Network and Information Security. He highlighted the need to ensure the right to receive and impart information. We problems in this area are not new for BCC, as it was experienced during Olympic Games in China and then, during the Arab uprising. Therefore, a debate on blocking websites in the spirit of multistakeholder approach is needed to answer the question on how to address those problems.

• Andrei Robachevsky (ISOC) said that the issue of the stability and resilience should not be considered as purely technical. The right balance between freedom of expression and human rights should be defined. Therefore, a fair debate is needed in the spirit of the multistakeholder approach. This also requires international cooperation.

• Ben Wagner (European University Institute) explained that it is important to ensure the stability and resilience of the Internet which would be free and open. This debate is of particular importance in the current political context.

• Teresa Reira (Member of the European Parliament) made a statement about the importance of ensuring the stability and resilience of the Internet.

2. DISCUSSION WITH THE PUBLIC

The following points were raised in the discussion by the participants to the workshop:

- Key notions may require more precise definition, for instance what should be exactly the object of the stability

- Stability and resilience have a direct impact on the efficiency of the network. Practices such as filtering decrease the efficiency and resilience of the Internet

- Public authorities should have a possibility to intervene in the functioning of the Internet in very limited situations

- Some participants to the workshop claimed that the only way to ensure stable and resilient Internet is by ensuring net neutrality

¬ Concrete benchmarks may be developed to assess stability and resilience of the Internet

¬ So far, private sector was responsible for the stability and resilience of the Internet. The involvement of public sector at current stage should be well defined, for instance as the coordinator between different actors in the area of ICT.

¬ Also, the choice of regulatory measures should be well established. In many areas, soft law may be sufficient to address concerns related to Internet stability and resilience

Report of Workshop 123:

Title: Public Sector Information online: towards a Global policy framework

(a) A brief substantive summary and the main events that were raised:

In the context of:

1. The knowledge of the growing world wide bottom up push by Civil Society with respect to open government data, open research data and open development data;
2. The knowledge of the top down approach where the heads of 46 United Nations Member States have committed to the Open Government Declaration on the 20th September 2011;
3. The knowledge of the US-India Strategic Dialogue Joint Statement of the 19th July 2011 that includes a commitment to jointly develop a data.gov tool kit based on open source software that would be made available to other Countries to assist them to commence implementing a component of an open government data policy;
4. The knowledge of the European Union legal framework on the re-use of Public Sector Information that entered the European Union statute book on the 31st December 2003 and binding on all European Union Member States on the 1st July 2005;
5. The knowledge of the OECD Public Sector Information Policy guidelines adopted in June 2008 in Seoul, South Korea;
6. The knowledge of the progress and experiences of over 40 United Nation Member States that have adopted and are implementing an open government data policy framework either in part or in full;
7. The knowledge of the launch of data.gov.ke (http://opendata.go.ke/) launched on the 8th July 2011 in Nairobi, Kenya.
8. The understanding that the Open Government Data policy was dependent in the main upon a global Internet infrastructure that was accessible to all;

The workshop considered whether the time is now right to move towards a global policy on Open Government Data that UN Member States could adopt and begin to implement in accordance with their local national conditions that would lead overtime to a consistent implementation of an open government data policy framework at the global level that would stimulate the world wide global information economy through the provision of multi-lingual content, services and products.

To assist the workshop debate three pre-set questions were posed that the panel members, the participants within IGF6 room 14 in Nairobi and remotely either with direct input to the workshop via the remote moderator or via social media such as twitter could join in the debate and move towards a consensus view as to whether indeed the time was right to initiate the first steps towards a global open government data policy framework and if so:

1. How could this be achieved; and

2. What would be the likely impact on UN Member States in adopting and implementing such a global policy framework?

The first question in the context outlined above that was considered by the workshop was: *Is there a need to now move towards a global policy on public sector information-open government data?* There were a wide range of responses both from the panellists and the participants some of which were related to the content of an open government data policy framework and/or once adopted the implementation of the policy framework rather than the need for a global policy, these points have been moved and appear under the subsequent questions. The key points raised in the context of question 1 included, amongst others:

Benefits of a global policy on open government data
As information knows no boundaries it is desirable to move towards a shared global framework on the re-use of public sector information - open government data. A consistent approach to data, licensing and formats across national boundaries would stimulate the development of inter-continental content, products and services, which in turn, would bring economic benefit as well as lead to greater transparency, civil society engagement and good governance.

Is the time right for a global policy on open government data?
Opinion varied across the spectrum from YES the time is right through to NO the time is not right. A number of concerns were expressed that included:
- To make progress Countries needed to have an electronic infrastructure in place that would provide a sufficient quantity of public sector information that could be made available electronically that would make implementing an open government data policy meaningful. The converse opinion was expressed that it was better to start in a small way with what data is available electronically as this would stimulate the learning and awareness, which is an important contribution to capacity building.
- In Countries where the current awareness and understanding was low and African Countries were cited – it was felt that such Countries may not be ready to enter into an international dialogue that would lead to the formulation and adoption of a global government open data policy framework as maybe the policy once adopted may not be suitable in the African context.

Use of existing Open Government Data policy frameworks
The consensus opinion was that it would be helpful to build upon the practical experiences and knowledge gained from implementing the European Union and OECD public sector information policies when developing a global open government data policy.

The second question considered dealt with two aspects:
1. Where and how could a global policy on open government data be prepared and adopted?

2. What were the key catalyst's that would lead to a consensus across Countries that a global policy on open government data would be beneficial?

A summary of the key points raised during the debate in the context of question 2 and or raised in the context of questions 1 and 3 included amongst others:

Forums to develop a global open government policy framework
- The successful implementation of an open government data policy was dependent upon a multi-stakeholder community approach and as such the process of developing a global policy on open government data would be best considered in the initial stages within other global and regional multi-stakeholder forums.
- The implementation of an open government online data policy at all levels was dependent upon the existence and continued presence of a global Internet infrastructure that provides equal access to all the stakeholders involved in grasping the social and economic opportunities that arise from implementing a global open government data policy framework.
- The implementation of an open government data policy was dependent upon other data related frameworks such as privacy, the right of access and the right to use and these frameworks are similar to those needed for enabling the benefits of a global Internet infrastructure.
- With the above points in mind the view was expressed that the multi-stakeholder environment to be found in the Internet Governance Forum is in an important place where the process for moving towards a global policy on open government data could be initiated with the objective of formulating a common set of shared high-level principles. Once formulated these principles could be taken to other international and regional forums that have as yet not considered the need for an open government data policy for consideration, further development leading to possible adoption.
- The process could build upon and embrace the continued development and experiences of the deployment of existing regional or economic groupings initiatives in implementing an open government data policy framework such as the European Union and the OECD.
- The process could complement, embrace and support the multi-stakeholder Open Government Partnership formed during September 2011.

A catalyst for an open government data policy
- There was general support for the establishment of a global knowledge base on open government data policy implementation experiences and practices perhaps under United Nations auspices. A particular focus on the capturing the experiences of developing Countries when implementing an open government data policy framework either in full or part was felt to be beneficial. The presence of such a knowledge base would be of help to Countries embarking on the implementation of an open government data policy framework or in part. It was noted that the European Commission funds the provision and maintenance of such a knowledge base repository that covers mainly European countries with limited international coverage.

- The provision of a Toolkit that contains components that could be used by developing countries would be beneficial. The tool kit could contain standard licences, benchmarking methodologies, applicable standards for example.
- Publishing of annual benchmarking surveys that indicated the level of a Countries e-readiness as to when the time is right to commence implementing an open government data policy framework.

The third question considered the key points that should be focused upon within a global open government data policy that would assist countries that currently do not have an open government data policy in order to commence adoption?

A summary of the key points raised during the debate in the context of question 3 and or raised in the context of questions 1 and 2 included amongst others:

Cultural Change
A key principle that needs to be embraced is that an open government data policy is not about technology or just implementing a data.gov platform. It is more to do with bringing about a cultural change such that it is beneficial to share public sector information with the Citizens and Civil Society at large and as such this should be one of the first things to start working upon. Education and training courses assist this change process but they need to be on a continuous basis and not on a once off basis.

Licences
Adopting clear and open global licence standards that are both human and machine-readable that enable use and re-use of data placed in the open domain. The presence of such licences accelerates the take up of the data. Such licences are an important component of the Toolkit.

An incremental approach
At the earliest opportunity commence placing data that has already been published in the open government data domain and to then incrementally expand the breadth of open data over time and also to migrate the data to open data standard formats.

(b) Conclusions and further comments:

As electronic data and information knows no boundaries the consensus view of the workshop was that there was merit in moving towards a global open government data policy framework as this would over time provide consistency across the world that in turn would magnify the economic benefits over and above those that can be possibly achieved within a UN Member State national boundary by implementing an open government data policy framework.

In order to reap the benefits of an open government data policy framework implementation successfully the workshop recognised that a multi-stakeholder process was involved and as such the initial steps of moving towards a global open government data policy framework was to work with and through other related multi-stakeholder

bodies such as the Internet Governance Forum that was cited by workshop participants as an example.

The workshop acknowledged that the implementation of a global open government data policy framework was dependent upon the global Internet and World Wide Web infrastructure and the associated technologies. It was also recognised that many of the related frameworks between the implementation and sustainability of both a global Internet infrastructure and a global open government data policy framework were common. For example: data privacy, data access, right of use and regulation. With this commonality in mind the consensus view of the workshop was that the initial steps towards formulating a global open government data policy should be taken within the Internet Governance Forum.

It was recognised that there was a need to help UN Member States appreciate the benefits and the value of implementing a global open government data policy and that this would be greatly assisted by the presence of a global repository of information - possibly under the auspices of the United Nations; on the development, adoption and implementation of an open government data policy framework that UN Member States could learn from and contribute to with their experiences within the context of their environment. Workshop participants cited examples of existing repositories within the Europe Union, Spain, and Australasia.

The workshop acknowledged – and as outlined in the background document to the workshop, the report - commissioned by the workshop organisers as an input document to the workshop; on the readiness of Caribbean nations to adopt and implement an open government data policy, the report on the awareness survey undertaken during IGF6 undertaken by the workshop organisers; that many UN Member States did not have a holistic information policy appertaining to public sector information in place that would underpin, facilitate and ease the implementation of an open government data policy framework. The workshop also acknowledged the worldwide momentum that was gathering pace from Civil Society – a bottom up push and the presence of the top down push from initiatives such as the Global Open Government Partnership and the recent Declaration that over 45 UN Member States have committed themselves to and to regularly report on the progress made regarding the implementation of the declaration.

In recognition of the situation outlined above the consensus view of the workshop was that although the time was not right now to adopt a global policy on open government data the time was right to initiate the debate for the need for a global open government data policy framework and that this should be in the first instance be initiated and maintained within the environs of the Internet Governance Forum. In parallel with the above action all workshop participants were encouraged to promote and make aware the networks that they were associated with of the above intention and action.

The workshop participants recognised that an open government data policy framework was multifaceted and as such was complex to understand and to appreciate. With this in

mind both formal Education and training programs were seen as vital to support the delivery and sustainability of a global open government data policy framework.

The workshop organisers encouraged all participants if they have not already done so to acquaint themselves with the content of the knowledge bases on this subject that already were in existence and that were being added to on a regular basis and furthermore to contribute to them

This online report is supported by a more detailed workshop report and an edited version of the workshops' transcript.

2 Detailed list of points raised during the debate on each question posed

The points listed following each question have been grouped under a common heading that indicates the direction of the debate and the points made. The order the points have been listed does not reflect the order that they were discussed during the debate. As the debate progressed points were made that maybe more relevant to a later or an earlier question.

Question 1: *Is there a need for a global policy on public sector information - open government data similar to that adopted by the OECD and the European Union that have been adopted by approximately 50+ United Nations Member States?*

1. *Benefits of a global policy on open government data*
   - Information knows no boundaries and a consistent approach to open data, licensing and formats across geographical boundaries will stimulate the development of intercontinental information products and services.
   - A shared global framework on public sector information re-use and open data would be desirable.
   - There is a need for a consistent global framework.
   - Increasing access across frontiers will lead to greater transparency and democratic engagement across the world.
   - Stimulating the information industry will bring economic benefits.
2. *Yes the time is right*
   - There is a need for a generally accepted statement of principles expressed in the context of the Internet and the Digital Economy.
3. *No the time is not yet right*
   - It is too early for a worldwide policy as less than half of UN Member States have an eGovernment policy in place.
   - African Countries may not be ready to enter into an international dialogue that would agree a global framework that would be suitable for the African context.
4. *Content of a global policy*
   - An Open Government policy is not just about providing a data.gov portal other aspects that need to be included for example governance issues, legal issues, economic issues.

- The removal of obstacles will result in a wide range of information being accessible in a variety of different products and services so leading to better-informed policy making across the public sector.
- To facilitate competition the framework should ensure exclusive arrangements are ended.

5. *Existing Open Government Data policy frameworks*
    - The OECD and EU frameworks could serve as a reference but more benchmarking and bench learning would be needed.
    - The OECD guidelines are meant for any Country to implement not just OECD Member Countries.

6. *Standards and Best Practice*
    - The promotion of best practice and agreed standards will minimise administrative effort for public sector information holders. This will lead to cost savings and enable information products to be brought to the marketplace that much quicker.
    - Shared standards and minimal principles on formats, licenses and interoperability would be very helpful.

7. *Approach to moving towards the adoption of a global policy framework*
    - Developing the framework is a process and that process needs to be set out.
    - There is a need for benchmarking to ascertain the level of e-readiness as to when the time is right to commence implementing the global framework or the OECD framework.
    - Internet Freedom is one of the pre-requisites that enable the reuse of online public sector information.
    - The OECD policy is only a recommendation, so it leaves it to individual States to develop national information laws.

8. *Implementation of an adopted global policy framework*
    - There is a need for a roadmap as to how to deliver an open government data policy framework within a country.
    - There is a need to develop a tool kit to implement the adopted policy.
    - There is never a good time to start one should take the first step and build upon that.
    - Based on the experience here in Kenya it takes time following the launch of the data.gov platform for the private sector to appreciate and understand the opportunities that it offers.
    - There is a need for marketing, raising awareness and education on the benefits of data.gov platform.
    - There is a need to consider whether the data made available is the most relevant.

Question 2: *If the conclusion to Question 1 is YES then: How do you visualise such a global policy could be prepared and adopted by the United Nations and or other world regional bodies? If the conclusion to Question 1 is NO then: What do you believe needs to occur that will act as a catalyst that would lead to a belief that there should be a global policy on Open Government Data?*

1. *Forums to develop a global open government policy framework*
   - The IGF could be a forum where a common set of shared high-level principles could be discussed and developed. Other international and regional fora could take those principles as a starting point.
   - The multi-stakeholder environment to be found in the Internet Governance Forum is one place where the process for moving towards a global policy on open government data could be initiated due to the dependence of the policy on the need for a global Internet implementation that provides equal access to all stakeholders involved in developing and implementing a global open government data policy framework.
2. *The process of developing a global open government policy*
   - There is a need for a process to develop a roadmap towards a global policy.
   - The open government data policy framework was not just a matter for Governments and their Administration (top down approach) but also for Civil Society (the bottom up approach) and the innovators.
3. *A catalyst for open government data policy*
   - An agreed set of open data principles that would underpin the global approach to information.
   - It is important to establish clear criteria against which success should be measured. Clarity on what the process of assessment would be and who would be assessing is essential.
   - It is clear that the European Union is continuing to develop and strengthen the implementation of the European Union open government data policy framework.
   - The OECD is an existing forum that could further develop the implementation of the OECD public sector information policy.
   - The digital infrastructure is not present in many countries that would enable a Country to begin implementing an open government data policy framework.
   - UN Member States exploring public sector information policies could be convinced by good examples of socio-economic benefits of public sector information.
4. *Standards, Best Practice and Awareness*
   - The UN could invite countries to contribute examples of best practice in the areas of: data formats and standards; licensing; inventories; and regulatory frameworks. This would form the basis of practical guidance and standards that would form the basis of templates on which countries would base national practice.
   - The need for education is often forgotten and needs to be addressed, as there is a lack of awareness within public sector organisations and employees on the benefits of adopting and implementing an open government framework.
   - There is a need to undertake marketing of the benefits and opportunities from the implementation of an open government data policy.
   - It would be useful to have more practical cases from emerging economies, which could demonstrate how difficulties could be overcome.
5. *Benefits of a global open government data policy*

316

- A lot of the public sector information held within Countries has trans-boundary significance. That is the data has international significance and as such a global policy would be desirable.

Question 3: *How would you rank the key points that should be within such a global policy that would assist countries that currently do not have an open government data policy in order to commence adoption?*

1. *Cultural Change*
   - Start with cultural change within the public organisations: this is key
   - A key principle that needs to be embraced is that an open government data policy is not about technology or just implementing a data.gov platform. It is more to do with bringing about a cultural change such that it is beneficial to share public sector information with the Citizens and Civil Society at large.
2. *Policy Implementation*
   - It is not necessary to work up a fully-fledged Freedom of Information system or a Right to Information system in order to progress. The advantage of this approach is that the resource requirements would be less and the learning experience would be accelerated.
   - An open government data policy is underpinned by other frameworks and policies that either support or complement the implementation of an open government policy framework and as such make it far easier to implement.
   - The process should be transparent and open to challenge. In particular, there should be an underpinning regulatory and complaints process.
   - It is important to consider approaches that lead to ways that remove obstacles. (Anne)
   - It is important to create a vibrant inclusive community of interested parties that include public sector employees and organisations, developers, citizens, academics and the business community. Once such a community exists it is easier to scale this upwards and as a result build up the capacity and the knowledge base.
   - Start with what you have: allow the re-use of already published information
   - Progressively embed re-use and open data policies in your organisation, improving issues such as interoperability, formats and description and identification of re-usable data
   - Assign responsibilities on re-use in each public organisation always work with your private sector and your civil society – taking advantage of new interaction tools between public and private sector and civil society and building a multi-stakeholder community of open data promoters
   - Establish default rules favourable to re-use authorisation, simple and easy re-use conditions (licensing) and charge no or minimal fees.
   - There needs to be a detailed transition road map that shows how data is moved into the open government data domain.
   - It is important to ensure the fundamentals of the open government data policy are right as it will be difficult to adjust the implementation of the policy once it is being rolled out.

3. *Licences*
   - Clear and open licence standards, with most information being available for re-use at marginal cost (nil charge in most cases).
4. **Education and Training**
   - There is a need for training of public sector employees on the benefits derived from an open government data policy framework implementation as this would help overcome to some extent the fears that many public sector employees and organisations have with respect to opening up the data.
5. **Bridging the Social Divide**
   - In many countries the opening up public sector information will magnify the divide between those that have the means and know how on how to benefit from the data and those that do not have the means and know how.
   - Define strategies addressing possible threats of a new digital divide between those who are able to understand, combine and re-use open data and those who are not
6. **Complementary Data Policy Frameworks**
   - It is important that the open government data policy abides by other data related frameworks such as privacy and security.
   - There is a need to address the differences on how Countries implement other data related policy frameworks such as privacy for example in the context of the open government data framework.
7. **Standards and Data formats**
   - Proactive release of data and information in re-usable formats.
   - The data needs to be made available in open formats that enable's mixing and mashing the data and thereby maximising the opportunities and benefits.
8. **Economic operating models**
   - There needs to be information available that shows how public sector bodies can migrate from one economic model to another.
   - It is important to make information available on an open platform so that the widest set or people and organisations can make use of the data.
9. **Global Best Practice Knowledge Base**
   - It would be beneficial to have available information on which public sector bodies should be approached first in order to maximise the rate of transition of public sector bodies to the open government data policy.
   - Creating exchanges on global good practices and examples of public sector information application and usage.
10. **Availability of Tool Kits**
    - It would be helpful if the lessons learnt and the tool kits developed within the developed nations could be made available to developing countries that are just embarking on the implementation of an open government data policy as this may accelerate the rate of implementation and as a result maximise the benefits both within a country and across national borders. That is attempts should be made to avoid relearning the processes involved in each country as they proceed to adopt an open government data policy framework.
11. **Economic Value and Innovation**

- Demonstrating correlation between economic growth and open public information.
- Integrating public sector information into the national innovation strategy.

Summary and Conclusion

1. *Complexity*
   - The Open Government Data policy framework is a complex subject, which is moving forward rapidly and what is becoming apparent is that different countries advance in different ways and we can all learn from these different approaches. (Anne)
2. *Stakeholder Engagement*
   - An approach when implementing an open government data policy framework is to make the process feel exciting as this engages the various stakeholders involved and as a result adds to the overall momentum of implementing the open government policy at all levels from the local level through to the international level as well as build up capacity.
3. *Electronic Services*
   - An important issue to address in the open government data context is: How does open data help provide better services? How does it drive innovation and allow entrepreneurs to build applications around the data and there by improving services.
4. *The Open Government Partnership*
   - The Open Government Partnership will help to put into the public domain the metadata standards and the standards related to datasets all ready developed into the public domain so that when implemented will harmonise open data across countries.
5. *Cultural Change*
   - The re-use of public sector information community is large and addressing the key challenge of Cultural change is key but if it can be addressed then the economic benefits are huge.
6. *Economic Benefits and Democratic Engagement*
   - The spread of open data offers huge potential in terms of economic benefit and democratic engagement. The encouraging aspect is that public sector organisations across the world do not have to incur vast expense or resources to fulfil this potential. Nor are we embarking on a voyage into the unknown. There are numerous examples across the world of best practice, which can easily be adapted and followed. The promotion of open data will deliver benefits for the citizen, for business and for the public sector itself.
   - Open government data has huge advantages for the public and private sectors as well as civil society at large, which are under pinned by effective e-governance.

Report of Workshop 124:

Title: Blocking content: issues, principles and paths forward

Organizers: Internet Society, Association for Progressive Communications
PANELlSTS: Ben Akoh (Project Manager, IISD), Patrik Faltstrom (Distinguished Engineer, Office of the CTO, Cisco, and Adviser to the Swedish Government), Kurt Erik Lindqvist, CEO, Netnod), Andrei Robachevsky (Technology Program Manager, lnternet Society), Andrey Kolesnikov (CEO, Coordination Center for .RU and .PCÞ), Shane Tews (Vice President ofGlobal Public Policy and Government Relation, Verisign),]ason Weil (Time Warner Cable), Paul Brigner (Senior Vice President and Chief Technology Policy Officer, MPAA), Shaundra Watson (Counsel for lnternational Consumer Protection, FTC, USA), Cynthia M. Wong (Director, Global lnternet Freedom Project, CDT), BjGrn-Erik Ludvigsen (Criminal lntelligence Officer, Interpol).

Moderators: Theresa Swinehart, Sorina Teleanu (remote moderator)

The workshop began with a presentation from Andrei Robachevsky, providing an introduction of the issue of blocking content in the lnternet. The scope of the workshop was limited to the content that is generally seen as illegal, without going into discussion what is illegal or not. Freedom of speech, while a very important issue, was set outside the scope of this workshop. Illegal content is a serious issue: it impedes creativity, fosters criminal activity and affects the reputation of the Internet. Therefore, removing illegal content from the Internet is an important goal. There are two main options: remove it at the source, or block its consumption. There are challenges for both approaches. First, this is a cross-border issue: the source and consumer may be in different jurisdictions and definitions of what's illegal may differ. Secondly, there are several trade-offs that might be affected, consider implication for privacy and security, impact on the global lnternet and its innovative potential as well as the international principles of rule of law and due process.

The speaker then illustrated these concepts by providing a case in point: DNS filtering. - a proposed technical method to block content consumption. One of the advantages ofthis method is that it can be implemented on a national level, making DNS, one the fundamental components of the lnternet, an attractive lever for policy makers. At the same time this method has serious deficiencies that significantly overweight possible short-term benefits. In fact, this protection doesn't solve the problem and can be easily circumvented, exposing users to security risks. It is incompatible with DNS security extensions - DNSSEC, and causes collateral damage, impacting the integrity of DNS and reducing global Internet security.

Following this introduction the panelists were offered several questions stimulating discussion of different views on this problem and possible solutions.

Is non-consented blocking content at the consumption by using technical means effective?

When discussing this topic, participants shared different views on the effectiveness of the technical means and DNS blocking in particular.

- None of the means are 100% effective. Some of the participants stated that DNS blocking, for example, was an expedited, simple and effective way of blocking content at consumption level. Other participants argued that this means can be easily circumvented, also pointing to the fact that it doesn't stop access to the content, but stops the ability to access the content using specific domain name. Effectiveness of the blocking also depends on how well user interests are aligned with the objectives of the blocking content.

- Blocking content lacks precision. In order to be effective blocking should be focused and precise, but many of the proposed and used technical means lack that. For instance DNS blocking is very coarse and causes collateral damage.

- Blocking content may have unintended consequences. Some of the panelists provided examples when blocking content may result in negative social and economic consequences, especially in the developing world, when the whole countries may be restricted to access certain content of on-line services, including ability to conduct financial transactions.

- Scale and scope. Many participants raised the point that not all illegal content has same characteristics and warrants same urgency and technical means in combating it. There are extreme cases, like child sexual abuse material, that are very different both in scale (order of a few hundred domain names), and in the general public agreement that this is a serious crime, which may require all available technical means and tight control over its use. It was noted that in these cases DNS blocking helped achieving positive results, especially when accompanied by other measures, like active takedown of actual sites. At the same time people pointed out that extreme cases don't make for good policy.

What are the short- and long-term gains and losses?

When discussing this topic the participants of the workshop made the following observations:

- Blocking content may serve as an indicator to the criminals that their activity is discovered and being watched, causing them to move elsewhere and making it more difficult to trace down and attack the source. At the same time some participants noted the need to signal to the users that they might be engaging in a criminal activity.

- Blocking content stimulates development of circumvention techniques that may expose users to security risks and erode the open architecture of the Internet.

- Blocking can produce quick short-term results with diminishing returns because of circumvention. But also because blocking itself doesn't address the real problem of child abuse or piracy it cannot be effective in the long run.

- Blocking content by technical means at consumption level puts the costs of implementing and maintaining it on ISPs. These costs can be significant, especially if a service provider operates across borders and has to implement different blocking regimes depending where users reside. Blocking can also prevent lSPs from providing effective DNS service to their customers in the long term.

- Several panelists noted that addressing these problems is not an either/ or solution and a comprehensive assessment of the short- and long-term benefits against the costs is needed.

What are the venues, national or international, for developing solutions?

The second part of the workshop was dedicated to discussion of what more effective solutions to these problems might be and what would be the venues for developing such solutions. This discussion revealed the following points:

- It was noted that in addressing these issues all parties involved – DNS registries and registrars, IPS, web- and hosting providers, payment providers, advertisement companies and government - need to coordinate better and "gather together under the same tent" more regularly.

- Several successful examples of national and international cooperation of addressing the source of the problem were presented.

o In Germany instead of blocking content, active removal of websites promoting child abuse from the lnternet is being done. The results are encouraging - in two weeks in 98% of the cases illegal content was removed by the providers after the initial request from the federal criminal police.

o Example of effective international collab oration was presented by IN HOPE, representing 40 national hotlines for child sexual abuse, which act according to the national protocols in close collaboration with national law enforcement. This collaboration enables quick cross-border exchange of information to facilitate effective actions on the national level.

- It was also noted that because of the global nature of the Internet cooperation between different civil societies and organizations and businesses work much more efficient and faster than agreement between the governments and more efforts should be put in stimulating "horizontal" cooperation.

- Many participants highlighted the importance of public-private cooperation on these issues, providing examples, like the London Action Plan.

- Another area, where effective solutions could be found is ensuring support of financial and advertising intermediaries. Focusing on these intermediaries doesn't raise the same kind of security or overbreadth concerns that the DNS blocking does raise. And on the

other hand focusing on the source of money for these sites, the source of their profits could be very effective.

- One participant raised concern that if the public-private cooperation doesn't work effectively with the national legal system, doesn't include police or includes police that is not skilled or comes from the countries, which we do not trust for their rule of law, what is the legitimacy behind that action?

Takeaways

At the conclusion of the workshop the panelists made closing remarks summarizing the main takeaways for the workshop.

- For effective solutions all involved parties should be part of the development of the solution, without unnecessary duplication of efforts. These efforts should include comprehensive cost-benefit assessment of the tools, which are not necessarily technical solutions. Financial support, payment systems and advertising were mentioned as areas where such tools should be developed and applied, among others.

- "Horizontal" cooperation as well as public-private partnerships can be effective tool in solving problems of illegal content. These forms should be further enhanced and made more effective.

- The focus should be on the real problem, not symptoms. To the extent possible, the focus and direct actions must be against the bad actors themselves.

- Severity of the illegal content may warrant different approaches and toolkits.

- Blocking content may have many unintended consequences and cause significant collateral damage. In the developing World, blocking may result in "blanket" blocking, outcasting the Whole communities, or countries.

- There were opposing Views regarding the use of DNS for blocking content at the consumption level. By some of the participants it was seen as a quick and effective, at least in the short-term solution. Others pointed out its ineffectiveness, risks that circumvention will bring and significant costs that ISPs in particular have to incur.

Report of Workshop 130:

Title: Protecting the most vulnerable users in society: The roles of different actors in helping the new user survive in an on-line world

Moderator:
Liesyl Franz, TechAmerica

Remote moderator:

Kieren McCarthy, CEO, .Nxt

Panelists:
- Marjolijn Bonthuis-Krijger, Deputy Director, ECP-EPN, Netherlands
- Alun Michael MP, UK
- Alice Munuya, CCK, Kenya
- Dr Vicki Nash, Oxford Internet Institute, UK

Organized by: Nominet

Full summary

Increased efforts around the world to address the digital divide have lead to an influx of new and vulnerable users on the Internet.

This workshop discussed the concerns of new and inexperienced users regarding the Internet. The audience and panel explored how vulnerable users can be protected, who has a responsibility to deliver this protection and what methods are most effective in building trust and keeping people safe.

The discussion was informed by research into how Internet users and non-users have different perceptions of risk and how they respond to attempted criminal attacks. Panelists looked at different strategies to encourage people to get online and what is being done to help keep them safe.

The workshop aimed to answer the following questions:

- Are new Internet users more vulnerable than experienced users? Are they more likely to have a bad experience online? What are areas of concern for them? Do bad experiences (or the fear of them) make them more reluctant to go online?
- Who has a duty of care to new Internet users and what does this mean?
- What kind of education/training do people need to help them make informed decisions e.g. on privacy settings, protecting their data and accessing information? How do you inform without scaring the new user off?
- What work/strategies are there in different countries to help support new users and tackle online crime: rapid response to criminal activity, awareness programmes, initiatives to educate, build skills and train, user support networks?

Here's a summary broken out by broad issue.

Research into the most vulnerable and those not online

The session started with Dr **Vicki Nash** of the Oxford Internet Institute giving a run-through of her department's latest research. She started out by noting that those individuals' people were actively trying to get online are also the hardest to reach as well as the most vulnerable.

There is a strong correlation between income and whether people are online, she noted. Ninety-nine percent of those with incomes over GBP 40,000 are online, compared to just 43 percent of those earning under that. Likewise, 95 percent of people with higher education are online, compared to 54 percent of those with basic or secondary education.

She noted that there is a range of other factors that show similar, clear discrepancies in whether people are online or not. But, she noted, it was important not to lump all of these individuals into one group of "vulnerable users" as they actually represent a number of distinctly different groups with specific needs that need to be addressed if they are to be encouraged effectively. "In this context, for example, we might find that new users with lower levels of education might need different sorts of media literacy support than those perhaps that are highly educated but have some sort of disability and might need physical forms of access to be directed towards them."

Even though the survey was based on UK users, Vicky Nash noted that the same patterns have been noticed by other researchers worldwide.

As to the risks that people fear and face online, the most common is getting a virus on their computer, with having credit card details stolen and concerns over privacy also significant factors. The risks vary according to people's age and current lifestyle. Says Nash: "You're much more likely to be asked for your bank details if you are employed or retired. However if you're retired, you're less likely to have received abusive emails."

One aspect that has been repeatedly demonstrated is that once people are online, their fear of being online diminishes significantly. "The research shows very, very strongly that the Internet is what we call 'an experience technology'. Basically, once people get online the level of trust in the Internet seems to go up dramatically and in particular non-users show the least trust in the Internet. And this in fact has become much more pronounced since 2003."

That is despite an actual increase in the number of bad experiences online and has created a Catch 22 situation: "You can only raise their trust levels if you can get them online but if they don't trust the Internet in the first place how do you do that?"

Another factor easily overlooked is that some people go online and then stop using the Internet. "Our data shows us quite clearly it is largely about cost, for example kids who started using the Internet at school, leave school, get a job but can't afford a PC or don't have a job that requires you to have a PC."

The answer, she argues, is to "to make using the Internet more affordable and get more PCs out there and find more places where people can use the Internet".

Identifying those most vulnerable and different approaches to take

Following on from Vicki Nash's comment that there are distinct groups of users that need assistance, **Marjolijn Bonthuis-Krijger** talked about a project in the Netherlands than bring together business, public organizations and the government during which they identified one clear group: those with learning difficulties.

This was, she noted, a "very small group". It also encompassed everyone from young to elderly people but came with its own unique challenges. "People with Asperger's -- for them, sometimes they trust the Internet completely. They click on everything. But it's very hard to train them to use the Internet safely."

While agreeing and recognizing that small distinct groups of users need to be approached different, Bonthuis-Krijger noted that "because it's a small target group it's not easy to get money" for the specialized training programmes.

UK Member of Parliament **Alun Michael** identified what may become an increasing problem over time for vulnerable users – the more of more and more essential services to the Internet. "And at a time of cuts, the encouragement is for public services to look at new ways of delivering those services. That's fine for those who are online. But do the savings from doing things online take into account those who are never going to be online? I can see a really big problem rushing up against us in two, three, four years time from the acceleration of the provision of services online."

As a legislator, Michael largely ruled out the use of legislation: "It seems to me that legislation is not the answer. It's actually a more sophisticated approach to our responsibility as a whole community to vulnerable individuals."

Alice Munyua from the Communication Commission of Kenya identified women as a particularly vulnerable group and used recent research into women and cybercrime to illustrate the problem.

The research was carried out between the Kenyan government and business and one of the most striking conclusions was that domestic violence in the offline world was being extended to the online world, particularly when it came to mobile phones.

"Although ICT's and the Internet in have been hailed as democratizing and empowering tools, our research suggests that ICT's are not gender-neutral and in fact continue to marginalize women.

There is a gender divide that continues to exist in most of our developing countries. Research demonstrates that women's use of the Internet do not automatically rise with rates of Internet penetration. This is due to a range of issues, which include socio-economic and cultural issues, among them low literacy levels, women still make up the majority of the rural poor and unemployed urban dwellers, in addition socialisation and preconceptions about the ability of women to understand and appropriate technology all contribute to reducing women's use of ICT and to further marginalising them".

The solution was three-fold, she argued. One, to create courses for women using the Internet for the first time (women are typically more concerned about getting online due to safety concerns); second, an updating of laws to account for online behavior: "The law… acknowledges cybercrime but looks at it from a technology perspective not from a human perspective, so there's still no law yet that addresses abuse that addresses violence against women and children using ICT tools."

And third, coming up with solutions beyond simply technological that provide women with "policy social skills and development and create increased access to women at a very young age so they can understand how to use it."

Alun Michael questioned whether new or updated legislation was the answer to the problem, arguing that crimes should be neutral when it comes to technology. **Alice Munyua** counter-argued that abuse laws only account for physical abuse and that the laws needed to be updated to reflect modern realities e.g. abusive text messages. The discussion continued over whether it was therefore a matter of education of the police, or whether there was the need to provide a new legal basis for police to investigate online abuse.

Bernadette Lewis, Secretary General of the Caribbean Communications Union (CCU), highlighted some of the experiences her team had had in raising awareness and educating people about the Internet, as well as the dangers that exist online.

"We have embarked on a systematic program of education and public awareness across our 20 member countries in the Caribbean… And we have you know come to the realization that there are huge swaths of our societies that really do not have the information. And this information needs to be made available to all of our citizens."

In that sense, she felt it was a "collective responsibility" to address the issue: "It isn't just the public services. It's the operators. It's the regulators. It is a collaborative concerted strategic undertaking in terms of bringing the information that is necessary to the vulnerable, to the children."

She also highlighted that, contrary of common expectation, it is often parents who are most clueless and hence most vulnerable about the Internet, so the CCU had specifically targeted parents to teach them about the dangers of cyberspace for children.

Barriers to effective programs and solutions to them

Broadly, the panel and audience identified three main barriers to creating and running effective programs for vulnerable users: getting policy buy-in, identifying the best solutions for different groups, and funding.

Marjolijn Bonthuis-Krijger noted toward the end of the workshop that most of those in the room had worked on the issue of vulnerable users and many of the issues identified and discussed were already well know to them. "We know a lot of stuff, and we know

what should be done: but how? What are the best ways? Where do you get the money? We know that action results in greater achievements but how do we get this concerted action?" She urged practitioners to listen to their target groups about what they felt were the barriers and to work with them from that point.

Bernadette Lewis noted that getting governments ministers on board paid dividends: "One of the things we have found exceedingly useful is actually spending time with the Government ministers and explaining the issues in terms, in language, that they understand. So reductions of expenditures, that's the language that they understand. And once we have our ministers on board, they work tremendously in removing obstacles, in bringing parties to the stakeholders. They will mandate that the operators work with us in a particular area."

Marjolijn Bonthuis-Krijger agreed with that approach but also stressed the bottom-up approach – working closely with target groups – as well the top-down political route. "I think both ways: start at the top, make them understand; and start at the bottom. Go to the small target groups and help them with their specific problems. Listen to them: what are their fears? What are the needs and problems?"

She gave an example where unemployed people coming to collect their benefit were sent to the library where a program was run to help get people online. When there, they met others with the same fears and difficulties.

Sami Mubarak from MADA (Qatar Assistive Technology Center), a non-profit that helps people with ICT's, agreed with the top and bottom approach and noted that they did the same in Qatar. In particular he focused on the disabled community. "One of the most significant or large growing communities now is the disabled community and we're talking about reporting issues of concern - that's an issue for them."

He noted that education about issues such as cybercrime were made harder since it is typically done through websites or social media webpages but disabled people have accessibility problems with reaching those places online. Similarly with those who are dyslexic or have learning disabilities.

As well as learning that issue first-handed by talking to the group itself, part of the problem is then at the policy level, he noted. "There's many, many things that have to do disability and accessibility especially in policy making stage… we are setting ground rules for government entities, for companies, for private sector people to actually embed accessibility in their system."

Jutta Croll, Managing Director of the Digital Opportunities Foundation in Germany, also agreed with the top-and-bottom approach and added: "I would stress that you can't allocate the whole responsibility to the users themselves. We also need responsibility of the providers of content on the Internet also of the providers of websites, of platforms, of social networking sites."

A number of people spoke in favor of open standards and finding ways to oblige or encourage companies building websites to follow them as a way of make it easier for vulnerable users online.

The vulnerability or otherwise of children

There is a frequent assumption that the most vulnerable users online are children and that they need to be strongly protected. The panelists and audience questioned that assumption, and even the use of the term 'vulnerable'.

Vicki Nash argued: "We shouldn't label people as vulnerable… It could be perceived as being a bit patronizing and we need to make sure we're not just talking about users but we're talking about all people who need help understanding and using the Internet…. But I think we should bear that word in mind because there may be situations where people's skill outpaces their ability to make judgments about what they should be doing."

When it came to protecting children, she felt that they needed to be allowed to be exposed to the risks online: "I'm against the idea of filtering out all of the potentially harmful content at the school of the door or home. I think people have to make their own decisions… these aren't intrinsically vulnerable users because their skill opens up opportunities to them."

She noted that "some governments unfortunately do use the language of 'protecting against harm', 'protecting against risk' as an excuse to maybe censor or filter out more than is needed… We can't really talk about vulnerable users or users in need of protection without working out what peoples communication rights are."

In the case of children, she argued for education over restriction: "We want to educate children about the dangers so they can autonomously learn to use it for themselves as a tool for free expression and communication."

David Wright from the UK Safer Internet Centre noted the same points: "This issue around the term 'vulnerability'… I think with an uneducated or uninformed audience 'vulnerable' actually becomes a bit of a problem. It can mean those that society considers most vulnerable. Perhaps those around social care or in social care… But we work with schools across the UK, and we find teachers are particularly vulnerable when they might not actually be users or online users."

Marjolijn Bonthuis-Krijger noted in her experience of going to schools, "when the filtering point comes up, children are aware that most of the inappropriate content, whatever you would call it is blocked. But again they are also aware of software that can break the filtering and have access to it although they said they don't actually use the software."

Mina Nagy Takla, a social media specialist at the Supreme Council of Information and Communication Technology in Qatar, also tackled the issue of how vulnerable children

really were. "Part of our work was going to schools and doing focus groups with the students in order to know how digitally literate they are and how they deal with technology.

"We discovered that students are very aware to the extent they can hack the websites on their own. They know coding and all of these things. So I would like to shift the current view we have… you always say children are the ones that are vulnerable but I think parents are the most vulnerable groups and not children because they have no idea on what their children are doing. And children are aware of dangers."

Alun Michael noted that through the ChildNet charity in the UK, children had spoken to members of Parliament on this issue and noted that they wanted unfiltered access to the Internet but at the same time has an expectation of safety. That may seem contradictory, he noted, but "what we took out of that [was that] there ought to be responsibility in terms of the wider community… It's a challenge back to all of us to think through what we mean by safety online… You know it's what kids wanted when they went out into the woods as teenagers. You want to feel free and you want to feel safe."

The moderator, **Liesyl Franz** of TechAmerica, closed the workshop by highlighted what she saw as four main themes that had come out. "I think one that was the most resounding for me was the need for an effort to be collaborative. [Another] was not to be alarmist about the risk or vulnerability that we see and look toward being pragmatic about what the problems might actually be here from the users themselves.

"[Third,] look at the issue from a top-down and a bottom-up issue. Getting the buy-in and the understanding of political leaders but also understanding the needs and challenges and opportunities at a very grassroots level, the users themselves or the potential users.

"And lastly, the Internet user community is hugely diverse. And therefore, you can't look at it all as sort of one block of a kind of people. So you need to find ways to address each community, and look for ways to empower them and enable them to demand from providers what they need."

Report of Workshop 153:

Title: Aspects of Identity

Organization: British Computer Society

Reported by: Andy Smith

A brief substantive summary and the main events that were raised:

The Panel was increased in size before the presentation on the day with Bill Smith from Paypal and Robert Kahn, one of the original designers of Arpanet joining Alun Michael MP, Louise Bennett (Moderator) and Andy Smith. Ian Fish was the Remote Moderator

and working on communicating with remote participants.

This discussion was about the aspects of identity that affect life online, including identity assurance, privacy and preventing fraud and misuse. It was very nice to see so many people attend the session considering the number of alternatives available, there were a large number of participants which make for an interesting discussion.

Louise started by giving an introduction to the BCS and why the delegation was at IGF speaking about Identity. In summary this was because identity is becoming more and more important in making online activity possible and the BCS membership wanted this topic raised. Identity assurance is fundamental to activities such as assured communication, remote access and remote working, provision of government services, banking and commerce.

Without assured identity and proper identity governance models, much of the funding for the internet from business models and commercial endeavors would not be possible.

Three main topics were covered. The Security v. Privacy balance, Identity Governance and Trust in remote identities. Louise started with a description of the problem with access to the Internet more and more from remote devices rather than fixed computers and some 20% of these being lost or stolen each year in the UK removing any trust you can have in the device for authentication. With the online community connected via more than 25 billion devices to over 2 billion people there is now a massive criminal element at work, thus methods of trust are paramount. The key point was "So it is an inescapable truth that you can neither know who you are communicating with on the Internet nor who owns let alone who is using the device or the IP address that you are communicating with. However you do need to know both of these things."

Andy Smith discussed the balance between security and privacy. The first point he raised was that the balance is often skewed towards privacy but that it is also the right to privacy and the Human Rights of all of the victims of cybercrime that are important and that is part of national security and online crime prevention.

The second point was that most trusted credentials issued by government involved a strong background check and an in-person visit. When using these credentials, such as a passport they are physically checked. However neither of these processes is appropriate online, where the registration, issuing of credentials and subsequent use of those credentials is remote from the trusting party.

This causes two issues, counterfeit credentials and compromise of credentials through social engineering and technical attacks (hacking). This is more of an issue today as many people have their whole life stored on their computer or even their smart phone; everything needed to steal their identity. The final point was that people think many things on the internet are free, when in fact they pay for them by seeing adverts or providing their personal information, which is either used for targeted marketing or for more nefarious activities.

Alun Michael rose to point that people need to have confidence in the Internet and online activities. If this confidence is lost, it would damage the online community. Online is important for government as you can do more and do it more cheaply with a digital by default provision of services (using the physical world for exception handling). However he pointed out there is growing evidence that a significant portion of the UK population would not go online even if you gave them a computer and broadband connection, this is likely to be similar in other countries. That is to some extent a question of fear.

He made the point that he and other legislators were very reluctant to legislate in this area unless they had to and that the impact of legislation on the Internet was often unpredictable and ended up having undesired consequences and could be completely out of date by the time it became law. That makes it all the more important that what we are doing is making clear what principles and responsibilities are rather than trying to put in place regulations and legislation that is technology specific or specific to a particular point of the development of these ways of using communications. There is no central control of the Internet, which is one of the reasons IGF is so important. He raised the issue of who would be appropriate to govern identity assurance on the internet and how some governance models would work. Is it a question of control or one of standards?

The following discussions raised many good points. One that was raised by Bill Smith is that Paypal find three things of key importance now: these are anonymity, pseudo-anonymity and attribution. They believe in using attribution in various levels as and when necessary. He made the point "In the United States that was a very important part of the founding of our country, the ability to speak anonymously and it is embedded in our constitution".

The point about liability in business was made as this is very important. Often it is not necessary to have a detailed identity or even prove an identity, only ensure that the person that was registered is the same person performing the transactions in the future. This is especially important for credit card and online banking. There are however legal requirements for knowing who customers are and being able to trace transactions to individuals when necessary. This means the registration needs to be strong but the use of credentials do not need to reveal details about the identity.

Bill also detailed the distinction between identity and authorization. This led to a debate about the attributes and the different requirements needed for proving identity, performing an authentication and authorizing an action. This included a discussion on the need for different levels of authentication for different types of transaction authorization. You would not transfer someone's life savings based on a username and password. Ian brought in the first question from a remote participant who raised the difference between the European concept of privacy and the US principle of openness. This raised a number of responses, which covered this as an example of the need for international debate and the need for different philosophies to operate together and interact. Again there is a balancing act between privacy and openness.

The discussion turned to misuse of information access and the ability to identify individuals, especially by oppressive governments, which means that online there needs to be the ability for the same individual to be anonymous for expressing opinions and fully identifiable for online banking and commerce. Separating the two can be very difficult.

Robert Kahn made a number of points about the changing technology, especially around the use of identifiers for things rather than people, such as IP addresses and how even this is changing. You can use different systems but there needs to be more standardization to make systems compatible and allow them to work together. Such examples are Public Key Infrastructure (PKI) where a private key can be used as a credential for a person, token or device. This is currently the most effective credential and as long as the issuance process and protection of the credential are effective it can be used to underpin various identity systems.

Alexander made one very clear statement about the nightmare scenario "The idea when there will be introduced global authority for identities on the Internet where every person will be required to have one identity because it will make us traceable and accountable on the Internet because we need to be anonymous but almost all services will be oriented only on citizens with one identity".

Andy raised the point that its only really governments that need to know the true root identity of a person and that is mainly for national security and quite often that's not even for criminal prosecution. If you commit a crime, what the law enforcement and judicial process needs to know is that the person that committed the crime is the person they have put in prison. They don't even need to know you are who you claim to be. They don't care what you are called, but they care the person who committed the crime is the person who is punished.

Various people made the point that there are a lot of laws around money laundering, around criminal fraud, et cetera, which require a level of knowledge of identity for reporting. However, quite often a minimum of personal data can be used as long as the organization that's actually performing the financial transactions has access to more information should they need it. The transactions themselves can use zero knowledge, proof of knowledge, one way trust and other methods in the transactions. So the identities themselves can be pseudonymous or linked to a root identity.

Andy raised another point on compatibility and interaction. The UK Government is looking at how you can put authentication systems in place with identity credential conversion. So rather than trying to get everyone to use the same credentials or the same authentication mechanisms, actually putting in converters so someone can use PKI, someone can use SAML. You have got devices that can accept the trust from one authentication system and pass it on to another authentication system and this will hopefully allow different systems to interact with each other and actually try and get some of these commercial models more stable. The conversation then turned to the research and policy perspectives around seeing if two parties can have these transactions

directly and be able to authenticate when there is no central party that is guaranteeing identity. EBay was used as an example of this where reputation was used as a form of trust.

The discussion then turned to use of biometrics and both the use of biometrics online and the ability to counterfeit and fraudulently use them. This was especially interesting with facial recognition, where webcams and even mobile phone cameras can be used. For example there is the potential from systems that would use facial recognition as a way of encrypting or decrypting files on your computer to improve privacy but increase authentication security. Unless your face is in front of the computer then the file would not be decrypted. This is something that is already being trailed in UK hospitals. Louise stated "I think it is a very exciting way of doing it. I use my biometric to log on to my machine. It seems much safer than anything else and it is much quicker". Andy mentioned that this is also being used for automated gates at passport control right across Europe now.

If you can tie a person's identity to the individual using immutable credentials like biometrics it does make things a lot better because it can prevent people stealing identities or at least makes it a lot harder to steal identities because you have to replicate whichever biometrics you use.

Another remote participant was curious if U.S. and NSTC came up and how it might be shaping global governance. This was discussed and the conclusion was that it had not really had an impact yet.

The discussion returned to biometrics and the worry that biometrics could be stolen and misused. The point was made that if you are doing biometrics properly, this is not really a concern as you do not use the source biometrics in the credential system and if you do, they are backed up with other measures such as encryption and digital signatures, so cannot be counterfeited or forged. European Governments are putting in a system with BAC and EAC for use with passports addressing these problems.

The final discussion concluded that when information is required, for authentication and authorization, it should be kept to a minimum and what is appropriate for the transaction given the context in which it is happening.

Louise finished the session with two questions
We had quite a lot of talk about whether people should have one I.D. or many I.D's. Could everyone who thinks people on the Internet should have one I.D., put up their hand? No hands were raised. Should people be allowed to have many I.D.s? Everyone raised their hands. That's pretty conclusive which is quite helpful. Consensus, yes.

The second point that I'd just like to ask you is do people think looking that the way to deal with remote I.D's is through trusted third parties? Do they think that is a route that is worth pursuing? And again those who think that is a route that's worth pursuing in this

area could you put up your hands? A mixed response. The consensus was that rusted third parties had a role to play in some contexts.

Conclusions and further comments:

There is a balancing act between security and privacy and the balance needs to be moved nearer security in some countries, mainly Europe and nearer privacy in others, such as some countries in the Middle East.

There is another balance between openness and privacy where sharing of information is important in some contexts and privacy is not a fundamental right, but in other contexts privacy is a right and should be respected.

The rights of victims of cybercrime should also be taken into account when talking about rights and privacy online.

There needs to be more standardization of identity systems and better processes for registering people into identity management systems online. Credentials need to be secure with private keys and biometrics being two strong credentials, but the issuance processes need to be improved to reduce identity theft and fraud.

Only Governments really need to know the true root identity. For most online activity organizations just need to know that they are dealing with the same person at every interaction, or that the individual has the ability to deliver their part of the bargain (money or goods). There are, however, some legal requirements to be able to link a person back to an established root identity; this is usually done via a strong Government issued credential such as a passport.

There is a lot of work to do on identity governance and organizations such as IGF and the UN will play a part in this, but a centralized governance model is inappropriate for identity on the Internet.

Report of Workshop 160:

Title: Global Trends to Watch: The Erosion of Privacy and Anonymity and The Need of Transparency of Government Access Requests

Speakers:
* Vinton G. Cerf, vice president and chief lnternet evangelist for Google, USA.
* Amr Gharbeia, Egyptian blogger, technology and freedom program officer from the Egyptian lnitiative for Personal Rights, EGYPT.
* Alexander Seger, Head of Economic Crime Division of the Council of Europe, EUROPE.
* Christopher Soghoian, Ph.D. Candidate in the School of Informatics and Computing at Indiana University, USA.

* Katarzyna Szymielewicz, human rights lawyer and activist. Co-founder and executive director of the Panoptykon Foundation - a Polish NGO member of European Digital Rights, EUROPE.

Moderator:
* Katitza Rodriguez, Electronic Frontier Foundation's international rights director, PERU, USA.

Remote Moderator:
* Joana Varon, Researcher on Development and lntellectual Property at the Centre for Technology and Society (CTS/FGV) from Fundacao Getulio Vargas (FGV), School of Law in Rio de Janeiro.

Summary:

This panel discussion at the lnternet Governance Forum in Kenya offered a snapshot of existing and proposed regulatory frameworks for lnternet privacy. It looked at potential risks, global trends, best and worst practices. Panelists examined the Cybercrime Convention, mutual legal assistance treaties for gathering and exchanging information among countries, and the need for transparency in government requests for access to personal data.

At a time when individuals regularly turn to search engines, social networks and other Internet intermediaries to find information online, blog their most private thoughts, share personal data with friends, store sensitive information and share their location through mobile devices via GPS tracking, digital privacy is of paramount importance.
Yet research by social scientists has found that few lnternet users fully understand how much information they are revealing about themselves and the potential impact this disclosure can have.

Moreover, the ongoing move towards cloud computing means that more and more of our information will be stored online. Millions of people are trusting web-based email services such as Google Gmail to store years worth of private correspondence.
Cloud services such as Dropbox or Google Docs store your most private documents.
At the same time, the cloud is changing the economics and dynamics of surveillance.
The mere flow and storage of traffic data can reveal our online routines; social networks, interests and/or believes. As panelists noted, this information is not adequately protected against misuse or abuse by both corporate entities and governments.

As consumers have embraced cloud computing and mobile technologies, law enforcement agencies have followed. Presenters on this panel noted that governments are seeking broader powers to surveil their own citizens. India RlM was forced to provide intercept capabilities to their Blackberry services. The lranian government hacked into the Dutch certificate authority Diginotar in order to obtain the credentials necessary to intercept the communications of 300,000 lranian Gmail sessions. Panelist Christopher Soghoian, a research fellow at Indiana University, noted that cloud computing has made

surveillance and the seizure of personal documents much easier and less expansive for U.S. law enforcement. "Google charges $25 to hand over your inbox," says Soghoian who added that the wireless carrier Sprint has 100 employees working full time on surveillance requests. "Yahoo! charges $2O plus the cost of a stamp. Facebook and Microsoft don't even bother charging because they say it's too difficult to get compensated for this."

Presenters on the panel observed that existing laws and treaties do not respond to various privacy risks that arise in digital environment. The Budapest Cybercrime Convention is a decade old, while the European Data Protection Directive and the US Electronic Communications Privacy Act date back to 1980s, predating the modern Internet ecosystem.

Profiling and Behavioral Advertising

Information about users' behavior on-Iine is often utilized for profiling and targeting purposes. This is not only beyond users' control but also frequently without their awareness. The entire online behavioral advertising ecosystem is based on uncontrolled data processing, which operates smoothly without the need to obtain users' informed consent.

One particular topic that surfaced in this context was the promise of privacy enhancing technologies and the way these technologies conflict with the business models of companies that provide services for free via ads. Soghoian pointed out that it is very difficult to deploy privacy protective policies at companies with ad-supported services. If data stored in Google docs or on Amazon's servers was encrypted, those companies will not be able to monetize the data. "They are analyzing the content of your e-mail to show you ads, and there's not really a privacy preserving way for them to target those ads to you without seeing your data," says Soghoian. "When you give your data to a third party, you lose your control over it and the government can come in whenever it likes, with a valid court order, but they are relatively easy to obtain, and get your data."

Vint Cerf, the father of the lnternet who is now the vice president and chief lnternet evangelist for Google noted during the panel that Google encrypts access to its services, - such as HTTPS access to its search engines. But Cerf acknowledged that implementing encryption with cloud-based systems is difficult, especially if all the crypto must happen in the browser. "We couldn't run our systems if everything in it were encrypted because then we wouldn't know which ads to show you," said Cerf. "So this is a system that was designed around a particular business model."

Cerf says the biggest problem is that cryptography is not very convenient or easy to use. He said companies should work hard to make it simpler and give users more tools to limit what happens to their information. Cerf said Google has designed its system to control personal data.

"At Google, anyway, we don't share any of the information that's in the system with any third parties except under the legal constraints that we're required to abide by,"

Cerf. "It's true that we use a lot of information to generate, select and display ads, but we don't share that information with third parties. Some people misunderstand the way the system works. The information stays in the environment."

A person participating in the discussion noted that Google Analytics on his web site allows him to see user's personal data such as what key words were searched to get to that site and what browser is being used. But participants agreed that Google is taking firm steps to help preserve privacy by promoting SSL by default. Participants noted that most users do not have an effective legal regime that would protect their privacy in this context. Only some of the leading Internet companies offer their users the possibility to opt-out from cookie-based behavioral targeting. It was noted that the European Commission is currently considering a revision of its legal framework regarding e-commerce and online privacy.

Access to Data Stored in the Cloud by Law Enforcement Agencies

Governmental access to data stored in the cloud is particularly worrying given the globalization of web based services and the fact that data is often stored in a different country than the user's country of origin. If the data is stored in a country with doubtful human rights record or very lax regulation on the access to data for public security reasons, a number of privacy risks will arise.

Cerf insisted that Google only responds to valid requests that are accompanied by court orders or subpoenas. However, it was noted that even international corporations will struggle while confronted with a perfectly valid subpoena issued by the authority representing authoritarian or totalitarian regime.

"As far as governments go it's pretty clear that if the information is available and public and the government feels the need to protect the citizens that they are going to take advantage of whatever they can find in public," said Cerf. "So we have little choice; if things are shared in that way, governments are going to go after and use that information."

Participants discussed the unique surveillance capabilities available to the US government, due to the fact that so many widely used cloud computing and communications services are located in the US. Although European countries may have strong laws that protect the data of their citizens, the US government and its powers issued under the Patriot Act and FlSA have a long reach - thus putting companies in a very difficult position, where they are in conflict between the laws of the US and other countries. As European, Asian and African governments consider placing their own citizens' data in the cloud; they will have to evaluate the cost savings against the legitimate desire to keep such data safe from foreign political surveillance.

Soghoian noted that Google's use of SSL encryption by default for Google's Gmail service helps to both protect against computer crime and enhance privacy. But he notes that Facebook and Twitter and Microsoft and Yahoo! have not followed

Google's lead and some governments are also unhappy with SSL by default. Soghoian noted that Google was the target of a sophisticated man-in-the-middle attack performed in August by the lranian government in which 300,000 Iranian users' e- mail communications were intercepted to get around Google's encryption.

If CoE, law enforcement agencies and governments were really concerned about protecting against cybercrime, Soghoian argued, they should push for default SSL, timely security updates and OS hard disk encryption. "So if we do care about cybersecurity and cybercrime, we would be seeing governments pushing for real security instead ofjust expanding their powers," said Soghoian.

Mandatory Data Retention

Another issue that was given substantial attention during the panel and open discussion is mandatory data retention. lt was noted that government agencies throughout the world are pushing for laws that force online third party providers to collect and store more personal information that they need for the purposes of their business. Moreover, data retention's legal obligations to log users' lnternet use are usually paired with provisions that allow the government to obtain those records, ultimately expanding governments' ability to surveil their citizens.

Citizens groups and civil society organizations find these controversial laws invasive and overbroad. Some countries' courts and tribunals have struck down data retention laws unconstitutional. This is the case with mandatory data retention regime existing in the EU, which forces all lnternet Service Providers to store traffic data for the period up to 2 years so that it can be easily accessed by law enforcement entities. lt was noted that Data Retention Directive is currently under review. Panelist Katarzyna, director of the Panoptykon Foundation, noted that her home country of Poland has one of the worst data retention law in Europe with more than 1,000,400 requests for information per year and many cases of abuse. She noted that privacy activists in the EU are discussing how to fight data profiling and whether user consent should be needed to place cookies. Szymielewicz observed that the EU is pushing data retention proposals that go beyond the current requirements for telecommunications companies and lnternet service providers to any entity that provides an online service.

"Data stored by telecommunication companies says a lot about your routines, a lot about your social network, a lot about where you go, what is your location," says Szymielewicz. "So law enforcement can not only trace you back, but can also predict your future behavior.

Security vs. Privacy

Another significant theme of the discussion was an alleged conflict between security and privacy. It was suggested that these two values can be reconciled if sound security policy is pursued. Neither privacy nor general freedom must be the price for increase in public security. At the same time it was noted with concern that some governments justify their notorious attempts to pierce the veil of anonymity and waive the protection of personal

data through by pointing to a need to protect national security and engage in lawful investigations.

The Cybercrime Treaty

In recent years the CoE has prioritized ratification of the Cybercrime Convention by non-European countries, and has provided extensive technical assistance to countries that are implementing its provisions in their national law. Even for countries that have not chosen to ratify it, the Convention has become a "guideline" for those interested in developing national legislation against the perceived increased threats of cybercrime.

EFF remains concerned about the potential impact of the Convention, and overbroad national implementations of it, on citizens' fundamental rights. We have several concerns.

The Treaty provides detail on the types and character of surveillance powers it grants law enforcement agencies. While it mentions the need for privacy protections in a general sense, it fails to encode specific privacy protections necessary to limit the new powers it grants. As a model, then, the treaty is more likely (and has proven more likely) to encourage overbroad surveillance and less likely to ensure adequate privacy protection.

The flaws inherent in the Convention itself are exacerbated by the fact that it was drafted over ten years ago and much has changed since then. The Convention was premised on the notion that 'traffic data' (data generated by computers as a by- product of online interactions) is 'less sensitive', and so should be more readily accessible to law enforcement. But today's 'traffic data' can include such sensitive information as your otherwise anonymous online identity or your social network of interactions. Mobile companies and our lnternet services providers are now recording our whereabouts at every moment, and we are leaving far more detailed footprints that reveal sensitive information of our daily lives. Sensitive data of this nature warrants stronger protection, not an all-access pass.

Panelist Alexander Seger, the head of Economic Crime Division at the Council of Europe, told the gathering that cybercrime is a greater threat to privacy than governments and that the European Court of Human Rights has ruled that governments have an obligation to protect the privacy of citizens against criminal intrusion. Seger believes that references to human rights language in Article 15 of the Convention promotes human rights and the rule of law and allows the treaty to comply with the European Convention of Human Rights and other agreements. He said that the Convention offers safeguards to prevent over-criminalization by supporting the principle that the legal measures are proportional to the offense and by requiring judges to authorize more invasive measures. "It clearly says that interception should be limited to serious offenses, not just to - not be applied to any offense," said Seger. "Service providers are not asked under the Budapest Convention to preemptively retain data. Its data expedited preservation. It's for specific specified traffic or content data, but it's specific."

Panel moderator Katitza Rodriguez noted in response to these comments that, the convention is specific on new powers, but vague on protections. Rodriguez was especially concerned that the Convention provides itemizes specific new powers while fails to encode human rights protections with equal specificity. This lack of specific allows countries to implement provisions that can criminalize legal efforts, such as security research activities. Also, while the Treaty does state in general terms that human rights must be respected, it does not clearly set out specific legal standards countries should use to ensure the extensive powers it grants law enforcement are not abused. This is particularly an issue in non-European countries with weak civil liberties. "There are many countries -- and just my country, I am from Peru, from Latin America - we have an ex President, currently in jail, for massive illegal interception of communications." ln many countries law enforcement agencies may not need increased surveillance powers and their judicial system might lack independence.

Seger pointed out that the Convention helps countries around the world establish proper codes of criminal conduct. "We can engage in a dialogue, and that's what we are trying to do in order to help countries take measures against cybercrime, but also improve human rights and the rule of law in any country."

But panelist Amr Gharbeia, a technology and freedom program officer from the Egyptian lnitiative for Personal Rights, countered that in transitional countries like Egypt, ensuring privacy requires that policy makers address questions about rule of law, transparency, national security definitions, and investigative procedures that treat the lnternet as a special domain. This is particularly a potential issue where 'cybercrime' is already defined very broadly. Gharbeia noted that, in Egypt, "[i]t's actually illegal for you to use any encrypted transmission. So basically everyone who is logging on the Facebook or Twitter account (...) are actually violating the law in Egypt"

Gharbeia added that in Egypt, developing privacy safeguards that respect the rule of law would require the reinvention of enforcement agencies. He says transparency is also very difficult and companies are required to keep logs for indefinite periods and then hand them over without any clear process. "Trojan horses like Finfisher, by the U.K. based company Gamma, and other systems that live in the center of the network have been found out," said Gharbia. "The only way to find out what the surveillance operations are going on in a security apparatus is if you actually break that. There is no transparency."

Conclusion and Further comments

The architecture and development of the lnternet have caused individuals to lose control over the collection, use and transfer of their personal data online. The fundamental value exchange underlying the lnternet economy is that services are provided free of charge in return for pervasive use of individuals' information. This business model remains opaque to many users, who willingly or unwillingly share massive amounts of personal online data with a myriad of parties.

Users should not be alone in their struggle to maintain privacy in digital environment. Sound legal regulation is needed to ensure that fundamental rights of the users are respected. Users should be offered real choices whether to share their data with corporate entities and trade certain services for their privacy. This choice should not be limited to a formal right of consent. The notion of "informed consent" has eroded in the digital environment because of lack of education and awareness of how popular services work. There are also too few viable alternatives for equivalent services that do not require that users provide personal data.

"If you are paying a company for a service, then maybe they will deploy some more privacy enhancing technologies," observed Soghoian. "But when the company is monetizing your data, to provide you with a free and useful service, it's going to be really difficult for them to justify not saving any data by default or deleting IP addresses the minute they come in the door. Those are going to be tough decisions to get past the marketing team and other teams within the company."

Ensuring transparency and education should be the very first step in empowering users in online environment. The next step is to make fundamental principles of data protection - such as data minimization, proportionality and accountability of data processors - internationally binding. One way to work towards this ambitious goal is through the revision of the Convention 108 under the auspices of the Council of Europe. A second important forum for creating new standards can be offered by the EU through a pending revision of the Data Protection Directive that can reshape the whole data protection framework. Another possibility, which should be explored in parallel (never as an alternative) is putting further pressure on international corporations to adopt binding corporate rules with regard to privacy.

Binding privacy standards should also be enforceable against national states. While existing international conventions do contain sound principles with regard to the right to privacy, such principles are notoriously violated by both authoritarian and democratic states under the label of national security. Gharbeia pointed out that in 2006, according to Amnesty U.K., Microsoft handed over the details of the Hotmail account belonging to anti-nuclear activist Mordechai Vanunu's before a court order had been obtained by alluding that he was being investigated for espionage.

The challenge of mandatory data retention and the use of commercial data stored in the cloud by law enforcement agencies is increasingly relevant across the globe. One of the most striking examples of this tendency is a US law that allows for political surveillance of foreigners' data stored by US-based companies (FlSA).

There is clearly an urgent need to adopt international standards for data protection in vertical relationships such as the citizens vs. state authorities. In order to do so, we need to consider the following questions:
* What limitations should apply to the scope of data being collected by various types of commercial entities, lnternet access providers, search engines, on-line shops, social networks or web mail services?

* Should there be a legal obligation to store any data generated for commercial purposes and if so, for how long and for what purposes?
* Finally, what should be the conditions for law enforcements agencies to obtain access to personal data, regardless of whether it is stored for commercial or public security purposes?

Data protection should be seen in a broader context. The principles we adopt today will become more and more relevant in the future. They must be robust and adapt to the development of new web-based services, such as lnternet of things, the smart grid or increasingly popular geolocation services. Policy makers have an obligation to protect basic human rights and develop strategies that work.

Report of Workshop 193:

Title: Addressing some unintended consequences of participation in the digital environment

Organization: UNESCO & UNECA

Reported by: Paul Hector

A brief substantive summary and the main events that were raised:

UNESCO and UNECA successfully organized a workshop on the unintended consequences of participation in the digital environment. The session examined challenges around:

i.) Diversion of resources,
ii. Trust and safety,
iii. E-waste and
iv. Linguistic diversity and survival.

The panel drawn from academia, civil society and the policy-making community offered rich and varied insights into the identified challenges and their implications for the African information society. A lively interactive session following the presentations allowed deeper exploration of the session topics and drew on the audience's diverse experience in addressing similar challenges in other developing regions. Of the 4 topics, e-waste and the role of ICT in supporting the survival of African languages captured the greatest attention. The cross-fertilization of ideas, raising awareness of other global initiatives allowed a number of networks and resources to be identified which could enable interested persons and institutions to further explore/undertake activities in these areas.

Conclusions and further comments:

The session while recognizing the challenges of the unintended consequences reaffirmed the importance of continuing efforts in Africa to reduce digital divides and expand opportunities and participation in the digital spaces. Measures identified to mitigate adverse effects including awareness raising of policy-makers and civil society, including information on adverse consequences in information and digital literacy programmes stimulating local content creation. Participants were also invited to provide the organizers via e-mail with proposals for follow-up activities.

The co-organizers extend their appreciation to the 4 panelists and the session participants for their active engagement and contribution to its success.

Report of Workshop 202:

Title: Cybersecurity: Safeguarding the Global Internet and Emerging Issues/Opportunities for Developing Countries

Co-Organizers/Co-Moderators:
- Ms. Liesyl Franz, TechAmerica
- Mr. Hisham Ibrahim, AfriNIC

Panelists:
- Dr. Burt Kaliski, Senior Vice President and Chief Technology Officer, VeriSign
- Mrs. Ayşe Gül MİRZAOĞLU, Assistant ICT Expert, Information and Communication Technologies Authority (BTK), Turkey
- Ms. Susan Morgan, Executive Director, Global Network Initiative
- Mr. Jimson Olufuye, President, Information Technology Association of Nigeria
- Mr. Christopher Painter, Coordinator for Cyber Issues, U.S. Department of State
- Mr. Ashok Radhakissoon, Legal Advisor, AfriNIC

Three themes from discussion:

National attention to the issues of cybersecurity is important:

- Establishment of a new ICT Ministry in Nigeria to encourage build up of the Internet infrastructure in Nigeria and look at cybersecurity issues
- Recent cybersecurity exercises in Turkey brought together 31 public and private sector organizations to conduct a cybersecurity exercise that heightened press interest in cybersecurity and raised citizen awareness of cybersecurity issues.
- The need for the development of Computer Emergency Response Teams, or CERTs that can conduct analysis and response AND connect with colleagues on cybersecurity
- Strategy development and priority setting in the U.S. The international cybersecurity policy three principles are (1) diplomacy, (2) defense, and (3) development.
- Noted that the regional and international components of cybersecurity are crucially important as well, so need to look outward for engagement

Cybersecurity is a shared responsibility and collaboration is key:

- Collaborate with international partners to establish norms for cyberspace that guide behavior
- Also important to foster intra-government collaboration to be able to share resources and put up a common defence against cyberattacks
- Attackers are everywhere, but so are the defenders. They can be anywhere, including in the developing world. That's why collaboration is so key. Cybersecurity is fundamentally the connection between those who want to work together.
- Need to look at policymaking in a different way. Should not make policies that load the Internet with too much legislation or regulation that hampers the use of Internet. Means more government opening up. Effective and proactive consultation must be put into place first to discuss how to put secure cyberspace in place
- Shared responsibility includes education first. Discussion about responsibility of the end user to protect themselves. Also a discussion of resilient and secure systems that survive even when end users fail
- Noted the importance of collaboration between government, industry, and law enforcement to address cyber attacks appropriately. Seeing positive trends in that regard - ; cross border cooperation is key, recommend looking at the Budapest Convention. Also, increased engagement with law enforcement has helped with how Internet numbers are registered.

Complexity of the Internet and Cybersecurity is a real issue:

- Capacity building is a key component of raising competence globally on cybersecurity. The U.S. and Kenya recently hosted an East Africa cybersecurity seminar in Nairobi.
- Need to find balance points between cybersecurity, freedom of expression, and law enforcement; there does not need to be inherent tension between cybersecurity and fundamental rights of freedom of expression. Policymaking needs to be done with both in mind. No one stakeholder group can address this issue on their own.
- Collaboration is key, but there is a tension between the speed of technology and the time it takes to build trust and collaborative environments
- In developing mechanisms to address cybersecurity, we don't need to re-invent the wheel but adapt existing mechanisms to our own circumstances to leverage and benefit from experiences and models.
- Treaty is not the answer. Technology moves too fast – collaborative action will have more impact; standards and global principles; and collaboration is where we can make a difference.

Report of Workshop 205:

Title: Freedom of Expression on the Net: Current Threats to the Internet's Architecture That Undermine Citizens' Rights and the Free Flow of Information

Organized by: The Center of Technology and Society from Getulio Vargas Foundation Law School in Rio de Janeiro (CTS/FGV), Brazil, in partnership with Electronic Frontier Foundation (EFF). Composed by Elvana Thaci from Council of Europe Media Information Society and Data Protection Division, Desirée Milosevich, from AFILIAS, Pedro Less, senior policy council of Google Latin America, Kurt Opshal, senior staff attourney from EFF and Joana Varon from Center of Technology and Society at Getulio Vargas Foundation Law School in Rio de Janeiro, Brazil.

Elvana Thaci started her presentation pointing out the relevance of the European Court of Human Rights, which she called the "Jewel in Council of Europe". The important element of the European Court of Human Rights is that all European citizens can access the Court against their Member States for a failure in protecting fundamental rights and freedoms. After that consideration, Elvana Thaci briefly commented the standards developed by the Council of Europe concerning freedom of expression and freedom of the media related to the Internet in particular:

1. Declaration on Freedom of Communication on the Internet
2. Public Service Value of the Internet that is composed of two elements:
2.1. Citizens legitimate expectation that the Internet will be accessible, affordable and secure and their reliance on the internet for everyday activities on the internet. This notion of the Internet reflects within the policies on the Council of Europe, meaning that there are roles that the states should plea to security, accessibility of the Internet, the openness of the internet and the diversity, in particularly, the diversity of content on the Internet.
2.2. Use of Internet filters - the Council of Europe provides guidelines to member states on how to properly use filters and to monitor the use of filters. For example, users should be given information on when fillers are used and they're fully aware of what is happening. And the Member States should review their use periodically. The States should also raise the awareness of corporate and social responsibilities of the use of filters. More recently, the Council of Europe has been looking through the intersection between Internet infrastructure and the way Internet is managed, related to freedom of expression and access to information.
3. Declaration of Network Neutrality, adopted in 2010, engage the Member of States with the principal of network neutrality and engage it implementation within the countries' domestic policies.
4. Cross-border Internet - the universality and global nature of the Internet are considered by the Council of Europe as preconditions for people's access.
5. 10 Principles for the Governance of the Internet. The first principle is protection of human rights and fundamental freedoms. The second is multi-stakeholders and then it goes on with principals such as open network, centralized management, cultural diversity.

Desirée Milosevich centered her speech on current tensions and political threats to freedom of expression on the Internet, what are the political motivations for censoring the

Internet and what are the tensions that intermediaries are currently experiencing in the managing of Internet infrastructure. She identified that some of these threats can be of an economical nature whereas other can have a critical political nature.

To understand the nature of the threat she considers important to define who the intermediary really is. Normally, the intermediary is understood as the Internet service provider. In those roles, the intermediary is high speeds and web hosting companies, ready straws and registries and they are really there to not interact and not interfere with the free flow of information and to connect people to that data. So, it is very important that the interpretation of intermediaries within the European Union has been approved so that intermediaries are not rightly indemnified from the role that is to be the intermediary and we can see in various legislations including European ones that they can suffer from very serious financial and legal damages. Desirée Milosevich used as an illustrative example the European Court Case SABAM vs.Scarlet, involving copyright infringement and P2P network, which had not been sorted out by the time of the 2011 IGF, for future discussion on intermediary liability. By the time of the Conference, the Belgium Court had decided about the disproportionality of cutting down P2P networks and the effectiveness of such measures of controlling the internet traffic.

Bringing the discussion to the developing countries perspective, Desirée Milosevich pointed out the consequences of the Court's decision to intermediary in these States and that the uncertainty of legal and financial responsibility of intermediaries is crucial to business models of those countries. To finish her presentation, she explained the difference of being an intermediary and a publisher and the consequences of when you regulate the intermediary as a publisher. As for example, the root service operators, they do not edit the ionas on group files, they merely distribute the content. So, the intermediaries are not publisher of information. She cites the e-Commerce Directive, article 19, which explains the role of ISP as to conduit information. However, the ISPs are not free of financial liability as well as from legal liability. Intermediary definitions touch upon other issues, like the discussion about unclarification of personal data definition on the Data Directive. And Desirée Milosevich finishes her panel talking about Copyright Laws and their major affluent of trying to regulate the Internet infrastructure.

Pedro Less pointed the importance of these kinds of multi stakeholder fora and, as an Internet company, the importance of sharing their policies regarding freedom of expression online. According to his presentation, more or less 40 governments are willing more to control the Internet, interfering with Internet service or content. The most blocked contents are the political ones. As an example, Pedro brings out the Google Transparency Report and how Google services, such as Youtube, have been censored in, at least, 25 countries. Where you can also identify the measures governments have been asking Google to take blocking and filtering internet services.

Pedro Less uses the Argentinean example: "all the Internet service providers received a notice from the Telecommunication Regulator to respect a Court order of blocking streaming websites. What hand is that many ISPs proceed with an IP blocking because in one of the court orders, an IP has been stated in brackets next to one of the domains. The

consequence of that is that more than one million possible bloggers have been blocked. Just because the ISP blocking was by IP blocking rather than domain name". This was a response to a request by the government to block a website that revealed military and political secrets.

Pedro Less calls the attention for the specificity of Court orders that demand content blocking by ISPs. And in the human rights arena, Pedro recalls the Human Rights Committee of the United Nations that stated that bloggers should have the same protection as journalists. Still on the UN human rights approaches, Pedro Less talks about Frank La Rue's Report on Freedom of Expression on the Internet. Pedro mentions that the report condemns several initiatives, especially measures known as "three strikes", which are aimed to block file sharing and can even block users permanently from the Internet use.

Joint Declaration on the Freedom of Expression on the Internet signed by the UN, the Organization for Security in Europe, Organization for American States and the African Commission on Human and Peoples Rights. Pedro considers this the most comprehensive literature in this subject so far and encourages the adoption of the principles established in this joint declaration in a regional and international level.
He read some principles like:
- Freedom of expression applies to the internet as to all means of communication
- Restrictions are accepted only in rare occasion, only when complying to a law and within national standards
- ISP can not be reliable for harmful content delivered by a third party
- Mandatory blocking of websites and IP addresses represent an extreme measure analogous to a prohibition of a newspaper, television or radio.
- Single Publication Rule

New Document quoted by Pedro Less:
International Code of Conduct for Information and Security

Joana Varon talked about the research proposed by Centro de Estudios en Libertad de Expresión y Acceso a la Información of Pallermo University from Buenos Aires about filtering measures in Latin America and how it impacts freedom of expression. The goal of the research was to analyze legal provisions that open space for filtering practices in the region assessing if and how they can threaten freedom of expression.
The research used as base net neutrality provisions either laws or drafts bills, content regulations and regulations of liabilities. Joana states that although Latin America isn't a region full of internet enemies in terms of internet freedom, the region has substantial problems with offline press censorship.

The research considered Frank La Rue's report statement that if filtering content must be accepted in extreme cases such as child pornography, we should take into account that it must be provided by the law, which is clear and accessible by everyone. She mentions the article 19 of the IPCPR. Joana highlights that even though the article 19 mentions necessity and proportionality of the measures, those concepts still might be threatening

when used in an extensive manner. Joana points out the judicial decisions don't detail enough how and in which ways the filtering must take place, they don't talk about transparency and disclosure. Still on judicial orders, she remembers that they don't establish any standards, so the intermediaries are set to establish these standards. And the court orders mean private decision on public interest matters. This is an environment of uncertainty for intermediaries and users. And this uncertainty environment generates an incentive for more filtering measures with no transparency and the laws don't have specific provisions for protecting freedom of expression. In order to be safe, intermediaries tend to filter more.

Kurt Opsahl starts questioning about what kind of future we want to live in. He considers the Internet the most vibrant platform for the freedom of expression that the world has ever seen. The user generated content has democratized media and this allows diverse points of view to find communities alike. Internet intermediaries are a special concern because they're essential for the seek and receive impart information. They facilitate communications. They can protect freedom of expression if they have policies that are appropriate to freedom of expression. They also provide points of failure. Each kind of internet intermediary, as for service, access or domain name, they can be used to block internet. Kurt Opshal focuses on domain names because domain names are necessary instrumentalities of speech and lately, the integrity of the domain name system has come under attack.

- ICE: Immigration customs and enforcement of the U.S. department of homeland security: warrants against domain names associated with websites that were allegedly offering unauthorized movie downloads.

- MOO.com - misunderstanding of the system that caused a lot of collateral damages. MOO.com allows sub domains, discussion forum and don't hold control on the content offered, like sharing of academic papers. About 80,000 websites were engaged in this platform, and because of a blocking in one of the sub domains all the websites were taken down.

- ROJAdirecta.com and ROJAdirecta.org - Spanish based that held links and streams for sports events. Spanish Court decided that was legal and lawful according to Spanish laws, nevertheless, it was seized by ICE. The domain name seizure, for Opshal, is not focused or tailored to address the issue and he finished the examples with current possible threats to the system such as COICA and PIPA: "COICA was a censorship deal that was run over freedom of expression. Now, fortunately, it failed to pass congress, but that was not the end and more recently, there was another proposal following along the same lines. Protect IP Act or Pipa. It was still riddled with problems on the Internet. Pipa expands some of the capabilities and now includes a private action for intellectual property owners which they can proceed directly on their domain name without any governmental actions. This is increasing the opportunities for this blocking to occur. And it has expanded to include additional category of third party providers that can be sent to these court orders. And it requires targeted DNS servers and ISPs that identify domain names to the domain IP address and preventing users from accessing those sites regardless of

what information is on them." Opshal states that the use of DNS to police the internet is not effective on the long term.

Frank La Rue comments that he refuses to believe that there exists a broad difference between what states what to adopt as measures and the protection of human rights. Some concerns of the States are absolute legitimate. The problem is that to use those political issues to regulate communication vehicles, this must be done through law. There must be a specific procedure and an exceptional one. Not the rule. "We can't decide about freedom of expression under the comprehension of a particular state or one international corporation". To illustrate this assumption, Frank La Rue used the different perspectives towards wiki leaks.

Report of Workshop 212:

Title: Privacy and security in an open/realtime/linked data world

Organization: Access

Contact Person: Jochai Ben-Avie

Reported by: Keisha Taylor, Jochai Ben-Avie (Access)

A brief substantive summary and the main events that were raised:

This workshop explored the use of open, real-time and linked data for inclusive development and the privacy and security risks inherent in that use. Access also took the opportunity to launch a paper on "The Importance of Net Neutrality in the Emerging and Development countries" and another titled "Towards a Rights-Respecting Copyright Enforcement Mechanism: An Alternative to Notice & Takedown" at the workshop. Panelists and participants delved into issues as outlined in the background paper provided prior to the workshop. The opportunities for use of open/real-time/linked data were first highlighted. This was followed by the presentations on the challenges of doing so. Many questions were raised by participants through the workshop. There were approximately 100 people in attendance. The full transcript of the workshop is available on the IGF website. Many panelists highlighted the need to educate the public about ways in which data are not only useful, but also about where their data are stored, what they are being used for, and the privacy issues that may arise with their use. The absence of any clear legislative framework for use of these data for development purposes was also noted. The potential for open data to equalize power relationships was repeatedly recognized and so was the potential for such data to be used for development. Privacy and security issues that arise with the use of such data were also discussed at length throughout the workshop.

Erik Hersman spoke about Ushahidi, which gathers information from different sources such as SMS, Twitter, e-mail or web forums and then maps this information (social data and crowd data, or so-called "enablers of this data exhaust") to help the public understand

what is taking place in times of crisis, elections, in post-disaster scenarios, and other situations. Ushahidi is trying to change the way information flows in the world so that ordinary people have a voice. Hersman noted that we need to strive for more equality of power within information collection and sharing because those with the most capital (government and big corporations) can make the best use of data. The challenge is to enable citizens to also be empowered to make use of their data.

He said, however, that "no matter how secure we make the Ushahidi platform we can't secure it completely because at the end of the day if someone sends an SMS, that's open." Moreover, depending on the relationship between the government and the mobile operator, data might also be easily accessible by government for good or bad purposes. He posed this question: "We have corporate interests who can shut things down, whether or not it's legal. We have governments who can shut down things whether or not it's legal and we have citizens who can bypass all of it as well. So who is in charge of the data?"

Tim Davies founder and co-director of Practical Participation spoke about the open government data portals being made available around the world (including Kenya) but also of the fact that not all datasets are equal. The International Aid Transparency Initiative (IATI), a political process aimed at getting donor governments to open up data on aid projects was also referenced. It is hoped that this effort could encourage greater accountability, cooperation between agencies, limit duplication of efforts, and support innovation. He noted that, "open data alters the balance of power." However, Davies also spoke of the potential for open data to be misinterpreted or misused. "Making data accessible means more than just publishing a data set for it involves building skills to make sense of the data."

Robert Kirkpatrick, Director of UN Global Pulse, gave a brief introduction to his initiative, which is exploring how to use this new world of big data to improve government and public understanding of whether policies and programs are working, help populations who are at risk of harm, and assessing policies leading to reversals in global development. UN Global Pulse is looking into using corporate data, in particular, to inform development policy. He, however, acknowledged that "If we compromise privacy and safety [of users] in order to protect them, we have failed."

Moez Chakchouk, CEO of the Tunisian Internet Agency (ATI), spoke about privacy and security issues in Tunisia, both before the revolution earlier this year that saw the overthrow of long-time dictator, President Zine El Abidine Ben Ali, and the challenges facing the interim government especially regarding Internet censorship. Before the revolution, strong partnerships between ATI and some North American and European companies were in place and making the agency a testing ground of censorship technology. Those companies offered significant discounts on use of software and hardware to the Tunisian government as well as privileges in exchange for testing and bug-tracking of new solutions. He said confidentiality contracts preclude him from naming the companies, but said after the revolution the ATI is determined to evolve those partnerships in order to transform all censorship equipments for another use. Government subsidization for censorship is no longer available after the revolution and ATI can no

longer pursue any kind of censorship activity. Chakchouk spoke of the challenges of overcoming this history, crafting regulations that genuinely protect users and their rights, as well as becoming a leading Internet Exchange Point in accordance to best practices in the field in term of transparency and neutrality. Simultaneously, Chakchouk related, the elected Tunisian constitutional assembly, following elections to be held on October 23rd of this year, will begin writing a new constitution which he hopes will incorporate privacy and free speech issues on the Internet as well as Internet access as a fundamental human right for Tunisians. He, however, noted that privacy is a subject that must be discussed more and more as the government considers its position on censorship and the Internet neutrality.

Anahi Ayala Iacucci, Internews Innovation Advisor for Africa, presented on a Ghanaian project that she is involved in which is developing a real-time system that enables rural areas and specific villages to bring information to the NGOs and civil society organizations, so that they can respond immediately to a specified problem, in this case, child exploitation. Speaking about the project, she noted that the majority of the child trafficking and violence happens in rural areas, but most of the people that can actually respond and make policy around this terrible problem are in the capital. She further noted the privacy and prosecution challenges around these kinds of data, as data protection regulations in most jurisdictions strictly prohibit the sharing of information about children. She also noted a lack of understanding and knowledge amongst small NGOs and individuals on the ground about the security threats inherent in the use of real-time data. She said that in order to build a successful technology project we also need think about what we would do if the technology was for whatever reason no longer available. "There should be a focus not only on technology but on real people and social networks as well."

Sophie Kwasny, lawyer, Council of Europe's Data Protection Unit, spoke about the Council of Europe's perspective that data protection is linked to fundamental human rights. The Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data is a general framework for protecting personal data and applies to public sector, private sector. This 30 year old convention was valid today as it was 30 years ago since it was drafted in a technology neutral style. They are now assessing if the protection principles are still fully sufficient/relevant. She noted that sensitive data cannot be part of profiling except if legal safeguards allow it and that if adequate provisions for personal data protection are not in place this will also affects freedom of expression.

Conclusions and further comments:

Comments:
Importance of Education and Building Awareness -
The workshop highlighted the importance of building awareness, encouraging users to make more conscious choices about what data they share, as well as educating the public about the benefits and privacy issues inherent in the use of their data. The way in which privacy concerns limit the potential for the use of data for development efforts was also

noted. As Davies pointed out, "There has to be a scale of different levels of resistance to access data as this is not a simple open/closed dichotomy."

Who owns the data and what data are being collected?
Kirkpatrick brought up the issue of control over citizen data. Different models regarding such control are arising and being adopted by various governmental agencies. Is it the individual, the government, or corporations that should assume control and ownership of these data? Hersman pointed out that the people making the rules are not the ones using the data. "The future is all about contention over information... that is the big battlefront of our generation ... This will play out in different ways with different government and different corporations."

The role of individual citizens versus suppliers of public services was also brought up by Davies. He noted that we want data on companies, but when it's data about money individuals received from the government, that is commonly considered private. "I think this open data from governments versus open data we publish ourselves will create a whole set of new issues."

Anonymisation -
The extent to which we save our content and protect our privacy while social media continually request more information about us was questioned. Using data for unfair profiling of individuals was also raised and so was the impact that using pseudonyms will have on the value of open data. Hersman noted that Ushahidi are strong proponents of pseudonyms. "We just care that the source of information, whether e-mail address, phone number, Twitter handle, whatever, can be trusted." However, whenever you allow everybody to be anonymous you are also allowing government to be anonymous, which in some cases has led to arrest and torture. The use of technology without a clear framework and proper procedures can create problems.

Richard Allen, Facebook's Director of Policy Europe, Middle East, and North Africa, who was in the audience, noted that though some services offer anonymity, Facebook requires a reciprocal relationship. "Facebook works because people have real identities." While he said that his company understands the cause for anonymity, they do not think that others should dictate how web services are set up.

Jochai Ben-Avie, Access' Policy Director and the panel moderator, cited eBay as an example of the use of pseudonyms working. People buy things on eBay from people all over the world, who they have never met, and who don't use their real names everyday, instead relying on the trust rankings of others in order to have confidence in online transactions and interactions.

Issues Surrounding Regulation -
Questions circulate around how to use data for development while protecting privacy. For instance, how do rules regarding what data you keep and how long you are allowed to keep it affect the use of this data for development? There were also concerns about whether privacy regulations may affect smaller organizations being able to gather and use

data. In addition, one participant said "regarding this paradox between open flows and people's demand for privacy, if it isn't courts that make the decision, then who does make the decisions on this?"

Ben-Avie further noted in his introductory remarks, "that the capability to spatially display different datasets (either with or without a map background) has meant that one can eventually identify someone or thing with a high degree of accuracy. This is one of the challenges that arises when developing and applying privacy regulations. In other words, how does one apply a privacy test to a data set which itself may not identify a data subject, but when combined with another dataset might enable identification?"

Kirkpatrick noted that an analogy can be drawn with a lot of different products and services that we regulate where there's a risk of harm along with a recognized benefit. For example, in the U.S. and Europe, advertisements for pharmaceutical products talk about the benefits they offer, but, by law, they have to talk about side effects as well. It is worth considering these types of regulations for internet platforms as well. For instance, companies may be asked to provide tools which alert users about the implications of their use of a particular technology or platform.

Davies also brought up the need for taxonomy of privacy: "We have to really get into what do we mean when we say privacy is under threat." He noted that information collection, processing, dissemination, invasion, and intrusion all relate to very different types of data, very different types of concerns, and solicit different types of regulatory responses. If data is being collected, harvested, and shared without our consent, we need to set responses that may need to be legislative and technical. For example, if data is being abused for decision interference by insurance companies, "we hope [that] can be dealt with by legislation around banning that use of the data but not necessarily saying it shouldn't be there," said Davies.

Conclusion -
This workshop engaged multiple stakeholders in a conversation about the use and privacy and security issues of open, real-time, linked, and geolocation data. Significant work remains to be done to harmonise discussion, education, and regulation on open, real-time, and linked data for development, privacy, and security. The workshop revealed that issues are continually coming to the fore in the open/realtime/linked data world on the one hand and data privacy and security on the other. These divergent issues are continually colliding. The use of data for development and privacy will need to be informed by Internet Governance, yet little work has been done to date in this sphere. More work by multiple stakeholders is needed to ensure that these issues, which include those that arose in this workshop -- like the need to build awareness, educate users and governments, as well as craft better regulation -- are addressed. We must continue to learn from each other and work together to ensure that the data collected online enables development and does not hinder or at worst reverse progress already made. We hope that the information and dialogue generated from this workshop has helped inform those involved in Internet Governance and ICT policy about not only privacy and security but also the benefits of using data for development. The panelists and the panel organizers

look forward to working together to continue the conversation about these issues within the multi-stakeholder IGF environment.

Report of Workshop 438:

Title: The business of human rights: corporate responsibility and ICT's

Organization: Global Network Initiative

Contact Person: Susan Morgan

Reported by: David Sullivan

A brief substantive summary and the main events that were raised:

Dele Olojede welcomed workshop participants and explained that he would be guiding the conversation on the business of the human rights of freedom and privacy and the responsibility of players in the Information and Communications Technology (ICT) sector. He noted that the panel, with representatives from academia, the private sector, government, and civil society, would lead the conversation before the audience joined in, and would lead to a common understanding of challenges and opportunities.

Dan Baer:

The United States is one of several governments with a strong interest in business and human rights and Internet freedom, demonstrated by Secretary of State Hillary Clinton's speeches on Internet freedom, and work through the department on business and human rights. More broadly, US Internet freedom policy includes public diplomacy, bilateral diplomacy, and well-developed programs including training in digital safety, evading censors and security services, and circumventing technical blocks.

The topic of this workshop is the emerging frontier of Internet freedom policy. The experience of human rights unfolds online, where both hard and soft networks are owned by the private sector. Three questions to guide today's discussion: 1) Have companies and their connections and obligations advanced with the adoption of the Ruggie framework? Within Internet freedom, there is a taxonomy of issues related to companies including privacy, censorship, access/shutdowns, and complicity. Disentangling the places where human rights and corporate action intersect if helpful to move the debate forward. 2) What should the relationship between companies and governments be on these issues? Governments have a role to play by convening those who are interested, including companies. 3) Questions about privacy and blocking will not be resolved soon. How do we continue these debates while moving ahead? How do we talk about what companies should do for due diligence and work through them in a responsible way? Welcome thoughts and contributions. GNI, which fits into this third category, as a forum for companies to work through issues of substance and identify processes to help.

Pedro Less Andrade:

Google's mission is to organize information and make it accessible and useful for everyone. Always tied to free expression. It is hard to run a global service in many jurisdictions with different moral and cultural values, and different legal frameworks. 40 plus governments are interfering with free expression, but the objectives of interventions are very different. Some are related to politics, some to cultural or moral values, and others to individual interests. For example, YouTube has been blocked in 17 countries, and is fully blocked in China, Iran, and North Korea. Google is facing issues in Italy, for example, where it is facing criminal charges because of video uploads. Google sees the Internet as an enabler of human rights, proving access to knowledge and information. Denying Internet access is extreme issue. There is no solution that fills all of these problems. In Thailand, had to do IP block of videos on YouTube that denigrate the King. Although that content was blocked in Thailand, it is available on YouTube elsewhere. We have to comply with local law. In Turkey, there is a similar issue with videos that are anti-Ataturk. The Turkish asked them to be blocked worldwide. Google decided not to, and consequently faced a lot of blockages there. When faced with these judgments, Google positions itself on the side of the user and user right to access information. Google is also working on transparency, publishing the number of requests from countries relating censorship or blocking content. Working on tools for users to navigate anonymously. We have security measures for tools like email that are used by activists around the world. Help stakeholders speak out and share views. Need to take into account cultural factors, since what is normal in one country is not in another. Also consider political impacts. For example, the YouTube policy on shocking images. In important political situations (e.g. the murder of activist in Iran), there is a need to consider many issues before making a decision.

Some countries have specific requirements such as locating servers in a particular country for example Kazakhstan. Cybersecurity challenges are an emerging issue, as shown by the proposal presented by China, Russia, Kazakhstan, and Tajikistan for a code of conduct for information security.

Eduardo Bertoni:

CELE is working on research that is applicable for public policy. It was founded in 2009, with the objective to provide rigorous research to civil society, governments, journalists, etc in Latin America. Recently completed a survey establishing trends and comparing Latin America with Europe and the U.S. Preliminary conclusions from this survey are:
1) In Latin America, special laws for Internet have not been passed. Instead existing laws have been applied as is to the Internet, treating it as traditional media.
2) There is a lack of clear guidelines on consequences of Internet speech. Lack of understanding by judges, needs to be addressed.
3) Latin America has not contributed to international debates on Internet governance, the International Telecommunications Union, IP addresses and government roles.
4) In the region, telecoms laws do not regulate the Internet specifically. But could be interpreted to include it.

5) In criminal codes, the Internet is treated as a way content is distributed. In some instances, the distribution through publishing content on the Internet could aggravate the crime.
6) Users have been detained for publishing content on social media that could be political activity.
7) Courts have interpreted Internet as way offensive content could be distributed.
8) Defamation legislation. Libel tourism not addressed.
9) No regulation on ISP liability. Trend emerging that follows of judicial notice and takedown.
10) IN most countries in the region, specific intellectual property regulation for Internet activity has not been adopted.

Many issues could benefit from more research. Looking for good practices in other regions. Fundamental has to have impact in public society: work with governments, advocacy groups, and business. Also important is education: building capacity of judges, prosecutors, etc.

Susan Morgan:

GNI's participants include companies, human rights groups, investors, and academics. Formed three years ago, GNI is looking at protecting freedom of expression and privacy of users. Created Principles and Implementation Guidelines, to help companies think through responsible decisions when facing requests from governments, related to the technology they are developing, the products they are selling, and the markets they are operating in. In the last few years these issues have become relevant for many companies in many countries.

Companies who join GNI commit to implement GNI's Principles in their organization and to a process of accountability through independent assessment of that implementation. GNI also offers opportunities for policy engagement, and a safe space for learning, with companies and other stakeholders talking through complex issues confidentially.

This type of initiative is not new, but it is new to the ICT sector. Examples from other sectors include the Extractives Industry Transparency Initiative, the Fair Labor Association and other voluntary codes in apparel, and diamonds. GNI is more recent, but applies this type of model.

The Internet is playing an increasing role in our social, political, and economic life. Private companies provide the services that make that happen. And governments are increasingly interested in the role of communications technology. Company decisions, on where to store data, when to cooperate with governments, matter to millions of people.

Looking at the user perspective, there is a huge gap between what users need to know and understand about these issues, and what they need to be educated consumers. Because of this, very important to encourage transparency and accountability between companies

and governments in order to help users become aware of these issues.

Joey Lee, Human Rights in China:

Following up on the proposed code of conduct for info security, this is up for discussion at UN General Assembly as early as next week. Next step in growing cooperation among states to use, in practice and policy, information control to fight not only terrorism, but also to fight other things including political, economic and social instability. Challenging to be consistent with international human rights framework. Has obligation of governments to lead the private sector. Would be interesting to hear thoughts of panelists on how business can incorporate human rights into their operations, while navigating different emerging human rights standards and norms, or "the language" compared to "the spirit" of human rights.

Conclusions and further comments:
Q&A and Discussion
Pedro: We are true believers in the multi-stakeholder approach, and we join others to try to understand what is going on and how to coordinate this with "real" protection of human rights. We make analysis before we decide to provide services. How countries deal with human rights is an important issue. Consider many issues to determine how to localize in a given country. Some market related, some HR related. For countries that want to develop information society services, good treatment of human rights is also a magnet for investment. If you don't have a good framework for protection, there will not be willing providers of services. Also getting content closer to the user. For example, network access points to improve traffic depends on good regulatory environment.

Question: Presumably there is already at least 1 set of norms in the corporate social responsibility space. What you seem to be saying is this requires a lot more, not just adding to those norms. Question for Susan on the gap?

Susan Morgan: There are a number of CSR standards, such as the Global Reporting Initiative, which look at corporate responsibility in the round (covering social, environmental and economic issues). These are very broad. We are looking to create a CR standard that looks very specifically at this issue. Looks to the example of EITI and voluntary codes in the apparel supply chain. Requires more detail and emphasis, and public accountability in how companies respond. Second, there is a knowledge gap – understanding by users of where data is stored, what are the risks, and is the data encrypted? We have a long way to go in helping users understand the complexity of the issues and bridge this gap.

Question: On taxonomy, civil society has a critical role. Not just governments and business. Civil society groups are working with the private sector in their own right. Second, there is tension around the role of businesses as human rights defenders– upholding, defending and protecting rights online, but being asked by governments to violate those rights. For example, Vodafone in Egypt, complying with government requests to block service. The IGF, a truly multi-stakeholder forum, has something to

contribute. How should we measure different proposals?

Dan: I thought it was helpful to lay out the challenges, but there is a parallel taxonomy of solutions: law, codes of conduct, multi-stakeholder initiatives like GNI. In all of these, civil society plays a critical role. We have universal principles – they are in agreement. Article 19 looks prescient. Multi-stakeholder processes are something we try to engage as much as possible, even when not permissive. I meet with NGOs all the time, to hear about opinions, interests, and concerns that feed into official U.S. opinion. This is a safeguard, that helps make sure the interests governments are supposed to be representing are represented.

Question: We are missing a point. I expected to hear companies saying: how can we do more on human rights? For example, blocking content from Turkey, that violated the rights of Turkish people. The problem is, by abiding by unjust laws, corporations are taking the excuse of abiding by law, abetting oppressive regimes. What happens in one country affects others. Abiding by law in Turkey affects us in Egypt.

Dele Olejede: This has raised a central issue, the elephant in the room. Are we asking business to put itself in the position of violating the laws of a country? This is a core tension. Would like to ask audience, and have a conversation on this. Does anyone have different view?

Question: We are faced with the same issue. Business cannot be the arbiter of which government is oppressive and which is not. Some may view the U.S. as oppressive; others may view the former Egyptian government as oppressive. Business has to abide by the government of the land. Business needs guidance

Question: Joining a code of conduct like GNI is a very good idea. Other more restrictive measures are also possible within the EU, including dual-use regulation. May need to make certain technology usable for repressive measures subject to a licensing system?

Dele: The lack of regulation can also create opacity.

Susan: On the roles and responsibilities of business and Government, Government's primary duty is to protect human rights, business has a responsibility to respect, and then there is the need for access to remedy. Is there a role for like-minded governments to try to push the agenda from the government side?

Pedro: I didn't explain role of the public policy team at Google. Our role around world is to work with regulators, legislators, etc to change things. Started with 12 of us, now there are 80 people. Trying to change laws that are restrictive of free expression. Always challenge what is against rights of users, but do so with limits, including risks to people and assets.

Comment from the remote moderator: Notes that NSN have a human rights policy. There are people still in jail because of NSN technology.

Question: When we sold to Iranian operators, it was legal and encouraged. Double-edged sword. Technology first used to enhance communications, but then used to find people hiding from authorities. Technology is a double-edged sword. Don't leave it to business.

Question: Would like to make distinction between equipment and services, the issue of dual use technology is particularly difficult. Sovereignty and national law is a legitimate area of concern for governments.

Question: There is a model for government enforcement of good practices. For example: US law against companies operating abroad bribing officials. There is the NATO list prohibiting sale of arms to regimes. Also UN arms embargoes. Instead of asking individual companies to carry burden, maybe ask the same companies, through their Chambers of Commerce, to ask governments to pass laws forbidding things like what Yahoo did in China.

Dele: There is also a UK law that was introduced that would be effective in July on corruption.

Question: Companies exporting surveillance to authoritarian regimes should review human rights records provided by US State, UN reports etc. Not only focus on official docs, but also on reports by NGOs such as Human Rights Watch. Also, companies might look at the national level, how does government plan to use that technology? They should evaluate the issues at stake before they engage in selling technology.

Questions: We appreciate the work of GNI, and that Swedish organizations are coming onboard. But it would be better with more companies joining. How is GNI planning to engage more companies, especially in Europe? What are main problems? Is there a possibility to negotiate to get more to join?

Susan: In comparison to other initiatives, GNI is in the very early stage of its development. Now GNI has four companies, including a startup called Evoca who joined recently. GNI is engaging with other parts of the ICT sector. Over time, we hope to develop something that can be applied to the whole sector. The issues to be addressed including differences in business models, operational risks for people on the ground, dual use technologies, etc. We are looking at ways guidelines could be adapted to take into account different operational issues in different parts of the sector.

Question: User rights. Companies have clear responsibilities to ensure that whatever they do does not violate human rights. Risks not restricted to authoritarian regimes. Every user faces privacy and security risks. There are many issues including user awareness, consent, control about information, data breach notification, certificate authority hacked into in the Netherlands, etc.

Dele concluding remarks: This has been a spirited conversation! Here are a few takeaways: there is a clear need for stakeholders to talk through and negotiate the rules of

the road for conduct in this environment. It is unrealistic to expect individual companies to confront this by themselves.

Workshop Number: 441

Title: Framework for International Cooperation on Child Online Protection

During the 6th IGF, the workshop on Framework for International Cooperation on Child Online Protection was co-organized by three UN agencies leading in the area of child online protection: ITU, UNODC, and UNICEF.

Moderator: Ms Clara Sommarin, Child Protection Specialist, Exploitation and Violence, UNICEF

Panel discussion

- Mr. Andrew Mawson, Chief, Child Protection, UNICEF Innocenti Research Centre, Italy
- Prof. Dr. Marco Gercke, Professor, Cologne University and Director, Cybercrime Research Institute, Germany
- Mr. Jon Rouse, Detective Inspector, Child Safety & Sexual Crime Group, State Crime Operations Command, Queensland Police Service, Australia
- Ms Natasha Jackson, Head of Content Policy, GSM Association
- Mr. John Carr, OBE, Secretary, Children's Charities' Coalition on Internet Safety, UK
- Mr Ali Drissa Badiel, Senior Adviser, ITU Regional Office for Africa, Addis Ababa

The workshop brought together distinguished panelists from different sectors to look at the challenges and gaps in addressing the issue of protecting children online, within a framework of international cooperation. The workshop commenced with a brief introduction to some of the key risks that children face online. This was followed by a discussion on the responsibilities of the different stakeholders to strengthen the protection of children online.

Closing remarks

- Ms Gillian Murray, Senior Focal Point for Cybercrime, Chief Organised Crime Section, UNODC
- Ms JeoungHee Kim, Policy and Legal Analyst, Corporate Strategy Division, ITU

Concluding remarks included, *inter alia,* the following elements:

1. The legal, technical and institutional challenges emerging in cyberspace related to the protection of children are global and far-reaching. These challenges can only be

addressed within a framework of international cooperation and through coherent strategies which account for the role of different stakeholders and existing initiatives.

2. Ensuring safe and protected access to ICTs for children and youth requires a comprehensive and holistic approach involving all relevant players. Focusing on one area alone (whether it be prevention, education or the criminal justice system) will not achieve the needed results.

3. It is important to promote the empowerment of children and youth for full and positive online participation and the safe use of digital tools. They are also encouraged to participate in expressing their opinions relating to the safe use of ICTs.

Main Session: Critical Internet Resources

Sixth Annual Meeting of the Internet Governance Forum
27 - 30 September 2011
United Nations Office in Nairobi, Nairobi, Kenya

30 September 2011

Chair: John Walubengo, Multimedia University College of Kenya (MMU)

Moderators:
Mr. William J Drake, International Fellow, University of Zurich
Ms. Emily Taylor, Independent Consultant

Remote moderator:
Ms Salanieta Tamanikaiwaimaro, Group Legal Regulatory Officer, Telecom Fiji Limited, FIJI

Panelists:
Ms. Shane Tews, Vice President, Global Public Policy and Government Relations at VeriSign Inc.
Ms. Avri Doria, Independent Consultant

Ms. Fiona Alexander, Associate Administrator, Department of Commerce, National Telecommunications and Information Administration (NTIA), Office of Affairs (OIA)
Ms. Alice Wanjira-Munyua, Chair, Kenya Internet Governance Steering committee, Convener of the East Africa Internet Governance Forum (EA-IGF); Kenya ICT Action Network (KICTANet), Vice Chair ICANN Government Advisory Committee (GAC); Chair, Kenya Network Information Centre (KENIC)
Ms. Anriette Esterhuysen , Executive Director, APC
Ms. Tulika Pandey, Director, Ministry of Communications and Information Technology (Government of India)
Mr. Patrik Faltstrom, Consulting Engineer, Cisco Systems

JOHN WALUBENGO:

I work at Multimedia University College of Kenya. I also sit on the AfriNIC board. We want to resume, and today's session is dealing with managing critical Internet resources. I'm looking forward to discussing these topics that have been at the heart of our dialogue at the IGF. They have been a central part of the IGF since the beginning, and from the World Summit on Information Society. And as a member of the Board of Directors of AfriNIC, these issues are personally important and of great interest to me. But our discussions today will address many more issues than those that we are responsible for at AfriNIC.

During the WSIS process a few years back, the United Nations Working Group on Internet Governance described critical Internet resources as including the administration of the DNS system, the Internet Protocol addresses, administration of the root server system, technical standards, peering, and interconnection, as well as telecommunication infrastructure, including innovative and convergent technologies. I'm aware that we have newcomers in the room and I will just probably want to talk about two of these issues. The first one is the DNS system. This basically means that a system that allows you to type in a human-readable name on the browser and the systems are able to translate that into a unique number that computers can understand. So that unique number is what we call Internet addresses.

We have also been considering what the role of each stakeholder is in managing these critical Internet resources and this is one of the questions that will be discussed today. Our second issue is how we can promote capacity building. These processes should be inclusive, bottom-up, and multistakeholder. However, to achieve this model, people must have the ability to participate in a meaningful way, which takes us to the third issue, how we evaluate accountability, transparency, and inclusiveness of the management of Internet resources. The final issue is the one that I am personally familiar with from the AfriNIC perspective. This is the IP addresses and the availability of IPv6 around the world, and the transition, or as other people would say, adoption of IPv6. What are the challenges, impacts, and opportunities for developing and developed countries of this vital transition from v4 to v6?

EMILY TAYLOR:

As you heard from the chairman, we're going to be focusing on four issues, but you also heard the chairman read out the definition of "critical Internet resources" and you'll have heard how wide-ranging it potentially is. Well, in order to try to get the most value out of today's session, what we want to do is to focus on the areas which have had troubled this community and the community have found most contentious over the last however long, five, six years since the World Summit.

And that, as you, Mr. Chairman, so well pointed out, includes the naming and addressing, the coordination of it, the role of each stakeholder in that process, and how to ensure accountability and transparency, and how to build capacity. And also, in the final part of the session, we will be looking at IPv6 transition.

WILLIAM J. DRAKE:

We had a planning group in Geneva that worked out an approach to addressing these questions. Obviously, four large questions with rather little time to do so means that we had to work out, in particular, a fairly rigorous time allocation. So we're going to try to move through things fairly concisely and quickly, and yet nevertheless hopefully illuminate some of the key issues that are at stake here.

We'll pose a series of questions to the panelists, ask them for responses. Then after we've done the questions for each of the segments, we will invite the feeder workshop representatives to present just two-minute summaries of the main points of their feeder workshops and how they relate to the topics at hand. Then we'll go to the floor for Q&A. The question and answer will be integrated into each of the treatment of each of the four topics, so we will do questions under each of the four, rather than holding all your questions to the end.

Of course in the question-and-answer period, it will be really important that everybody identify themselves, be very concise and to the point and of course limit yourself to the issues at hand and not get into any ad hominem critiques of individuals and positions and things like that. We all know how this should be done. So that's the main point in terms of the logistics of this, and it's very likely, since we are starting late, that we will have to squeeze a bit towards the back end. It may be that we spend less time on IPv6 than we do on the other topics, but IPv6 is a topic that has been discussed at some length in multiple CIR main sessions, and the feeling among the planning group was probably if we do have to squeeze somewhere, that's going to be where it's going to have to happen.

Let me also just point out an obvious point. This is the IGF. This is a space for open dialogue. We want everybody to be very comfortable and be able to speak candidly, so I would note simply that of course for the government people that are on the panel and for the others as well, they are not necessarily stating official positions of their home institutions unless they wish to say so. I recognize, of course, government people don't really have the great latitude to give personal opinions in a technical sense, but

nevertheless they're not here to make official proclamations of government positions as well. So that's just to be clear about that.

We have with us Ms. Shane Tews, who is the Vice President for Global Public Policy and government relations at VeriSign. We have Ms. Anriette Esterhuysen. She's the Executive Director of the Association for Progressive Communications based in South Africa, one of the main NGOs in this space. We have Mr. Patrik Faltstrom. Patrik is a distinguished engineer in the office of the CTO at Cisco Systems and a prominent person in the technical community. We have with us Ms. Fiona Alexander. She is the Associate Administrator and head of the office of international affairs at the National Telecommunications and Information Administration in the U.S. Department of Commerce. We have Tulika Pandey. Tulika is a director of the information technology at the Ministry of Communications and Information Technology with the Government of India. And finally, we have Ms. Avri Doria. Avri is a noted person in the Internet community. She is a research consultant and the former chair of the GNSO Council in ICANN.

So we're going to begin, then, with our first topic, which was the role of all stakeholders. And again, bear in mind these topics were arrived at through the open consultation process that was held prior to this meeting in February and May, and the program paper that was given to us by the Secretariat. The first question was: What is the role of each stakeholder in managing Internet resources. Now, of course that can be read several ways. You can think of the role of stakeholders in terms of the division of labor between them, but of course that's a rather difficult problem. In the working group on Internet governance six years ago, we tried to figure out how to specify the roles of the stakeholders, and found that in many cases they overlap, blur together. It really depends on the particular issue. So we're not really going to focus on that dimension of the question so much here, but rather a more fundamental one that I think has been the source of a lot of political concern, which is the ability of all stakeholders to participate effectively in critical Internet resources governance. Participation is a major political concern that animates a lot of the discussions that we've had since the WSIS process around these issues, and we're going to look at three different instances around this question.

We're going to start with the new gTLD program and the broader questions related to ICANN and participation in ICANN. The new gTLD program, of course, as many people know, will be very important in the coming years, in terms of expanding the namespace substantially. Perhaps one of the most dramatic changes in the Internet in recent times. And we'd like to talk a bit about who participated in that process, how do people continue to participate in it going forward and so on. So let's start with this: I'd like to ask Avri Doria, since she was centrally involved in the development of the program, as the chair of the GNSO Council, to perhaps give us, in case everybody's not fully up to speed with all the arcane details of this, a concise summary of what the new gTLD program is about and what its expected impact is.

AVRI DORIA:

The new gTLD program is basically something that has been ongoing for many years now. It is something that was a bottom-up process from the point of the terms of reference was made public to the community, everybody commented on them. Through the process of doing it in the GNSO, there were frequent public consultations and outreach was made broader and broader at each one. Once those were approved as recommendations by the GNSO, the board took them. Again, there were public consultations, consultations with the GAC (Governmental Advisory Committee) consultations with the At-Large Advisory Committee, and at each step along the way, there were a lot of consultations on how it would be made possible for people to apply for new generalized TLDs for the dot coms, the dot bizs, and there are a list on the Internet showing at least 200 other names that people may or may not be applying for. And so these will eventually, probably by the end of 2012, beginning of 2013, start to be on the Internet and accessed.

One thing that is important is, in this whole process, almost every utterance that anyone made, anything anyone said in a discussion, anything anyone wrote in an e-mail, has always been public. It is all publicly archived. There are recordings of just about every discussion. Many of those have actually been transcribed. So at every step there was an attempt made to, as broadly as possible, reach members of the community beyond the ICANN community, to get their comments, their opinions, and such, into this process. As for predicting what the impact will be on the Internet, I actually don't consider myself capable of doing that. I've seen many different people's predictions of opening up a whole new world to flattening out the naming of things, to making it clearer for people, to making it less clear for people, to helping businesses in their branding, to hurting businesses in their intellectual property defenses and their trademarking defenses. So I've heard probably every possible opinion on what the possible effect of this will be.

WILLIAM J. DRAKE:

Well, perhaps, Shane, VeriSign has a little bit of an interest in this area. Maybe you would have a perspective to share with us about how this might impact the Internet and what we could expect in the next years.

SHANE TEWS:

I think what we're all waiting to see is who applies and what they plan to do with it, so there's opportunities in the new TLD space to have more control over the area that you have. So let's say dot bank, the banking community, were to choose to have a dot bank. You could actually have an end-to-end secured system that everybody is authenticated on the system so it would be a new level of security that doesn't exist on the legacy system. There's also the opportunity for organizations to choose to allow their individuals to join into like a community-style dot anything and actually run the system to their advantage. So I think we'll see a lot of innovation in the space. As some people have noted, it's not an inexpensive endeavor to get in. It's $185,000 just to put your application in the process. And then you need to show that you have the capability of actually running a

positive functioning system, because we do live in an ecosystem that everybody is connected so we want to make sure that people that get on know what they're doing. I think we were talking about this last night, there are 106 days to go for the application process, and there's a lot of us in the room that if anybody has a real interest, we'd be happy to go into this a lot further.

PATRIK FALTSTROM:

I think, first of all, we need to remember where we are in the process, and we are just a few hundred days before the applications are to be sent in, which means that any discussion we have on this specific itself ends up being a little bit heated and of course influenced by the views of what each individual has on this application process. So at the moment, I think it's a little bit difficult to have a really good generic discussion on ICANN participation, for example, but I think we should try. Now, I think there are specifically three different main issues that we have to remember which have to do with participation. The first one is transparency, and as Avri already explained how transparent it is. You can access all of the data. You can participate.

Second thing, there will always be, in processes like ICANN when you have to make decisions, there will be people and wishes which will be on the rough part of rough consensus. It's also the case that when being transparent in a process like ICANN means that you have lots of data, lots of discussions. It's very difficult to participate in a completely transparent process, so there might be a lack of tools. Lack of tools doesn't imply that we don't have transparent. So if we have to move forward, we have to be more specific. Okay. So my personal view here. I think and I know and other people know that I have been in the rough part of some of the decisions ICANN has made. But even though that is the case, I still think personally ICANN could have done a little bit more harder work of actually making even more difficult to some people. I think they have been too nice. And the second thing is, yes, we do need more tools, but I don't see any problem with participation, I don't see any problem with transparency.

WILLIAM J. DRAKE:

Both Patrik and Avri have mentioned the transparency and the fact that everything was documented, open, and everybody can participate, but sometimes there's a difference between what's the formal rule set and what's the informal reality, and a difference between how do people inside a process perceive it and how do people outside a process perceive it. And I'm sure we've all noted that in the press and elsewhere, there have been people who have sort of greeted the news of the new gTLD program with a sort of, "Well, who did this? Who were the people involved?" You can even read people saying, "It sounds like there was some small little cabal that went off and did this thing in the dead of night and, you know, we weren't all involved and this is potentially problematic." There are people sometimes who have that perception. There are also, I think, in the view of some people I've talked to from developing country governments a sense that they did not have enough opportunity to participate effectively in the process.

So I wonder if we could discuss just briefly who really were the most active players, who were not deeply involved in the process, and perhaps might have wanted to be, and what might have been barriers that kept them from being more deeply involved. Does anybody on the panel have any thoughts about those kinds of issues?

TULIKA PANDEY:

I come from India, a multilingual country and, therefore, multiple scripts. The gTLD namespace that has been launched is a very vast canvas for our country. We also understand that you have included the IDN gTLDs when you have opened the gTLD space; ICANN has opened the gTLD space. The gTLD space opening has now brought in a complete paradigm shift.

We could do with one domain name for an institution or a trademark or a public service unit, but today we can do it in multiple languages and have domain names within the domestic namespace of the country called top-level ccTLDs or called gTLDs. Implications are vast, and if we look at what it would mean for many of the institutions who are not so well placed in terms of being able to pay for the gTLD domain that they seek from ICANN in its current form that is available, what is not very clear to many of us is would there be options for us to attain the gTLDs or the public sector TLDs, gTLDs, that are very sensitive to an institution, to a country, or to a community. Whether we would be able to get those domain names from ICANN in the new gTLD namespace; and I leave with this question here.

ANRIETTE ESTERHUYSEN:

I think participation for those who know that is going on is doing a good job, but then there's the participation of those who should be participating but they're not aware of the processes or the implications. And to add to Tulika's question, how will this be managed? For example, domain names of special interests or national interests. And at the southern African IGF, in preparation for this event, we were discussing the gTLDs and so someone said, "So can everyone register dot zulu," which is one of the largest common languages in our country. And the answer is, "Yes." And people were very alarmed. People who are involved in localization of languages on the Internet and trying to strengthen the presence of African languages on the Internet were not aware that there was both this opportunity, on the one hand, but on the other hand, also a threat, because they've got no idea how they're going to access that process. And when they find out how much it costs and the complexity involved, they respond with alarm. So it's not an easy process, and I am curious about how these potential conflicts are going to be dealt with by ICANN in the next few years.

WILLIAM J. DRAKE:

Well, clearly there are outreach issues here. We should talk a little bit about what special provisions have been made for developing countries with regard to the pricing structure

and I'll turn to Avri for that, and if, Fiona, you have anything you want to add, please signal to me.

AVRI DORIA:

I want to respond to a couple of the issues. Certainly the GNSO, the name supporting organization that was responsible for creating the recommendation for this policy, was aware that outreach would be an issue, and among the things they tried to build into their recommendation was asking ICANN to do as much of a global outreach in the months and years before it happened, but of course no outreach is ever complete. In terms of reaching to people, there was a constant approach to the governments telling them about it, giving them the progress, asking them to participate. In terms of the fee, that has been an issue that was brought up both by the governments and by the at-large groups. And the at-large groups are basically citizen groups from around the world that participate in an organization called "at-large" that have basically been requesting lower fees, been requesting fee reductions, and in the last year, there has been an ongoing effort that has received at least some degree of support from the ICANN board, we're still insecure in our knowledge of exactly how much support, to actually lower the fees radically for applicants from developing economies.

So on that one, it's still a "stay tuned and see whether the board does actually approve the recommendations we made," but the recommendations would lower the price, for example, from 185 to 47. So that hasn't been approved yet. It isn't the case yet. But that's certainly the recommendation that this group, a multistakeholder group, has been working on. In terms of names of geographies, names of communities, names of peoples, the GNSO actually also anticipated much of this and felt at the time that it was impossible to make a complete list of all the words that would be sensitive to somebody, of all the names of places, peoples, languages, that would be sensitive to people. And so basically they created a number of methods by which a community could object, could say, "This harms our community. If you give this to someone who isn't of our community, this harms us." That raises a flag. There then are various, you know, panels that will review these for bona fide status of those.

It is something that is being taken into account. The last thing I'd like to add on that is, when we were making the policy, we knew we were doing a best effort. We spent two years plus in making our recommendations. We knew that we wouldn't get it completely right, that we were doing the best we could, and that we would come back and review it before a second round occurred after this one. And that was also very much part of what the notion is, this is just the first of the major openings of the namespace. The intention is to keep doing it. And at each time, come back to places like the IGF within ICANN itself, and other places, and say, "What did we get right? What did we get wrong? How do we change it?" And I think that that's often been the response to do what we can, stay within the recommendations that we've made, and then learn from it for the next time.

 EMILY TAYLOR:

I think that the new gTLD program is going to test the namespace, but I think that, as we've heard from the speakers, the debate about how to launch and create a process has probably tested the ICANN model harder than anything that it has so far encountered. And in recent days and weeks, we've seen various proposals for how things could be done better, because I think perhaps it's made people think about the role of different stakeholders, which is what we're here to discuss today.

We had some fairly trenchant comments from the European Commissioner, Ms. Kroes, in the opening ceremony, and those refer to a series of papers which were published recently. Now, Fiona Alexander, your boss, Larry Strickling, has had some fairly harsh words for ICANN this year. Does this mean that you agree with the European Commission's proposals?

FIONA ALEXANDER:

So no, though I think we have been very critical of ICANN in the last year, not specific to some of the issues that the Commission has raised, but with respect for the need for ICANN to live up to the model it is supposed to be to truly be accountable and to truly be transparent and act in the global public interest. And with respect to the new gTLDs, what we have seen in the last year is really, for the first time, unprecedented opportunity and process of the Government Advisory Committee, which is the group within ICANN that governments participate in, and its interaction with the board. And there are many people in this room that are actually members of the Governmental Advisory Committee that can probably speak to this much better than I can. But last December, the Government Advisory Committee put together a scorecard and it said here is all the advice we as governments collectively have given to you on this issue and here is where we think it is lacking. And that became a very focused tool, and the board and the GAC had very focused exchanges, sometimes heated, but very good back and forth two or three different times, lengthy periods, to really try to work through some of these issues.

And at the end of the day when the board approved I think in Singapore, I think the guidebook included 80 or just over 80 items of pieces of advice the GAC had given. And the guidebook reflects well over 70 of those. So for some, I think there's a concern that not all things were listened to in GAC advice. But from our perspective in the United States, we think it's a huge improvement in the model, a huge improvement in the guidebook. And the reality is that in the multistakeholder model, not all deposits get exactly what they want all the time and we think that's part of the model and the exercise. So again, this has been a really interesting year for us with ICANN. We have been very vocal and very critical in terms of them really needing to live up to this model. This is what we're going to do, and we have seen a lot of improvements and I think we are very pleased with that.

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ANRIETTE ESTERHUYSEN:

An example, which we discussed this morning in the OECD forum on the communique on Internet principles, Internet governance principles, is the fact that the civil society stakeholder group in the OECD decided not to endorse the principles. Because we felt our concerns weren't represented. But we still feel it was a very solid multistakeholder process.

EMILY TAYLOR:

Now we're going to move on to the next topic, which is the IANA contract. And in fact it feeds quite nicely from our discussions just now, because, Fiona Alexander, perhaps you could, or Shane, one or other of you, explain to people here who might not be familiar what this means and what the different stakeholders involved in the IANA contract are.

SHANE TEWS:

The multistakeholder process, I think part of the challenge is you have to show an interest and show up, and then you can be part of the discussion. And since it involves the Internet, I think to those who are involved, that seems a little more simplistic because we all know about it. The challenge that I think even ICANN is having, not just with the current system but with the new TLDs making sure you go the next ring out. The people that are actually very heavy users of the system, letting them know they can come be part of the process as it moves along, and then at every layer. So you have the noncommercial users, the business constituency, intellectual property, At-Large, as was mentioned, the ISPs have their own constituency. Patrik is the chair of the Security and Stability Advisory Committee. So we think we have very good representation at every layer of the Internet, but there is always ability to involve more in the process.

On the question of the IANA contract, the contract itself sits at the Department of Commerce and it is currently, the IANA function sits at ICANN and is done by the ICANN staff. And it is validated and then actually put in the root by VeriSign. That has been the case for quite some time. There is still an open notice for inquiry requesting information for anyone who has got concerns about the way the process works or any possible enhancements. It's a very good system. It's worked very well for a long time, but it's never been challenged the way it's going to be with new TLDs coming on board. It has less than 400 records in it currently.

The amounts of changes are not significant, which is one of the reasons why it worked as well as it does. So we need to make sure anyone who has concerns about the way the system works has the ability to comment on it and now would be the time to do that. I think it closes today.

EMILY TAYLOR:

Fiona, can you just tell us about the process and what might change as a result?

FIONA ALEXANDER:

So the IANA functions are a set of interdependent technical functions that were originally performed under contract to the U.S. government through DarpaNet and ARPANET and the National Science Foundation. So this is the historical legacy of the origins of the network. And the responsibilities transferred over to the Department of Commerce in 1998. And we have had two contracts so far. We had one in 2000 and one in 2005. The current contract expires September 30th of next year. And what we have done this time, as we look to start the process to issue a new contract, is we have actually for the first time ever gone out with a public notice. So in February or March of this year we issued a Notice of Inquiry and we went out to the stakeholders in the world and said here is what these are. What are your views? And asked for real serious input on the kinds of things people wanted to see reflected in the new contract. Based on the feedback we received we issued a further Notice of Inquiry in June, June or July, and we put actually for the first time ever a draft statement of work. And for those of you unfamiliar with contracts, I'm sure it's similar in all countries, but we issue a tender and we say here is what we would like to get service wise.

So we put that statement of work out for comment again yet again to stakeholders and we said here is the old statement of work. We have amended it on what we think we heard you say. Can you confirm this is what everybody wants, and we have taken feedback on that, and we will be expecting to in the coming weeks, sometime in October, start our procurement process. And our intention is to do an open procurement of this contract.

EMILY TAYLOR:

So does that mean, in broad terms, that it might go to someone else?

FIONA ALEXANDER:

I think it's premature for me to speculate who could win the contract, but yes, our intention at the moment is to do an open procurement for the contract.

EMILY TAYLOR:

And can you help us with a sort of overview, or just has there been much participation? And it seems, just looking at the European Commission's proposals that they are quite keen to have some stuff written into the IANA contract. Is that something they can do?

FIONA ALEXANDER:

So the record of our contract, everything is on our Web site if everybody wants to see the public consultations and the input we have received. Between the two dockets we have gotten about 136 comments from stakeholders around the world, including many governments from around the world. And we're actively incorporating edits we have received from people in that process into the revision of the statement of work.

EMILY TAYLOR:

Do the amount of comments and the fact it has come from lots of other governments tell you there might be a problem?

FIONA ALEXANDER:

No, I don't think there's a problem. You know, as we were going through our earlier relationship with ICANN, we adopted this public comment process. We often received several hundred comments on things, and I think it just demonstrates the importance of this set of issues to global stakeholders. And we think it's wonderful and stakeholders and governments feel comfortable sending comments to us and we appreciate it and it only makes the system and the process stronger.

PATRIK FALTSTROM:

Yes, I would like to clarify a little bit about what IANA is actually doing. IANA is a registry that hands out parameters according to rules and policies that are decided upon in various policy development processes.

For protocol parameters, the Internet Engineering Task Force is the nominating organization that, via the series of documents called RFCs, gives instructions to IANA on how to handle out protocol parameters. And then we have all the RIRs in the world which together is the policy development process for IP addresses. And they give their rules to IANA on how to give out IP addresses. And then we have the interim situation that ICANN is running the policy development processes for domain names, for top-level domains, and then they give those rules to IANA that is following those rules.

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TULIKA PANDEY:

We have now started to discuss the need for another body, because we feel that there is still a gap, there is still a need to bring together the various discussions that are happening or the various standards that are being built, made, and the various technical standards that are coming out in different communities or committees, to come to a single point where it will be easy for the developing economies to extract, to understand, and to collate and to take back with them what exactly are the latest rules of Internet management that are being followed, and what are the policies. And that is where we have started to look at a possibility. This is yet not a government recommendation. This is a very preliminary state of discussion, yet not ratified by the Government of India or the other governments. I can speak on behalf of the others. But there is an issue which we wanted to discuss as the three countries that are developing and needed to understand the Internet more closely, and that is where I'd like to leave this question, instead of delving further into.

EMILY TAYLOR:

I think that leads us on to the next item that we wanted to discuss very nicely, which is the recent proposal, and I'm going to hand over to Bill for that. I know, Avri, you wanted to make a comment as well, so we'll just bear that in mind.

WILLIAM J. DRAKE:

It is true that with regard to the IANA contract, in particular, there have been people who have made this argument in the past that there should be some sort of multilateralization of the relationship there, and so that's something that's out there. But you've also led into the broader point, which is that as many people here know, and this has been a subject of much discussion in many sessions during this IGF, we've had three major democracies, Brazil, India, and South Africa, coming together, their governments, advancing a draft concept for a new approach towards the management of some critical Internet resource issues that it seemed to us that it would be important to take this opportunity to at least give the opportunity to discuss exactly what is entailed there. And we don't want to spend too long on this because we need to move on to other items, but I think it's an important issue.

The initial recommendations that have come out of the recent meeting in Rio suggested the need for a new U.N. based multilateral intergovernmental organization that would, among other things, develop and establish international public policies with a view to ensuring coordination and coherence in cross-cutting Internet-related global issues, integrate and oversee the bodies responsible for technical and operational functioning of the Internet, including global standards-setting, address development issues related to the Internet, undertake arbitration and dispute resolution when necessary, be responsible for crisis management, and so on. And I understand that a proposal will be taken up by the heads of state at a summit of the IBSA countries and that this could later go to the U.N. General Assembly.

So I just would like to hear from not just you, Tulika, but also others as well, their views on what specific needs would this proposal fulfill that cannot be managed under the existing arrangements, and why would not any of the existing U.N. bodies that have an interest in Internet governance be suitable instead of launching a new intergovernmental body under the U.N.?

Would anybody have a view on these concepts, then? The integration and coordination and overseeing of the bodies responsible for technical and operational functioning of the Internet, including standards, the development of cross-cutting global public policies under the U.N. aegis, presumably with some multistakeholder input.

AVRI DORIA:

My first reaction is that it would be an unfortunate direction for us to take. I think that in many ways, many of these organizations, for example, if you look at the history of

ICANN over the last five years, just the existence of the IGF making its comments, giving its commentary, has changed the organization, or has caused the organization to change itself. So I think that this kind of oversight and discussion of this kind of oversight could actually set us back several years, in terms of a multistakeholder process that we've been building. But it also points to a need, as you said. In some of the processes, the transparency and the ability of governments and others to comment is limited, and so perhaps some of the efforts that we've seen at ICANN to reform, to include government advice, to include citizen advice, is something that's necessary.

Going back perhaps to the IANA example that we were at before, I personally think it's very inadequate for a yes/no/we don't understand the policy, but I think that there needs to be an explanation of why a yes, why a no, or what it is that they don't understand. That there has to be transparency in their decisions just as there is transparency in any set of decisions. And that perhaps there even needs to be a nonbinding way for someone like the IGF to discuss things and sort of say, "You know, this looks like something that needs to be looked at again." So that same ability that the IGF has, to be the pulpit, as it were, to say, "You know, there's something we find problematic here. We think people should look at this, this, this, and this," and to have the organizations take it upon themselves to actually look at it and respond is perhaps a model that could be looked at as opposed to these organizations going through their own self-generated improvements, based upon what groups like the IGF say, it makes sense for the IGF to sort of take a look at that and say, "Oh, we see what you've been doing. That's interesting. You might want to think about this, this, and this." So I don't think we need anything new. I think what we've got built here could be used as a tool to achieve many of those purposes.

PATRIK FALTSTROM:

First of all, I would like to adjust your question, because you asked can this not be handled already in any of the existing U.N. organizations, and I would just like to widen that and have the question as "existing organizations and policy development processes." I think what I am a little bit curious about, when I read this proposal and other papers is that I am trying to understand what of the existing processes is not working, what problems they are trying to solve, and I do not understand. So I would like to encourage people to please understand what problem they are trying to solve. Is it one of the policy development processes which are non-optimal? Is the actual allocation of parameters by IANA wrong, which means that IANA is not doing their job?

For example, is it the case that governments really want to have an oversight over the allocation of parameters for the TCP protocol or timers in L2VPN things? Maybe governments want. I don't know. Call me if you want to. You can do the job instead of me. And then the important question is: Given that there might be issues, which there are, cannot these issues be resolved by the existing multistakeholder processes and policy development processes we already have that, as Avri explained, are evolving over time?

FIONA ALEXANDER:

I think Patrik made a good point because it's important to understand what's underlying the proposals and I think there have been some discussions here this week that probably have been useful to do that. And we'll have to go back and reflect on that. But I think at face value, the proposals, these and a few others, are problematic from our perspective because we see them as undermining the multistakeholder model, and we're really committed to that model because we see this as the best place to deal with these Internet policy issues because of speed, flexibility, and decentralized problem-solving. You know, to the extent governments want to be involved and should be involved, there are ways for them to be involved in the system, and the role of the GAC and the work that folks have done in the GAC this year has been really effective and we would encourage folks to participate in that process. That's one of the reasons we were so active in making sure the GAC had an effective role in regards to the new gTLD program. This is another way to actually internationalize the IANA functions contract because the contractor, whomever it may be, follows the rules that are developed by ICANN in this regard and the GAC is a part of ICANN and gets to have a say in that process. So again, I think we want to understand, as Patrik was saying, really what the real concerns are, as to why people are proposing these specific solutions, but as we read the solutions at face value, I think they're problematic for us.

ANRIETTE ESTERHUYSEN:

I read the IBSA proposal as sending a very clear message. From developing countries that have actually invested in multistakeholder participation, and in the Internet governance forum, which they're not quite happy, and I had a perception that they feel there needs to be more coordination, more participation from developing country governments and other stakeholders. I think even though it's a governmental statement, I think they're looking at stakeholders more broadly. And influence, ultimately. And I suppose influence is the big one. How can there be a system where they feel they can effectively have influence. And I think this is very challenging for governments in a multistakeholder process. You need to behave differently. You need to do politics differently. Because you can't rely on traditional ways that have been established in the U.N. system to get what you want. I think it's a really interesting proposal to discuss, because for me, just the concept of multistakeholder and multilateral. I actually have no idea yet what that could mean and how that could be operationalized, so I think I'm looking forward to them developing this more, because I think it's an interesting model.

At the same time, I have real concerns about this, and real fears. Firstly, feasibility. There is so much that happens in the Internet, and Internet public policy encompasses so many areas of policymaking, and areas of policymaking that overlap with the rest of the world. And decisions are being made there. So for example, take something like intellectual property. Decisions are being made about intellectual property at WIPO, there's all kind of contestation that impacts on the Internet. How will a new body liaise with all these existing bodies? Another risk is just difficulty to decide. Whenever I am in multilateral forums with governments, I find they spend an inordinate amount of time trying to make decisions and in the end they end up with lowest common denominator

consensus decisions and I'm not particularly comfortable with the Internet being developed and governed based on lowest common denominator decisions.

And then I think that there really are risks for multistakeholder participation in a multilateral and multistakeholder system, although I am open to seeing how we can develop this model. But in my experience, often when there is this combination model, and if it's not very sophisticated and stakeholder interests are not protected, often governments that are in disagreement with one another will reach agreement at the expense of nongovernmental stakeholders. And then finally, I think particularly I am concerned about the implication for fundamental human rights, which are existing. They're agreed. But I'd like to see how an intergovernmental body will consistently; in all cases protect fundamental human rights.

WILLIAM J. DRAKE:

So Tulika, we hear there are a lot of concerns about some elements of this proposal, in terms of the role of multistakeholder participation, the risks of centralizing things, of a more politicized and bureaucratized kind of mechanisms, the difficulty of integrating and coordinating all the desperate activities involved. One could add other questions as to how legally one would do this or how we could possibly achieve consensus at the international level. So I think that there are clearly some ambiguities and this is a good opportunity for you to perhaps share some views on some of those points.

TULIKA PANDEY:

I would first like to make one observation here, and that is, I would not be able to respond on behalf of all the three governments. I'm here on behalf of my government and the first statement that I had made earlier and I would like to reiterate here is this is the anywheres draft that is not yet ratified by the government. It is the very first process that had gone into looking at where the gaps were. You have the IGF, open, inclusive, multistakeholder; but for a country which has those resources. It is difficult for us to allocate resources to attend the various committees, forums, and institutional processes where these standards, technical developments, public policies, are being made, and though it is not unilateral, it ends up being seen as sometimes as far as being unilateral because we were not present.

* Scribes lost audio during a portion of this statement *

In today's economy, which is totally based on Internet, the smallest economy of the world today is the most important economy that needs to be part to the decision-making of public policy formulation or technical standards making, or any such decision-making. It is those countries who would bring forth to you the new demands, the new shape of the Internet that has to come, the new market that you will develop around the Internet. What is invariably happening in the present ecosystem of the Internet management is we have stated open forums where people could just walk in and participate. Is it really that open and easy for a developing nation which has just started to pick up Internet and has just

started the initiative of infrastructure establishment in its own homegrown country and started the business to then participate in an IETF discussion where you're talking about the Internet too, or much ahead.

Have we taken care of really making it inclusive process for those economies or those representatives to participate in your current existing committees and institutional processes that are open, inclusive, multilateral, and multistakeholder? I just needed to put this point to your attention, number one, and then to say that the current formulation or the very basic first-draft formulation is only three countries trying to see how we could improve, how we could benefit out of the Internet for our country, for our trade, for our economy. We've never stated ICANN is not good enough. We've never stated ICANN is not doing its job. And I'm taking names. I'm not really meaning it. I'm not saying that IGF is not doing its duty; it's not performing its mandate. Yet there are certain mandates -- 72(a), 72(b), 72(b) (f), which is not being covered and cannot be covered in the present format of the IGF meetings that we hold. It is so open, so vast that it does not lead to any concrete outcome or takeaways two countries like us.

These are all very broad forums. Issues discussed are ranging from very divergent issues to very convergent issues. What do we take back? We have the chairman's summary that we share. What other documentation is available to the public at large? Can we see that all these committees, when they work, those documentations, that information is not knowledge. The important part is, with so much information, there's an information dilution. We're lost. So there's this attempt being made in that document to see if we could come out with a possible process. A mechanism, or maybe a body within the U.N. system or otherwise. And we have not really mentioned it. We are not demanding, we. Have not yet tabled it. So please take it in the spirit of an inclusive governance of not just Internet but governments and the institutions which are managing and governing the Internet today.

WILLIAM J. DRAKE:

So at the end of the day, then, it's not so much an argument that the existing mechanisms, multistakeholder mechanisms, are not performing in a functional sense. It is fundamentally a concern about participation, and you who participate in all these different types of bodies, if you had a single sort of shop that would provide an access point, then that would facilitate participation by developing countries.

KIEREN McCARTHY:

My first point is I am using the freedom that the IGF gives me to talk from the floor, which I don't think I would get in the U.N. body. So that's my first point. But that said, I think Tulika raises a very important point, and I think that I see the paper more as a reflection of frustration rather than something that will actually work. There are a lot of meetings and a lot of gatherings, and a huge amount of information, and I think somewhere like the IGF, we could really work on how to make more sense of that and how to make sure that people were informed about what was going on until it suddenly is

on their table as someone is planning to make a decision about it. I think that's the frustration that you are talking about. And I understand it. I think we all feel that.

But what I think you should bear in mind is that ICANN has shown an ability to change and fix itself. And at the moment, there is this ATRT report which has made 27 recommendations, and I think that if you look at that report and if all the recommendations are implemented, which the ICANN board says it will do, that it would actually deal with the majority of your concerns. A lot of that report is about the role of the GAC. And it's not like people don't recognize that there are these issues. They are working on it. So I would love to see the same focus and energy that is put into producing these papers put into making sure that ICANN follows those recommendations.

FROM THE FLOOR:

I am from Fiji. The strength of the IGF is in my view that it enables robust discussions and free discussions and all kinds of stakeholders can actually come. And within the Internet universe, because the Internet universe, of course, is so diverse and you have all kinds of stakeholders, I think, this is an alternative I would like to suggest to Ms. Pandey, would be perhaps if stakeholders could reexamine the processes. There are already existing institutions looking after different aspects. For example, ITU looks after spectrum policy, they looked after telecommunications. You have IETF looking after standards. And so I think there's really there's no need to create a new organization to look into processes. It's just that stakeholders can reexamine and re-strengthen and sort of strengthen their systems and processes based on robust discussions and streamings coming in from the developed world, underserved communities and that sort of thing.

But I think if you take away and you shift and evolve a dynamic, and I think revolutionary, in fact, model such as the IGF, which enables freedom of discussion, people can view this as a place where everyone is equal and a place where decisions are not binding. It's actually a strength. And if stakeholders were actually present, whether from the World Bank, whether from the IMF, you go back and you reexamine your policies or you shift things or take civil society, for example. Strategically lobby for changes in those institutions. I mean, that, in effect, you know, would be a significant outcome.

LUIS MAGALHAES:

I am from Knowledge Society Agency in Portugal. Somehow I got reassured from Tulika's intervention about India's determination of supporting the multistakeholder model. And I think if that is taken as the first principle you will find that proposals you are advancing are not compatible with that principle. And I say that because talking to people related to United Nations legal services, I was told in a very forceful way that multistakeholder procedures are not compatible with United Nations legal operational principles in any way, nor are expected to be in the near future. So this is one observation. And if it's true, I think actually the way your ongoing document, it still has

to be worked, needs quite a lot of strong revision to be compatible with multistakeholder principle.

The other point related to this is that this is even more serious if we consider standard setting entities. I'm afraid that in a multilateral only governmental model, never we would have the open standards of the Internet approved, and we didn't have the Internet as it is nowadays because, as you know, these bodies themselves ignore the Internet for quite a long time after it was created.

IZUMI AIZU:

I was a member of the G8 task force in 2000-2001. We came up with the plan of action. Point number 5 was universal participation from developing countries to the new and emerging policy fora such as ICANN and others. This is my question to maybe Avri or Patrik or Fiona. How much have we achieved from the participation from developing countries to these fora? Have we really responded to the concerns, frustrations? It has been ten years. So we can have a good review. If we have done this satisfactorily, we would not have this proposal, perhaps. That doesn't mean the current setup is wrong, but are there rooms to improve? That's a question to you guys. But I also have a question to Tulika. Why U.N? Why not U.S.? The U.S., it doesn't mean the United States, but united stakeholders. The intergovernmental only arrangement is just going back to the 50 years back in history or shall we look into 50 years into the future to have united stakeholders?

FROM THE FLOOR:

I have a couple of reactions. It seems to me the proposal that's under discussion or the draft that's under discussion is sometimes presented as a new idea. 'd suggest that if people would go back and look at the historical record, at least from my standpoint, that we have had this debate in depth, and the Tunis outcome opted for an open approach rather than a multilateral organization. I know we have evolved over time and things can be improved, but I would say the fundamental debate has been held and we can open it up again.

One of the things that I have heard most loudly here or clearly, as a justification for a new multilateral organization is enhanced participation by governments or by all people. Let me say that the experience has been that participation has been very limited in multilateral organizations in some cases for a number of reasons. And nothing to think that a new multilateral organization would draw more people and solve some of the financial aspects. So I think we need to have some discussion as to what the explicit problem is that's trying to be solved and how the proposal would explicitly address those to have better results that be we now have.

Increasing participation from multistakeholders, I remember that not so long ago, five or six years ago, that in the context of the U.N. discussions, private sector, civil sector, nongovernment sector were kept out of the rooms, were not participating in the discussion, and this environment that we have now really has transformed that in so many

ways. And the notion that you could have a single organization that brings all the diverse aspects of Internet under one roof, standards, you name it, I think does not recognize the great pluralism and dynamism of the Internet system.

RAUL ECHEBERRIA:

I am the executive director of LACNIC. I would like to say that this proposal is very respectable. And I think if those governments feel that they don't have in Internet governance the kind of participation that they expect to have, they have all the right to claim for that. It is our duty as participants in this Internet governance community to try to understand the expectations and try to fit they will, but I think on the other hand, I think that this is not the right approach, for many reasons that have already been pointed out by other participants. But my first proposal is that it aims to find a single solution for the government participation Internet governance. And Internet governance is very complicated. It's composed by very different mechanisms that have different characteristics. And so I think that we have to try to satisfy the expectations of all the stakeholders by analyzing each of the mechanisms and respecting the particularities. So I think it's the wrong approach to try to find a single solution for all the complexity of the Internet governance.

PETE RESNICK:

I work for Qualcomm, but though I don't represent them, I also am an area director on the IETF. And I was surprised to hear Tulika speak about the participation in the IETF specifically. India itself has 54 different authors currently accomplishing in the IETF in at least 18 different working groups. We have many people from Africa, from different countries in developing parts of the world that are participating directly. One of my working group chairs is from Mauritius. I have a young man 17 years old from southern Ukraine who is participating by e-mail. He is one of my most prolific contributors. I don't understand, with regard to standards development, what problem you think it is that you are trying to solve.

BERTRAND DE LA CHAPELLE:

I am from the International Diplomatic Academy. When a couple of years ago the International Telecommunication Union created exactly the same kind of body internally which you suggest which is a working group exclusively for governments to discuss public-policy issues, it was extremely surprising to see that actually the people who were in the room were basically the same countries that are here today. It didn't enhance a bit the participation of people who nonetheless had representation in Geneva. So the solution is not there. And I cannot believe that countries like Brazil and India, who have hosted both IGF and ICANN meetings, have actively participated the way you do in the multistakeholder model or developed it at home, actually do really mean the creation of a full new multilateral intergovernmental only body.

And as I don't understand how it could be the objective, I wonder whether the objective is not a very legitimate classical negotiation tactic, and very legitimate, to force and put pressure on those who don't want to move the IGF fast enough, to make sure that they take into account the other proposals that Brazil and India are putting on the table on the improvements of the IGF. And if that is the purpose, fine with me.

FROM THE FLOOR:

Yes, Brazilian government. Well, as we are on the stage, I would like to make just three clarifications. The proposal is a draft proposal. Second, it's not directly related to IGF. It's more broadly related proposal. And third, it's not a single solution. It's a call for discussion. We do give an important role to participation, but we do also give a special role to legitimacy. We really have a lot of work to do to increase these two elements within that global governance system. Maybe capacity building training programs, maybe more clear outcomes of IGF, maybe more accountability of bodies like ICANN. But there is room to work. There is room to creativeness.

For example, the problem raised by IETF, it's quite far from our thought that IETF could be put in the same way in the same kind of problem that IGF and ICANN could be put. Of course, we are open to discussion. And this doesn't mean at all a single solution, and it doesn't mean at all a shift on the Brazilian historical position committed to the multistakeholder model that we have inside the country; okay?

TULIKA PANDEY:

I will start with certain clarifications. Number one, the understanding that is perceived, that I perceive from all of you today is that the body proposed is under the U.N. only. That's not true. It is a proposal. It is not bound and doesn't state U.N. only. That's one, first clarification. Clarification number two, the body is multilateral and therefore essentially intergovernmental in mechanism and processes. I beg to differ. We still talk multistakeholder here. The discussions were multistakeholder. We had participation from the civil societies and others in this discussion, after which the deliberations were taken up and a draft formulated. And this draft is open for comments, discussions, with our own stakeholders within our countries, number one.

And if it does get ratified by other governments in the IBSA summit, it will then be decided whether the formulation of the IBSA statement that could be tabled by the IBSA in the U.N. G.A. would remain the same or the entire document is modified as per the final decisions taken by all the stakeholders, including the governments, the three governments. So these are the two clarifications I wanted to bring forth. This is just a very basic primary draft, not yet ratified by our governments. It is one of the inputs for an IBSA statement that would happen in October, after which we would actually have an IBSA statement. This is not, I repeat, an IBSA statement at all. This is not acceptable. This is not accepted as an IBSA statement. This is not yet ratified by the governments. This has not yet had its discussions with all the other stakeholders within our country. Let's forget the others.

This was a document very internal to our governments to be circulated amongst the stakeholders first to get their responses, improved based on their inputs, and then maybe submitted for consideration by our high-level communities, whether this could be one of the inputs into the IBSA summit for the formulation of an IBSA statement. So I would like to leave this thought with you, because I do not perceive that the governments of India, Brazil, or South Africa intend to, in any way take away the merits of the Internet Governance Forum processes or outcomes in whichever form it is available to us or the other mechanisms of the WTO or the WIPO or the CSTD or the OECD. And when I mention these bodies, I would like to again repeat: These bodies do not have a complete government presentation of the developing world.

And to put another point here in front of you, the onus of the large public good in most of the developing nations lies upon the governments of those economies, and therefore it is perceived by many governments that it is important that their voices be included, at least heard, and maybe included, at all the media forums where there are these decision-making happening. That is the one concern that we always would have, till our other stakeholders are strengthened enough. I'm very aware of India's position in the IETF, in the ICANN, and in the IGF. We're not saying that we are not being taken care of, but there's a larger concern about all the other developing nations who would come across. They would be demanding it. We got together to think about it. We're thinking. This is a process. This is yet a very initial process of a thought process which has caused this. I'm very happy that people have awoken. They're looking at India and Brazil and South Africa. We suddenly are in the center of the IGF. We are happy about it.

EMILY TAYLOR:

I do want to briefly cover the two major topics that remain on the agenda, which are capacity building, and I think actually a lot of what has been said in the recent discussion relates to capacity building, the capacity to participate, and also, the relationship between local servers and local content and does this give us any hint about how to build capacity. So I want Kieren McCarthy first on this, the participation, building capacity and participation, and then I want to come to UNESCO to hear about your feeder workshop on capacity building, and in particular, this relationship between local servers, local content.

KIEREN McCARTHY:

We ran a workshop this morning, which was called "On the outside looking in, real world solutions to effective participation in ICANN, IGF, and ITU." We had panelists that were high-level participants in each of these organizations. We had two ICANN board members, we had an ITU government rep, and we had two IGF MAG members. Broadly, we reached agreement that these three organizations were very different and they have different systems and different approaches and they serve very different roles. They live within an ecosystem and they influence one another, and they are also changing, in response to one another as well. I think we've an example of how an agenda item changed

to an ITU meeting is likely to feed into an IGF meeting. You could very much see the same thing happening through ICANN through to ITU or likewise.

We had great examples of how things were changing. The IGF now has regional IGF's, which a lot of people have been talking about the value of at this meeting. ICANN is changing how its stakeholders work and has these recommendations. The ITU is opening out and it recognized the Internet organizations at it are at plenipotentiary last time around, so they're changing.

We agreed that participation is a responsibility as well. You can't just expect institutions to provide you with everything that you need. It's upon you to also get involved and educate yourself. And in terms of being a successful participant, what was crucial was to talk and to listen to people, to come to meetings and interact with others, that you couldn't work just alone, that you need to find assets and allies. In that sense, it's a village. And I'll miss out some bits, but we encourage people to have an active role in the WSIS review, which brings a lot of these organizations together, and we also pointed to youth programs as a very useful way of pulling people in. There was an example given of an ITU youth program in which one of the attendees said that's only how she learned about the IGF. And there are also IGF programs. There are also ICANN programs. So coming out with programs to pull people in would be a very effective situation. And very briefly, the issues we didn't get to, which were crucial with regard to participation, was the barriers, and there were two major ones. One was financial and the second was languages.

OLGA CAVALLI:

I'll talk about a workshop we held yesterday organized by Bill Drake, Number 178, called "Institutional choice in global internet governance." The workshop tried to stimulate holistic thinking and dialogue about how we choose between participation models and design global Internet governance mechanisms and how we assess their strengths and weaknesses both in general and in relation to specific current and proposed arrangements.

Discussions were focused in three models: Multilateral, mini-lateral, and co-regulation, in particular, the Affirmation of Commitments, as an example. Some ideas that were shared by the panelists and participants and of course we didn't reach any agreement; we had much more questions but it was very interesting, multilateral intergovernmental approaches. They include multiple players with no discrimination. There are new multilateral models being proposed in a more complex scenario. There are more stakeholders. The problem is, multilateral agreements take a long time to be implemented. The speed of action seems to be constrained for multilateralism. And perhaps we should accept that there is not a single global mechanism, or not only one model for Internet governance, which is composed by different ones and in different stakeholders with different interests.

About bilateral or mini-lateral perspectives, it is possible that governments go to regional or bilateral as easier ways to negotiate. Can those frameworks become global? And those

who do not participate, what happens with them? They seem to be not so democratic and they seem to have a lack of transparency. It seems there is room for these mini-lateral agreements but they are not the most important pieces in the global mechanisms. Why some governments are against multistakeholderism? Perhaps those representatives that participate in these negotiations are not totally informed or have not coordinated at the local level with all national relevant actors.

Is the ICANN Affirmation of Commitments a new model to follow? It's bilateral co-regulation including private and government representatives, and the United States government has a special role. The parties involved in this process observe standards, review them from time to time, and then recommend actions. Is that good? Is that effective? There is merit and it reflects some practices and rules that stakeholders have agreed, but it does not seem good enough to modify behavior. It can be used in different types of ways and contexts, also, with the multilateral agreements, like planning, budgeting, dealing with more equitable participation and other issues. This is in general what was exchanged in the workshop. We had a very, very nice and interactive debate and we went over time and of course we ended with more questions than conclusions.

FROM THE FLOOR:

I'm going to present a brief report on the workshop UNESCO conducted, which was called "The relationship between local Content, internet development, and access process," in collaboration with the OECD and ISOC at a joint workshop which took place on the morning of the 27th of September. This workshop brought five panelists representing governments, private sector, and experts from Africa, Egypt, U.S. and Europe and the workshop was very well attended and also remotely followed.

Mr. Janice Karklins, Assistant Director-General for Communication and Information of UNESCO chaired the session and pointed out that understanding the relationship between development of local content, Internet and access prices, could help to demonstrate the economic benefits of expanded infrastructures across countries. The research, which was presented by Mr. Taylor Reynolds, shows that there are three elements, local content creation, Internet, and access, which are interrelated and likely feed into each other in a virtual circle. First, better connectivity is significantly related to higher levels of local digital content creation. In essence, countries with more Internet infrastructure at all income levels are also the countries producing more local digital content as measured by Wikipedia, entries, and by Web pages under a given country code top-level domain name. Second, countries with more international connectivity have lower domestic broadband prices and countries with better domestic infrastructure have lower international bandwidth prices.

These findings essentially took three key lines of policy consideration. First, fostering content development; second, expanding connectivity; and third, promoting Internet access through competition. The research has been debated by panelists and participants from various perspectives. Panelists also exchanged their visions and experiences on promoting local content creation. Participants shared the observation that more and more

Internet content is created in languages other than English. In Africa, many participants highlighted the phenomenon that most Internet access is through mobile phone, which impacts content creation and should be well considered. Several good practices were shared by Egypt and the Kenyan governments.

The private sector perceived a challenge to develop a sustainable business model on local content creation. Mr. Vint Cerf shared Google's experience in developing 15 language translation tools which greatly facilitated information accessibility in different languages. Participants also debated on the impact of cloud computing on local content development in Africa. Regarding the methodology of the research itself, participants provided some suggestions on the data collection from the dimension of IP address, ccTLDs, and IDNs.

ABIBU NTAHIGIYE:

I am from the dot tz registry. That is Tanzania's registry and I'm representing the briefing on the Workshop Number 135. This was about strengthening ccTLDs in east Africa, and basically this was about the discussion on the research which was done for the five countries within the region. It was noted during the workshop that most of the East African ccTLDs are still weak, and before going on, maybe I should say who attended the workshop, in terms of panelists. We had Anne-Rachel Inne from ICANN, we had Vint Cerf from Google, and we had Alice Munyua, who is the convenor of East African IGF. So we noted that most of the East African ccTLDs are still weak in terms of capacity, governance, and operations. However, there were some developments in the region such as the management of dot ke, which was delegated in 2002, and the delegation of tz which was delegated in 2010, and other registries within the region were undergoing some redelegation processes.

Now, during the workshop, we noted that some of the ccTLDs are still technically managed outside of the country, like dot rw, dot bi, and dot ug. And historically it has been because of technical reasons such as connectivity and commercial power issues and capacity. Now, through the workshop, we noted that the governments are now interested in the management of ccTLDs and this was very critical because if we have the political will of the government, then there is a possibility for success. During the workshop, we noted that the multistakeholder model was the best in the management of ccTLD, and through this model various stakeholders have different roles, like the government, through a regulator, can do the facilitation in terms of seed money, which can be on a short term or a long term. The private sector can contribute on technical issues. The academia can contribute on research. And the youth and the civil society can do the advocacy. On the challenges, the main challenge was on the capacity to develop or to set up the registries and also managing them. The other challenge was about the operational challenges and these mainly were on technology capacity, publicity and awareness, sustainability, and pricing issues, and also the content development.

NII QUAYNOR:

I'm reporting on the Interconnecting Africa: Opportunities and Obstacles along the Way. This is a workshop organized by AfriNIC and ISOC. The session gave an overview of the main challenges, regulatory, financial, and technical, that Africa faces. It also highlighted some of the opportunities, projects, and initiatives for interconnecting the region.

On the regulatory side, there is a need to support and advance greater harmonization frameworks concerning cross-border interconnection as it is noted that the regulatory patchwork may be inhibiting greater cross-border interconnection. Recommendations were made for the standardization of regulatory policies for cross-border interconnection and backhaul, and that operators should share more instead of building new infrastructure. It was noted that a number of initiatives are on their way including the African Union harmonization of ICT policies in Sub-Saharan Africa aimed at addressing these regulatory and harmonization issues.

WOLFGANG KLEINWACHTER:

We had a very good discussion and the basic discussion was is there an Internet of things. Because the concept of the Internet of things was introduced a couple of years ago when it became clear that with the help of ID chips, IP version 6 addresses, more and more objects can be linked to the Internet. And some people said, okay, this will be like a new Internet based on a new addressing system called the ONS. But over the years I think we realized that probably this was an approach which went beyond the imagination, and the reality is that we have one Internet and one world, and so that means a lot of things which are related to objects and which can be labeled under the Internet of things. You know, not so different from the other Internet. The Internet of things is not separate from the Internet. And also, some issues like privacy issues or governance issues are not so separate from the other issues. So that means it should be a need for the future activities to clarify what the concept is, and this was the conclusion from the workshop. We have created a dynamic coalition and we will work on an issue paper, and then to come back next year and to explain probably better what the Internet of things is.

ADIEL AKPLOGA:

I will try to go through this report very quickly. So we had a workshop on the challenge facing IPv6 deployment. We have noticed a few findings. The first is the outcome of the global survey conducted this year from which we have noticed that almost 90% of people who responded to the survey from 1,600 networks have already deployed IPv6 or are working to deploy it, which is a very positive outcome. What was also interesting was that we have seen modern 500% growth in Web site which is IPv6 ready in the world globally, which are positive news for us in our work to ensure that we manage the transition to IPv6.

What was also interesting, and is the key reason of this workshop, is the coalition between the capacity building and training with IPv6 development. Measures have shown clearly that there was a clear relationship between the two where after education, training of IPv6 there was a growth in the uptake of IPv6. Lastly, we have also seen through the

presentation from some governments, Mauritius, Germany, United Arab and Fiji, the importance of government taking the lead in deploying IPv6 in their network and coordinating the effort is important.

JEANETTE HOFMANN:

We covered three topics. The first one was the role of stakeholders in managing critical Internet resources with the new GLT process as the example. We then briefly touched on the IANA contract. And finally, we turned to the hot potato of the day, the IBSA proposal. For the sake of brevity, I will skip item 2 and focus on the first and the third. The role of stakeholders, as a general remark, the problem in participating in ICANN and probably also the IGF is not one of transparency but, rather, of tools to digest the enormous amount of data produced in these processes. Then more specifically, the new GLT process has given rise to an unprecedented role of the GAC but also new forms of exchange between the GAC and the ICANN board with the GAC being much more vocal than it used to be and giving much more detailed advice.

Still, there is a concern that the outreach in this process might not reach or has not reached yet all the people who could be interested in applying for a new GLT. And finally, the community consensus that governments want to be part of hasn't really reached yet, meaning the deepening of the multistakeholder participation we have seen in this process should not be confused with the consensus on the issues. One of the things mentioned was the application fee, which is way too high for all being interested to participate in this.

Then the IBSA proposal, the big question is there a need for a new body to be set up? Is there a need for U.N.-based coordination to achieve coherent policy-making with regard to the management of critical Internet resources? Or more general, does the existing arrangement of organizations and processes guarantee a quality of decision-making that would make intergovernmental oversight superfluous? It seems clear there is no agreement in this room about these questions, but what I would like to stress is the perspective of developing countries who might find multistakeholder processes very challenging to participate in.

It seems clear that new resources are needed and new skills to effectively participate in these processes. So we see that while some think that the current arrangement we have is sufficient to manage critical Internet resources, others don't feel they can participate effectively. And this question is not a new one. This issue has been around for quite some time, and it might stay around for some time. So stay tuned.

CHRIS DISSPAIN:

I want everyone to be really clear about this. What has happened here this morning in this session is incredibly important. Normally what happens in these sessions is you get civil society people and ICANN, et cetera, justifying their position. Today, what's happened is we had the government people being asked questions by everybody else in this room

about something that they have put forward, and responding to that. This is proof that the multistakeholder model works.

ANRIETTE ESTERHUYSEN:

Well, just to thank Tulika and IBSA and countries along with Kenya to make this the most interesting IGF ever. My proposal is that the IBSA countries, they have already committed to discuss these proposals more in a multistakeholder fashion at national level, and I would like to recommend that they then work with that input and come to us at the IGF 2012, put the revised proposal before the IGF community before presenting to the General Assembly.

JOHN WALUBENGO:

In the summary, I think she had skipped the point on IANA contract and I think it's a good take-away to remember that the current contract is with ICANN and it expires next year, September 30th. And thereafter, it will be offered on an open contract.

Reports of the Workshops

Managing Critical Internet Resources

18. Policy issues affecting ccTLDs in Africa
25. Internationalized Domain Names "IDN": Implementations, Experiences and Challenges
64. Interconnecting Africa: Opportunities and Obstacles along the way
69. IDNs and new gTLDs: why local languages are the answer to a truly global Internet
70. On the outside, looking in: real-world solutions to effective participation in ICANN, IGF and ITU
82. The Governance Dimension of the Internet of Things
96. Economic Aspects of Local Content Creation and Local Internet Infrastructure
147. Use of Latin and Native Languages on the Internet
165. Understanding IPv6 Deployment and Transition
178. Institutional Choice in Global Internet Governance
215. Enhanced Intra-Stakeholder Diversity and Intra-stakeholder Balance in Multi-Stakeholder Internet Governance

Report of Workshop 18:

Title: Policy issues affecting ccTLDs in Africa

Moderator: Vika Mpisane AFTLD president

Panelists:
1. Dr. Paulos Nyirenda. Manager, MW ccTLD
2. Eng. Abibu Ntahigiye Manager, TZNlC ccTLD
3. Mr. Muriuki Mureithi Summit Strategies
4. Ms. Anne-Rachel Inne lCANN

An introduction to Africa Top Level Domains Organisation

The moderator informed the audience that Africa Top level domains Organisation (AfTLD) is the Association of African Country Code Top Level Domain Organisations. The audience was however informed that not all African country code top level domain organisations are AfTLD members. The audience was informed that there's no automatic membership for being in Africa, AfTLD currently has 24 ccTLD members, and the number is still growing. In addition the organisation has eight associate members. AfTLD focuses on policy issues affecting ccTLDs primarily in Africa as well as world wide and works in partnership with other regional organisations such as CeNTR and LACTLD and APTLD.

AfTLD has had a number of projects in the past and organizes an annual conference for its members. AfTLD has been organizing workshops in different regions for ccTLDs in the African region; the aim of the workshops is to address a myriad of challenges ranging from the policy environment to technical and administrative issues.

Policy and regulatory issues affecting African ccTLDs

Dr Paulos Nyirenda took the audience through a presentation on policy and regulatory issues affecting African Country code top level domain organisations. ln his presentation, he raised pertinent issues affecting African ccTLDs from a global and national perspective, he informed participants that most of the global issues affecting ccTLDS are discussed at ICANN level and that they involve relationships between lCANN and governments . Dr. Nyirenda stressed on the fact that it is always difficult to define policyeven though it is a set of agreed rules, regulations and procedures that are normally used to guide ccTLDs in handling particular situations.

The audience was informed that .ml the Mali ccTLD was undergoing re-delegation and that it would be used as a case study to demonstrate the relationship between various stakeholders in the proper operation of a ccTLD. The audience was also informed that there were various emerging issues such as IDN and that a fast track course had been developed to address the challenge ,the audience was informed that the process is now maturing into a fully phased policy and development process under lCANN. Participants were informed that there are four working groups tackling the IDN issue, lDN Working Group 1, IDN Working Group 2, IDN PDP among others .Participants were informed that at global level, efforts have been made to outline the relationship between lCANN and ccTLDs.

Membership to the ccNSO was also highlighted. Participants were informed that there are

about 26 members of the ccNSO who are eligible to vote. The audience was informed that there are issues pertaining to the government advisory committee and AfTLD's observation is that participation in the Government Advisory Commitee of African ccTLDs is declining.

The audience was also informed that the issue of ownership is very much at play. One of the pertinent questions is what property rights do ccTLD managers have when they operate a ccTLD? Participants were informed that there was need for a framework of interpretation since there are ccTLDs that were delegated before lCANN was established and they don't want to be associated with this policy issue being guided by lCANN principles, even though they have property rights to the ccTLD. The question for African countries is, whether they would like their country code top-level domains to be owned by individuals. The audience was also informed that there are issues at the national level which have to fit in with national policies and laws, not every country has a national lCT policy but every country in Africa has a national framework of some kind for the lCT sector which outlines relationships with Government and gives the mandate in which the ccTLD operates and the legal framework. Participants were also informed that on national level ccTLDs need to choose a motto under which they operate and they must discuss the model under which they operate, in 2009 the multi stakeholder model did show up as probably the best practice model. However, not every ccTLD operates under the multi-Stakeholder model.

Participants were also informed of the need for ccTLDs to identify with the local community, moreso where re-delegation issues are concerned. Participants were informed that criteria for ICANN and the ccTLD policy may indicate how the ccTLD participates in national issues, such as capacity building or contributing to the education sector.

Participants were informed that case studies show that governments are showing more interest in their ccTLDs, they're creating legal frameworks that address ccTLD issues directly. With regard to registry issues, it was noted that ccTLDs need to make a choice on what policies to deploy for their registry. Whether to run it locally, whether to run it abroad, whether to subcontract the registry, whether to run as a single point registry or with multiple registrars

Participants were informed of the need for growth models for registries. lt was also noted that the price per domain was still quite high in most African countries and that this could be a hindrance to growth of the ccTLDS. Participants were also informed that trends show that more ccTLDs are moving towards less restricted policy for registrations, participants were informed that ccTLDs need to choose whether to permit open, closed or restricted domain registration.

Participants were also informed on the need to have dispute resolution mechanisms to resolve disputes among registrants. The universal dispute resolution mechanism was cited as an example.

Key technical and operational aspects of African ccTLDs

Participants were informed that the main challenges affecting African ccTLDs in the past have been commercial in nature. Energy issues and lnternet connectivity were also cited even though the situation has improved. Internet connectivity has also improved with the landing of several submarine cables across the continent. Participants were informed that technically ccTLDs were managed from other geographical locations whereas the administrative contacts were within the geographical areas.

Participants were informed that Africa was still faced with technical challenges more so when establishing registries. Human resource capacity was cited as another challenge; participants were also informed that a number of ccTLDs had deployed coCCA which is an open source platform. The .Ke registry was cited as an example. With regard to Capacity building, participants were briefed on the courses being offered by AfTLD in partnership with lCANN, lSOC and the Network Start up Resource Centre. This includes the Initial Registry Operators Course and Advanced Registry operators Course and Security courses offered in Partnership with Delta Risk.

Marketing and communication challenges

Lack of awareness was cited as a major challenge, there was also a high uptake of generic top level domains such as .coms a fact that was attributed to the lower prices compared to the prices charged by ccTLDS and awareness levels due to marketing by the firms offering the gTLDs. Participants were informed that strengthening of ccTLDs must not only be viewed as efficient technical and business systems for the domain names but that they must also get involved in education, in awareness creation and begin to provide critical starting points for online, social, economic, cultural and political activity. in addition there was need to create, improve and maintain partnerships to ensure a healthy ecosystem that promotes the growth of ccTLDs.

Re-delegation of .ml

Participants were taken through a presentation on the re-delegation process taking place in Mali. Participants were informed that .ML was activated on 20th September 1993. Relationships between the various stakeholders involved were outlined as well as the challenges enountered.

Participants were informed that efforts were underway to ensure a successfull redelation was done as well as ensure that there is an increase in the aquisition of the .ml domains. Efforts were underway to improve the technical infrastructure and human resource capacity for better management of the registry.

African perspective on security issues

The role of the civil society in developement of the ICT ecosystem in Africa was noted

more so their efforts to create awareness and ensure that there is a right policy environment that encouraged growth of ICT and lnternet enabled industries.

Participants were informed that ccTLDS played an important role in facilitating growth of the lnternet within various countries. They created linkages between governments, private sector and civil societies. Members were reminded of the active role played by various ccTLDs in local, regional and lnternational fora such as the lnternet Governance Forum, lnternational Telecommunication Union forums among others. The correlation between the growth of ccTLDs and the lnternet within various countries was noted.

Participation in Global affairs, challenges faced by African ccTLDs

Participants were told of the need for ccTLDs to restrategize on how they engage their local communities. Participation in local communities was the only way to raise the profile of ccTLDs as instituions which would in turn increase the uptake of domain names and better understanding of issues related to internet management. With strong local awareness, African countries would then be better placed to participate in the lnternational Arena.

Report of Workshop 25:

Title: Internationalized Domain Names "IDN": Implementations, Experiences and Challenges

Organization: ictQATAR "The Supreme Council of Information & Communication Technologies, State of Qatar"

Contact Person: Mohamed El Bashir

Panelists:
Ram Mohan is Executive Vice President, & Chief Technology Officer of Afilias
Baher Esmat, ICANN Middle East Region Manager
Mohamed El Bashir, Manager of Numbering, Internet and Interconnection ictQATAR(Qatar IDN ccTLD Operator)
Mohammad Al Zarooni, Director, .AE Domain Name Administration
Jian Zhang, General Manager, ApTLD
Irina Danelia, Coordination Center for TLD RU
Xiaodong Lee, Chief Technology Officer , China Internet Network Information Center "CNNIC"
Mina Nagi Takla, ictQATAR (Remote Participation and Social Media moderator).

User Adoption Identified as the Key Challenge for IDNs

The workshop on Internationalized Internet Domain Names is part of the Internet Governance Forum, taking place in Nairobi, Kenya from 27-30 September 2011 in the

United Nations Office at Nairobi (UNON). Titled "IDNs: implementations, Challenges and Opportunities", the workshop presented the current status of IDN implementations, shared the best practices and experiences of IDN Top Level Domains Operators and identified the key challenges facing IDN adoption worldwide.

Reflecting on Qatar's IDN experience (قطر.), Mohammed El Bashir, ictQATAR's Numbering, interconnection & Internet Domains Section Manager explained some of the challenges facing Qatar's IDNs. "Qatar's Internet Arabic Domain Identity (قطر.) is a strong platform to create local Arabic digital content and is an important mechanism to expand Qatar's digital footprint regionally and internationally. Challenges continue to exist, though, particularly when it comes to social media and search engine support of Arabic IDNs and ensuring the visibility and Search Engine Optimization (SEO) of (قطر.) websites".

Showcasing China's IDN journey, Tan Yaling, Senior Policy Advisor at the China Internet Network Information Center (CNNIC) pointed out that user adoption remains the key challenge facing IDNs worldwide, aside from the technical variant issues. "Currently, there are over 338,739 (.China) registered domain names – a considerably low number especially when we compare it to the total number of Internet users in China which has crossed 585 million users. With progress achieved in terms of browser support to (.China) domains, awareness is still indispensible to foster user adoption and educate the public on the applications and importance of Country-Code Top Level Domains (ccTLDs)."

With its ccTLD being one of the first 4 IDNs approved by the ICANN, the UAE experience with IDNs continues to be well-received, with marketing operations still ongoing to bring the benefits of (إمارات.) to the public. "UAE's IDNs have broken the language barriers and has provided an enabling environment to produce Arabic e-content that is more searchable and usable" explained Suleman Bakhsh, Senior ICT Analyst at UAE's Telecommunication Regulation Authority (TRA). "With Arabic being the seventh top spoken language worldwide, and Arab Internet users estimated at 60 million, we continue to focus on engaging with the public to address IDN adoption. With Google's search results for Arabic currently standing at 330 million, we believe the UAE will continue to be an active contributor to Arabic e-content through its IDN."

A successful case study of how user adoption is integral to the process of IDN implementation, Irina Danelia from the Coordination Center for TLD .RU, explained how native-language (Cyrillic) IDNs in Russia (.рф) have evidently contributed to a wider user adoption. "Reception to .рф has been exceptional. As of September 22, 2011, there are over 896,267 registered domains, 22.2% of which are used as unique and not re-directed web addresses. Challenges in Russia primarily pertain to the end user experience especially email issues due to the fact that .рф is not yet fully recognized by a significant number of web applications".

Jian Zhang, General Manager of the Asia Pacific Top Level Domains Association "ApTLD" gave the workshop participants some key insights on the significance of IDNs

in the Asia Pacific Region, which currently has the largest online population worldwide and is considered the most diversified region in terms of culture, languages, and religions. "IDNs in the AP region have truly proved to be eye-catching brand identities and have succeeded to reduce fake domains and reduce phishing activities. 30 ccTLDs currently exist in the roots, 90% of which are within the AP region. However, universal acceptance of IDNs in terms of user adoption, network infrastructure, browser support, DNS lookup tools remain strongly needed at the present time. Competition between IDNs and Generic Top Level Domains (gTLDs) also need to be addressed".

The workshop also featured Baher Esmat, Manager of Regional Relations for the Middle East Region at the Internet Corporation for Assigned Names and Numbers (ICANN) who discussed the ICANN's Fast Track IDN process and discussed the Variant Issues Project, aimed at identifying the main variant issues and coming up with one unified glossary that addresses the different languages used by the script communities. The workshop was moderated by Ram Mohan, Executive Vice President and Chief Technology Officer of Affilias Limited.

Report of Workshop 64:

Title: Interconnecting Africa: Opportunities and Obstacles along the way

Organization: AfriNIC

Reported by: Hisham A. Ibrahim

A brief substantive summary and the main events that were raised:

The session gave an overview on the main challenges (regulatory, financial and technical) that the Africa faces. It also highlighted some of the opportunities, projects and initiatives for interconnection in the region.

Conclusions and further comments:
- On the regulatory side, there is a need to support and advance greater harmonization frameworks concerning cross-border interconnection as it was noted that the regulatory patchwork maybe inhibiting greater cross-border interconnection.
- Recommendations were made for the standardization of regulatory policies for cross-border interconnection and backhaul, and that operators should share instead of building new infrastructure.
- It was also noted that a number of initiatives are underway including the AU, Harmonizing of ICT Policies in Sub-Sahara Africa (HIPSSA), aimed at addressing the issues of regulatory harmonization and regional infrastructure.

- It was noted that access to knowledge was a high priority and Internet infrastructure and local content are key drivers of the economy.
- It was noted that local content was not a luxury, but is important for social reform and

preserving our cultural heritage.
- The importance of to develop policies to make content creation and distribution more cost effective and support content creation business opportunities for the youth was noted.

- It was noted the importance of recognizing the relationship between push and pull strategies in creating demand for the Internet and how this relates to GDP growth.
- Noted that more studies need to be done in the area of regional interconnection in Africa including the relationships between content and infrastructure.
- It was noted that measurements were needed to gather metrics on how many registrations in ccTLDs, blogs in local languages, growth of local traffic, and Autonomous System Numbers (ASNs).

- While work remains to be done for Africa to realize these opportunities it was noted that Africa Internet traffic is growing at an astronomical rate which will, hopefully, accelerate the focus on these issues.
- Working together as a continent in a multi-stakeholder way is key to Africa achieving its goals.

Report of Workshop 69:

Title: **IDNs and new gTLDs: why local languages are the answer to a truly global Internet**

Moderator:
Chris Disspain, CEO, auDA
Remote moderator:
Kieren McCarthy, CEO, .Nxt
Panelists:
- Chuck Gomes, VP of Policy and Compliance, VeriSign
- Indrajit Banerjee, Director, Knowledge Societies Division, UNESCO
- Emily Taylor, Strategic Consultant, .Nxt
- Ram Mohan, CTO, Afilias

Organized by: .Nxt

Full summary

Top-level domains in different languages have only just begun to tap into the global demand for access to and communication over the Internet. IDNs and new gTLDs may be the single most effective entry points into the global Internet infrastructure for the non-English speaking world. This workshop engaged those at the forefront of this extraordinary expansion and reviewed where we are, what we have learned and where we are going. There is a wealth of new information about non-English domain extensions, including the initial results and impact of IDNs in countries as diverse as Russia, Israel and Saudi Arabia; plans to provide hundreds of new non-English top-level domains in the

next year; and, studies of the nascent IDN markets and what they can tell us about use and demand.

This workshop grappled with issues raised by this new information, including:
- metrics of multilingualism online (and what is wrong with them)
- what can be learned from the first-year experiences of IDN operators; impact of IDN Internet addresses globally
- challenges that remain for the non-Latin world, and
- future opportunities and changes

What follows is a summary of the workshop, broken down by broad issue.

UNESCO's work on multilingualism in cyberspace

Moderator **Chris Disspain** - CEO and manager of .auDA - launched the workshop by asking **Indrajit Banerjee**, Director, Knowledge Societies Division, UNESCO for his perspective on UNESCO's work on multilingualism in cyberspace.
Banerjee described UNESCO's main mandate as building peace in the minds of men, pointing out that a lot of work in peace and reconciliation involves understanding diversity and promoting and celebrating both linguistic and cultural diversity, which are essential to any knowledge society. But, he noted, "If nothing is done, half of the 6,000-plus languages which are spoken today will disappear by the end of the century. In 2008, it was estimated that 12 languages - accounted for 98 percent of Internet web pages. English was 72 percent of web pages, still the dominant language online."

UNESCO's work on multilingualism is focused in the following areas:
- preservation of endangered languages including indigenous languages
- promotion of the use of mother tongue in education
- promotion of languages in media, mainly public service broadcasting on the Internet
- measuring linguistic diversity in cyberspace
- promoting development of local content in multiple languages, and
- providing assistance to Member States in the formulation of comprehensive language policies, including multilingualism in cyberspace, and building capacities

Banerjee characterized the report on IDNs and languages presented to the panel as useful and timely, but noted that it is still a work in progress. He strongly recommended going to the website to read the UNESCO <u>Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace.</u> "This recommendation guides, to a great extent, our 193 member countries in their policies in the area of language." It requires Member States to report to UNESCO on actions they have taken. "Some Member States reported on their progress [in the implementation] of IDNs and new gTLDs. Egypt and Jordan reported successful experience in launching the domain names using Arabic letters. Measures were taken to provide the use of letters of the domain names."

Chris Disspain wondered what influence panelists might expect the introduction of IDNs to have on UNESCO's work. Banerjee thinks it is going to have "a huge impact, as this report will show to some extent. As the reports from Member States come in, we are noticing that this new arrangement that ICANN is promoting is an extremely positive step forward, but I think this alone is not enough - I think we have to pursue our strategy, we should talk to our Member States, we should ensure that there are incentives for people to use these domain names and the most important thing - UNESCO is grappling with is content in local languages because the relevance of content in local languages is the key. You might have domain names and so on, but how relevant is this content to the citizens of any country?" CTO of Afilias **Ram Mohan** mentioned Workshop 96, "Economic Aspects of Local Content Creation and Local Internet Infrastructure", where a report was presented demonstrating the connection between the availability of local language content and the cost of access: the more local language content there is on the Internet, the cheaper the access. Mohan argued that this fact alone should persuade Member States and other governments to promote multilingualism in cyberspace. IDNs should actually make it easier to measure the presence of local language content online.

Emily Taylor, strategic consultant for .Nxt, explained that search engines capture perhaps 50 percent of the content, and email, chat and instant messaging are inaccessible. Since the data reveals, predictably enough, that local registries with country codes tend to implement only the characters that support their local languages, they may provide UNESCO with a much more effective method of tracking a particular language online. Looking forward to the next study, Taylor said, "we're hoping that next year we can expand on this, expand on the number of domains that we're looking at, and also, I hope, maybe - start to touch on that linkage with content, because I think then we would start to get to a very interesting story." Participant **Mohamed El Bashir**, a country-code Top-Level Domain (ccTLD) manager from Qatar, hopes future reports will provide more data on how IDNs are changing both content development and how users access content.

Limits to the impact of IDNs

IDNs provide what **Ram Mohan** describes as a "a unique hard-to-misspell gateway to local resources." **Emily Taylor** provided the example of dot-rf, the Russian Federation domain, which launched with more than 500,000 registrations in its first month. "Users in Russia love it because they're not making the misspellings, they're not getting lost, and they find it easy to operate with a domain that speaks their language."

Chris Disspain asked VeriSign's VP of Policy and Compliance **Chuck Gomes** for his feedback on the new IDN gTLDs, and on the fact that, while websites can use all sorts of languages and scripts and domain names in Arabic or Cyrillic, IDNs cannot be used for email. "The registrants of domain names in the gTLD world have been waiting for 11 years to get - a full IDN experience," said Gomes, "so I think it will have significant impact, but - it's not just domain names in IDN script. [It's the] second level, top level, even third levels, etcetera, that are really needed." Though IDN TLDs are being

introduced in the ccTLD world, and will be introduced in the new gTLD world, browser manufacturers have yet to adopt the IDNA 2008 revised standard. "There will be some holes there until the browser manufacturers implement that - Are we going to see that impact [of IDNs] immediately? Probably not. We'll see degrees of the impact, and then as the browsers are updated to the latest standard, as email comes on board and that may happen sooner than some of the browsers, we don't know, but there will be part of the problem solved," said Gomes.

Ram Mohan defined the fundamental issue as uniformity of user experience. "The internationalized domain name merely gets you off the ground, but the uniformity of user experience is really where it's lacking. And you look at email, browsers, search engines. Yesterday there was a panel where he we heard that if you type in an IDN URL in Facebook or Twitter, it does not automatically convert it into a web link because - they don't recognize an IDN domain name as a URL, right? So that kind of acceptance has to happen at the application level." Mohan does not dismiss the importance of email, but he believes that where the rubber really hits the road is in the ability to perform simple tasks online, like signing up for a free email account, an instant messaging account or a Facebook account. These are likely to require an email address, to which they will send an authentication password. "Try typing in just a normal email address," said Mohan, "but make it an IDN top-level domain and an IDN second-level domain. So, what I'm saying is, even if your email address was in ASCII, if your name was in ASCII, so it's ASCII, and you type something in a local language, dot-local language, you will find -- at least in our labs we found in 2010 -- we found over 75 percent of the most commonly used applications online, the user registration forms... do not support IDNs."

The IETF's and standards bodies' work on making email function completely in local script has lead to draft implementations by several countries. Mohan's company, Afilias, has a draft implementation, too. "We've been participating in those trials since 2007. In 2009 for the first time, we managed to get emails going, we wrote an email that was completely in Arabic [including the address], written right to left, sent across to folks in China and it went over the regular Internet, where the entire email when it hit the DNS - was in - the local language, so that process is working." The email did not go to the spam folder and the Chinese replied, copying the Koreans. The reply reached its destinations. Mohan believes there are implementations for 14 languages that allow for email to go back and forth. "The standard is in last call and final call, if you will, inside of the IETF, we expect that it will - actually become a full-scale standard in, if not this meeting coming up, then [the] meeting right after that, so perhaps early 2012."

Emily Taylor believes that IDNs will greatly contribute to the development of a full multilingual Internet, but "I think of them in terms of being a catalyst, that without the whole chemical reaction that is necessary to enhance multilingualism online, it can't be done - it's one of these things in life, the closer you get to where you want to be, the more frustrating the gap is, and as Chuck said, to have IDNs at the second level was almost worse for many people than not, because it highlights in a particularly right-to-left script, just the torture of finding a resource on the Internet, having to change your keyboard

language halfway through typing a domain, [being] muddled up about what's the top level and second level and where all the hierarchy is."

Chuck Gomes agreed with Taylor about IDNs serving as a catalyst. "This can be a catalyst, the more - top level IDN names are registered, that will probably help, [but the application market is] still going to weigh it in their own business metrics - are we going to get enough value out of this to do it?" Having introduced an IDN and run an IDN as a registry, Gomes counts himself as among those who "have the responsibility to try and encourage the application makers to implement the new standards - it will be all of us, really, it will be a community effort to make that happen."

Ram Mohan made what he called, "a provocative prediction. You were saying if you do nothing, you know, 50 percent of the 6,000 languages may go away. I think it's actually perhaps even more dire than that, because, if you look at the current state of affairs and you look at what I think is general apathy from the application market to implement the multilingual pieces into their applications, I predict that in five or ten years' time, we may only have 40 or 50 languages that are actually universally accessible wherever you go in the world, and I think a lot of that will be because there is not an initiative to actually help move this forward. We can depend upon market demand to drive some of it and that market demand I think is what will get us to 50 or 60 languages or scripts. But beyond that, what is the real reason for someone in India to implement a special set of code that affects just one language that has, relatively speaking, only six million people speaking it - when the opportunity cost is far greater [and] I could instead take the same amount of effort and I could address 40 million people in another language?" The problem, said Mohan, is that "no single body or single organization that can actually turn the key and get this engine rolling, and because of that, each one of us in our little piece do the best we can." That will not suffice. Mohan illustrated that using the example of IDN email implementation. "We have this program out, we've been inviting individuals and universities and companies to go partner with us, we're giving away the service for free, and there is very little traction on a global basis because you are one small organization and getting that level of interest is a pretty daunting task."

Promoting multilingualism in politics and the marketplace

Indrajit Banerjee agreed with Mohan, citing the UNESCO Atlas of the World's Languages in Danger. "It's worse than studies actually reveal." Banerjee also agreed, "It will not be any single player who is going to solve this problem." Language and politics are interconnected because of limited resources, political realities and the privileged status of some languages relative to others. Most of the time, Banerjee lamented, the issues associated with multilingualism in cyberspace are discussed only by technical people. The discussion "doesn't reach the policymakers who say, 'get the job done, I don't care how you get it done, I want these languages to be in cyberspace.'" But that is a part of what it needed.
Banerjee thinks promoting multilingualism will require:
- sharing the true scope of the problem, "the direness of the situation"

- explaining how critically important it is to provide multilingualism in cyberspace, and
- creating a coalition of players, of the most important players, "including you, Mr. Chairman, ICANN and other players, to see what should be done as a prospective approach."

A participant inspired a lot of panelist response with her question about why people and countries have not taken IDNs seriously. There is the fact that IDNs address only one part of the problem, but **Emily Taylor** argued that IDNs have been taken seriously. "Within the IGF environment alone, this topic has been something where there has been quite a lot of push and pressure -- quite rightly -- for the technical community to bring this to everybody, but the simple answer to your question is that it's only this year, or the past 12 to 18 months, that internationalized domain names have been available all the way through the domain name and that's for a combination of tech reasons and also organizational priorities within the ICANN environment." Taylor went on to credit **Chris Disspain** as "one of the key people who instigated the fast track for countries." **Ram Mohan** pointed out that the Indian and Arabic scripts are used in many languages with individual requirements for each specific language, and "that's why overnight success has taken so long."

Chris Disspain reflected: "It's also why, perhaps not for the last time but certainly for the first time, when the resolution was passed introducing IDNs, this is the first time I've ever seen a roomful of people crying. It was really quite extraordinary." It strikes **Andrew Mack**, a participant from Washington, D.C., that "you're fighting a losing balance on the language preservation side unless we can find some link-up with funding, some link-up with some sort of a market mechanism or market funding, because otherwise it's like an archive." Chuck Gomes agreed. It is too expensive for many underserved language communities to apply for a new gTLD. The proposal, then -- and "so far we haven't seen any action" -- is to bundle multiple IDN versions of a new gTLD, so for the same ASCII string or another IDN string, at minimal additional cost, underserved language communities can be included. Some languages will be lost, however. A participant from Niue in the Pacific Islands, Immanuel, asked what could be done for his dying language, used by some of the 1,200 people in his community living on the island of Niue, with 20,000 more community members living off the island. Immanuel is looking for ways to encourage more children to learn the language, perhaps with apps for games. **Indrajit Banerjee** advocated that Immanuel and his community "lobby UNESCO very hard to promote and preserve your language and do everything possible in the eventuality that it disappears with the next generations, [so] it is well preserved and all its richness is preserved." **Emily Taylor** underscored the importance of the preservation of dead and dying languages. There is "such a lot to learn from what is left behind."

Indrajit Banerjee provided a historical perspective with his reference to how underserved language communities had previously fallen victim to the requirements of television markets. Banerjee pointed out that one of the advantages of the Internet for underserved communities is that it does not share with the mainstream media the extraordinary expenses associated with crossing borders. Cultures that may not make up a

significant market in one location, could gain numbers and market strength by crossing borders. As **Chuck Gomes** said, we do not have to think of languages in a national context. **Emily Taylor** pointed out that while endangered languages are a real problem, "we're not talking about endangered languages, we're not even at the endangered languages. We're not properly supporting Arabic, Chinese script, hugely popular languages at the moment." A participant from Senegal volunteered that IDNs in Arabic script are needed inside West African countries, "where there are many people who are considered to be illiterate because they don't read and write in the official language - but many people know how to read and write in Arabic."

What could UNESCO do, if sufficient solutions do not arise from the marketplace? According to **Indrajit Banerjee**, while it's not their area of expertise or competence, UNESCO would certainly take action to ensure that its 193 Member States take the necessary steps to see that multilingualism is accommodated in cyberspace. If required, UNESCO would "use all our community power to ensure that Member States put pressure on the organizations concerned, especially the technical people, to get this done, and the point is that UNESCO will not stand for anything - unless it's in some multitechnical problem, which I understand it isn't, that would hamper us from promoting languages and linguistic and cultural diversity." Participant **Mohamed El Bashir** is running an IDN ccTLD in Arabic. It went live on 18 October with lots of local demand and fewer than 100 domains in one month, most of them for government entities. Asked if he, as the ccTLD manager, or the government will need to involve themselves in persuading application providers to provide the ability to interface with those in Arabic, El Bashir answered strongly in the affirmative. He has already had to intervene with a browser vendor to ensure that IDN strings are enabled to work on their browser. El Bashir did, however, find another browser vendor to be more proactive, "once they [saw] ICANN [had] delegated the IDN string in the root, they included that in the update of the browser. We have to reach out and talk to those guys. Also, we're trying to reach out to Twitter, and the community is doing that, by the way. Currently there's a community of good bloggers and Twitter who are trying to ensure that [the] Arabic language [has] better support within Twitter."

Emily Taylor expressed optimism about the prospects for language-community based efforts. She reported that at Facebook, they "use users as the translators of not only the content but the framework itself and to set up a process where the bulk of the work is done locally by amateurs, if you like, but people who are expert in the language because they speak it. And also, of course, the whole thing of creating an interface in your own local language is not as simple as just a straight like-for-like translation; it is also what is also culturally appropriate for you or meaningful in those labels. So, that seemed to me to be a very hopeful and effective way of mobilizing the speakers of smaller languages."

Chris Disspain asked about underserved language communities' ability to create their own applications and become self-sufficient. **Ram Mohan** surmised that some language communities could self-organize and build something for themselves -- and some will, "but I fear that in more cases they just won't know where to go, the resources are not apparent, the tool kits don't exist." What Mohan proposes is the creation of an IDN

technology commons. "We don't have that. And that's something that brings in organizations from industries - that bring those resources and tools, et cetera, and make them available for common, shared use. We desperately need that if we want to preserve and continue to let languages come online and thrive online, because with a common set of shared technologies - then the scenario - of a local language community self-organizing becomes very viable." Asked about who would be in charge of such a commons, Mohan provided the hoped-for response: "We should ask UNESCO." Without an IDN technology commons, underserved language communities, according to Mohan, "may end up going directly to using their mobile phones which do support the local language and - doing SMSs or the next generation of SMS because that does support local languages far better than what the wired Internet, if you will, does."

Chris Disspain agreed that a significant proportion of IDN users will be using them on their mobile phones and asked Chuck Gomes what issues will emerge as a result. "There obviously are security issues that arise," said Disspain, and "we may be in the situation where not only do we have to actually cajole, persuade, force, whatever, people to do the applications, et cetera. There's also going to have to be a massive training exercise on how to use the technology now that people have access to it linguistically." In the least developed parts of the world, people are accessing the Internet by mobile, agreed **Chuck Gomes**. "Now - let's just talk about IDN domain names. In the DNS and IDN domain name is the nonsensical string that starts with 'xn' and a whole bunch of characters after it, they're going to be longer names. Now, when they're translated into the local script, it shouldn't be that long, but those - are going to be issues that we're going to confront." Gomes also expressed concern about who is an "archaic protocol" that "doesn't accommodate IDNs at all. Is work going on in that? Yes, but it's work coming very slow. So a lot of those issues, being able to go to Who Is, and what are you going to see? Are you going to see 'xn' and some meaningless string of characters? The average user, most of us wouldn't know what it meant without looking it up somewhere. So there are some real issues there to be worked."

Expectations of progress in the next five years

Chris Disspain asked each panelist to look five years into the future of multilingualism in cyberspace. "Already the world is a much more multilingual place, more people speak more languages than [at] any other point before," enthused **Indrajit Banerjee**, but "I'm hoping that this trend of learning - those languages which offer economic opportunities, or mainstream dominant languages, changes at some point. Some incentives can be provided so that people also learn languages that are not thriving." "I think we'll really start to see the advantages of IDNs in about five years," said **Chuck Gomes**. "I think that's more than enough time for the application developers to do some really good work, for the communities to get behind the new scripts in domain names and in the content." Looking out five years, **Emily Taylor** hoped to see many ccTLDs and gTLDs in different scripts that "prove to be a catalyst not just for application developers, but for users to create content." She also hopes to find "that we start to understand better the multilingual landscape that we have because it will enable organizations such as UNESCO that care about language preservation to target their resources more effectively and also to use the

Internet - to the benefit of multilingualism, to connect people, the cultures speaking those languages, and also to preserve and keep available examples of languages or cultures that have died out."

Ram Mohan declared that we live in exciting times. "We don't recognize it because we're right in the middle of it, but perhaps ten years out we can look back and say, wow, that was amazing to be at this start. In five years' time, not only [do] I think there will be a thriving set of domain names that are in local languages, but I am very hopeful that there will be an integrated user experience. That's something that we really need to make progress on, but I expect that for the major languages that are spoken, for the major populations that speak [the] languages, I certainly hope that we will see integrated user experiences in local languages, and the very start, the budding start of thinking about how to share these various technologies in perhaps a commons-like environment, that allows for languages that are endangered, to begin a new cycle of life online. That's what I'm really hoping for." **Chris Disspain** concluded the workshop by explaining his own optimism, which he credits to "the level of passion that exists in the communities now only just being able to be fully served by accessing the worldwide web or the Internet. It is a completely different world where communication has gone to a whole new level, and if we think Twitter is really smart and Facebook is really smart, wait and see what happens next. The scary thing, of course, to somebody like me is, if it's happening in Chinese or Arabic, I wouldn't have the faintest idea what's going on."

Report of Workshop 70:

Title: On the outside, looking in: real-world solutions to effective participation in ICANN, IGF and ITU

Moderator:
Kieren McCarthy, CEO of .Nxt

Remote moderator:
Emily Taylor, Consultant for .Nxt, IGF MAG Member

Panelists:
- Sebastien Bachollet, Founding CEO of BBS International Consulting, ICANN Board Public Participation Committee Member, ISOC France Board Member

- Richard Beaird, Senior Deputy Coordinator, International Communications and Information Policy, US Department of State

- Maarten Botterman, Chairman of PIR

- Chris Disspain, CEO of auDA, ICANN Board Member, Member of ICANN's Accountability and Transparency Review Team (ATRT), IGF MAG Member

- Ann-Rachel Inné, Manager of Regional Relations for Africa, ICANN

- Jeanette Hofmann, Senior Researcher at Social Science Research Center Berlin (WZB), IGF MAG Member

Organized by: .Nxt

Full summary

It is neither easy nor simple to follow or effectively participate in the organizations that manage the Internet's resources. This session looked at:
- What the barriers are

- What efforts are being made to remove them, and

- How everyone can improve their participation in key Internet organizations

The panelists have participated in ICANN, IGF and ITU at the highest levels, and have often been advocates for greater participation by others.

The goal of the session was to elicit a wide range of views from business, government and civil society, from both developed and developing countries.

Issues tackled by panelists and attendees include:

- How to find information and follow current topics
- What barriers exist, and how to get around them
- Cultural, financial and societal biases, and how to tackle them
- Making the most of the systems currently in place
- Being an advocate for improvement

An online survey conducted in the weeks leading up to the workshop elicited 10 responses and provided some useful insights and questions. Survey results appear at the end.

What follows is a summary of the workshop, broken down by broad issue.

Following these organizations

Moderator **Kieren McCarthy**, CEO of .Nxt, introduced the workshop as an opportunity to talk about pragmatic ways to participate in ICANN, IGF and ITU.

Participation requires, first, that you are able to follow what is going on. **Sebastien Bachollet**, a member of the ICANN Board and its Public Participation Committee, said that it took him two or three years to start to understand the ICANN ten years ago. "With

both IGF and ICANN, it's quite difficult if you are not in the right mailing list at the right time, [or] if you don't look at the right page on the right website at the right time. You don't know what is happening. For the moment, there is no good solution for that."

Even "in the part of the ICANN At-Large where everything is supposed to be on the wiki - even with the search engine, there are things [that are] inaccessible." While it may not be easy to follow ICANN, **Chris Disspain**, the CEO of auDA, an ICANN Board member and a member of ICANN's Accountability and Transparency Review Team, finds "it's impossible to follow the ITU unless [you] happen to be a sector member."

Senior Researcher at Social Science Research Center Berlin (WZB) **Jeanette Hoffman** expressed concern about how IGF debates are shared with the rest of the world. "So far what we have achieved within the IGF doesn't travel really well to people who don't participate. Most people simply don't get what is so good about the IGF. So thinking about improving our representation of discussions makes a lot of sense." IGF data is underused, "not only because our website isn't really good, but also because people might not even want to read transcripts or things like that. So, what we need to talk about is how we can better summarize or illustrate the debates we have here so they are accessible for non-participants who might be interested in certain elements of the discussions or certain topics."

An organization like ICANN should be transparent, said **Chris Disspain**. "But it's not enough just to put stuff up on a website. Give people a choice of ways to follow and answer questions. Because the bottom line is if you want to find something out and you can't figure out where it is on the website, there should be someone you can ask that will tell you."

Online, there is "a lot, a lot, a lot left to do," said **Sebastien Bachollet**. He asked **Kieren McCarthy** and .Nxt to continue producing documents at the beginning of ICANN meetings to help orient people.

ICANN's Manager of Regional Relations for Africa **Ann-Rachel Inné** noted that, in order to make sure that attendees get access to the information and discussions of interest to them at meetings, the ITU divides into sectors, while ICANN divides into Supporting Organizations (SOs) and Advisory Committees (ACs). She wondered, then, who distributes the information given out to people: ICANN, or the SOs, or the people themselves? Could it be organized differently? Inné has noticed that some in the community see the need for "two-pagers to describe something like the Country Code Names Supporting Organization (ccNSO) - this is what it is and this is what you can get out of it - and to differentiate among the ITU, ICANN and IGF. These documents also need to be translated into different languages," she insisted.

Inné and **Chris Disspain** agreed that people should expect to invest some time and energy in following these organizations. "You can't expect to be spoon-fed this stuff," said Disspain. "It's intensely complicated and because there are so many interconnecting threads, to try to put it into simple, easy-to-understand [language] is hard." **Ann-Rachel**

Inné explained that "to participate, you absolutely have to do your homework - you can't be thinking you will participate in something when you really don't know the subject and you don't know the subject matter and you don't know how the organization functions. Unless you know the entities and people you are working with, you can't really get something out of it."

Understanding ICANN, IGF and ITU

To begin engaging with one of these organizations, it is important to understand its purpose and culture. US State Department Senior Deputy Coordinator for International Communications and Information Policy **Richard Beaird** began by profiling the ITU.

"The ITU is a union. You join it. You pay. You pay to participate. That's the first point. Second point is it's part of the United Nations - and adheres to the fundamental charters of the United Nations - so there are founding documents and there are rules for participation. That cannot be changed."

The ITU's original purpose was to serve as "the global forum where spectrum is allocated and managed through regulation - there is no other mechanism that is currently [able] to exercise that function and, as we see broadband deployment increasingly tied to wireless access, that activity will become increasingly important from the point of view of establishing essentially global access to the Internet through spectrum-based services."

The ITU also shares responsibilities with other organizations as "a major contributor to global connectivity and harmonization of standards" and in development, finding "ways to effectively capacity-build, transfer technology and training [and] then build out infrastructure." The organizations that manage the Internet's resources are not alternatives to one another, said Beaird; they exist "in an ecosystem of organizations reflecting the diversity that is now the reality of the Internet environment." They all evolve and they all influence one another.

Executive Director of Government Affairs and Public Policy at ARIN **Cathy Handley** talked about the tremendous changes underway at both the ITU and ICANN. Both are at a crossroads. **Chris Disspain** responded: "ICANN has actually bought a house at that crossroads and is living there permanently, I believe." But **Jeanette Hoffman** recalled how the ITU evolved from a purely intergovernmental organization to make the case that rules can be changed over time.

Remote Moderator **Emily Taylor**, strategic consultant for .Nxt and IGF MAG member, mentioned that, in the online questionnaire distributed in advance of this meeting, people were asked which of the three organizations made participation easiest. The IGF won out - and by a large margin - thanks to its open format, consultations, transparency and active online participation. This was not a quantitative survey, but what Taylor took away from it was the idea that this may be a part of the IGF's role: to orient people to the "arcane processes of the ITU or ICANN."

Ann-Rachel Inné was glad to hear of the positive reviews of participation in the IGF and talked about the importance of the IGF as a place where people can "come just to be listed to. They are here, they can be with people, they can say what they believe in without being judged and this is as good for governments as it is for civil society or [the] private sector or academia."

Chris Disspain described how the IGF, as a body that does not make decisions, serves members of ICANN and the ITU. "Everybody feels relatively safe, because we all know by the end of the day we will have learned some stuff and we'll all have gotten to know one another better and it will be incredibly valuable when we go back to wherever it is we go back to, but we haven't got to spend our time worrying about the fact there will be some sort of decision coming out of this at the end."

Cathy Handley challenged the panelists on how they would get their three organizations to work together more symbiotically, and how they would measure their success in doing so.

Chris Disspain located the tension more between the two decision-making bodies, ICANN and the ITU. PIR Chairman **Maarten Botterman** expressed concern that unnecessary in-fighting within these two organizations diffuses energy and discourages participation from outsiders. He, too, asked what could be done to put a stop to it.

Ann-Rachel Inné also took up Handley's call for symbiosis. The three organizations, according to Inné, "are all addressing the same people, trying to get the same people's attention. We [have] got to also think, at some point, [these people] are tired of having all of us crying for [participation]. So, how do we make sure that [people] stay around in each forum and participate and make really the enlightened decisions we all need to progress? Really, for me, it's cooperation, cooperation, cooperation."

Improving participation and defining success

ICANN, IGF and ITU share the challenge of trying to "broaden their participation in a way that reflects the reality of the Internet world in which we participate," according to **Richard Beaird**.

Jeanette Hoffman believes that the IGF, for one, derives its legitimacy from the way it approaches participation. "What makes the IGF legitimate? We tend to think about political legitimacy in terms of criteria we have developed for national [democratic] representation. I think that simply does not apply to transnational processes. We cannot be representative; we are not a body that makes binding decisions where it's important that you are representative in what you are doing."

What the IGF can do is have low barriers for entry. "That we don't exclude people in unnecessary ways, so [as] to be open to new participants, is, for me, an important criteria that makes a process or space like the IGF legitimate, but to be representative is not

possible. I don't think we should expect that."

The ITU is also discussing how it can go about broadening participation. "They simply don't come to any agreement," remarked Hoffman, "which is unfortunate, but we can hope that over the next decade or so, the ITU is able to open itself to other stakeholder groups."

Participation from experts is vital. Hoffman feels the lack of participation from network operators. "It would be really good if ISPs, for example, would attend these meetings, because if you want to discuss issues like, say, net neutrality, you need the [perspective of the] people who do traffic management on a daily basis in order to understand how they look at things and how we can come to agreements with them. There are lots of groups still missing."

Some organizations - like ISPs - might not be able to afford to send people to participate, or might not see the point of participation, "but that is a completely different issue than, say, [the issue of] marginalized groups or young people or people from poor countries."

Chris Disspain asked what success would look like in respect to participation. "Take ICANN as an example, do we mean anyone can come? If that's what we mean, we have already succeeded. Do we mean, anyone can come as long as someone pays for them? That's a completely different problem. Do we mean, anyone can come and can in the space of one ICANN meeting pick up enough two-sided laminated bits of paper so they can walk away and come back at the next ICANN meeting fully understanding everything that there is to understand? Because if that's what we mean, that's a whole different game. We need to get really clear about what we think success looks like."

Sebastien Bachollet is of the opinion that there is too much focus on the number of participants and not enough focus on the outcomes of participation. The number of participants is a good measurement to make, but it is not a measurement of success. Success should be defined by output, thinks Bachollet.

Ann-Rachel Inné knows a lot of organizations and NGOs that participate not by attending meetings, but by educating people. Does this form of participation get counted? In looking at impact, Inné suggested, "there is a lot of that that we don't know here."

Maarten Botterman looks to a variety of organizations to see what practices have been successful in reaching out to participants. He suggested exploring the possibility of releasing impact studies, which "should reflect what inputs the commission used in coming to their decision." Impact studies, he contended, are a way of acknowledging and encouraging participation: "People tend to be more motivated to participate if it's clear what the impact of their actions can be."

In terms of global participation, Botterman is impressed by the Internet Society (ISOC), which "managed to set up these regional chapters - some more active than others, but new chapters come online every day and actively organize meetings themselves on the

issues. They do have a common newsletter and they are on the ball in many aspects."

Kieren McCarthy mentioned that the IGF, too, may be going regional. There are significant advantages to regionalism, which allows people to discuss topics in their own language, in their own country. But, do regional chapters make an impact at the top of the organization?

Panelists also discussed virtual participation. **Richard Beaird** believes that to fully participate in these organizations "and it will be true of every organization," said Beaird - you cannot do it virtually. "You have got to be there and you have to know the participants."

Maarten Botterman, however, thinks it's important not to be too dismissive of online participation. He considers stimulated and sponsored participation important, but argued that they do not suffice. You cannot expect everyone who wants to have a say to be able to show up. It is crucial, Botterman thinks, to continue to use online forums to reach out to more people. It is also important to review the rules for participation. Rules vary in their clarity and applicability to current conditions. "It's inevitable that online participation increases. Either via listening in and even being able to ask questions, or via polls and things like that. Admittedly, today we are still very happy if 2,000 people around the world participate in a poll - How many people are in the world?"

Sebastien Bachollet agrees with Beaird that virtual participation cannot be real, full participation, which is why Bachollet supports the ambassador program. **Maria Casey**, an ISOC ambassador, talked about her experience as part of a youth forum sponsored by the ITU and wondered why such programs were difficult to find, why there were not more young people attending this meeting and whether their input would be welcomed. "The ITU's youth forum needs to be given so much more focus."

Chris Disspain said that, actually, "a number of ccTLDs run youth programs. There are six or seven 16-year-olds here from Nominet who were brought along to learn. ICANN runs a fellowship program for people to come to meetings and get sponsored. This stuff is out there." It's back to the issue of being able to access needed information.

Emily Taylor observed, "a lot of the youth programs, IGF summer school as well, have had a lasting impact because the people who do get hooked on it then stay in this space and filter through into various organizations. And so there's a real long-term benefit." **Kieren McCarthy** recalled a conversation he had had with then-chair Vint Cerf when he was at ICANN: "I had a long conversation with Vint and I was going on about all these plans and he said, 'look, there's only a very small group of people who will ever want to make policy and the key is to find those people, not to find and bring in everyone', which I think is a fair point."

Ann-Rachel Inné echoed the call to help youth get inside meetings, and to help others who are tripped up by the financial barriers to participation. "How do you make sure that people are financially covered to be able to make it? Civil society keeps crying that they

can't go to all these places. How do you make sure they are there and their voices are heard? It's not enough to have their voices online."

Influencing end results

If you are one of that very small group of people who is interested in making policy, how do you go about doing it? "[W]hat do you actually do to get your hands dirty?" asked **Kieren McCarthy**. "How do you actually get involved? What are the most effective methods by which you can get involved, put in your input and try to influence things?"

At ICANN, he noted, despite public comment periods, physical meetings, mailing lists, public forums, etcetera, decisions are made and participants say they're not sure they had any impact.

Richard Beaird clarified, first, that participants never come out of the process thinking,' I got my own way.' Consensus means never getting your own way. "Consensus decision making satisfies no one. It's just the least worst option, normally." You can get heard on mailing lists and in public forums. You can go to a meeting with a single issue, say your piece and leave. But, "if you want to influence the whole game, rather than just be a single-issue person, you have to get involved in everything and you can't just push one particular thing the whole time."

Kieren McCarthy asked whether passionate diatribes that are a frequent part of Internet organizations' participation are taken into account, or whether people need to earn their way in, spending a long time on mailing lists and helping people come to consensus, in order to have an influence.

Chris Disspain agreed that influence is generally earned, but then recounted the launch of the IDN fast track, which was "in Dubai at an APTLD meeting and started because, for 20 minutes, we sat on a panel while being completely overwhelmed by the passion of the people in that room saying 'no, we have to have this now, you do not understand! We have to have this now. It's not good enough for you to say to us our policy development process takes five years. That's not good enough.' And we went out to the coffee break, and effectively designed the fast track on the back of an envelope, and then figured out how to make it happen. If you want - influence, care about something and deliver that [message] rather than just come for the purposes of hearing your own voice and manipulating the process."

Then **Kieren McCarthy** asked Beaird about a recent fight within the ITU over whether to acknowledge Internet organizations. "It went on for days and people were banging their heads against the table. But then, finally, an agreement was reached. Something happened and the United States was a key part of that, was pushing quite hard. What happened? How do you influence that process? How do people influence you to influence that process?"

The US has a delegation and that delegation reflects a variety of interests, said **Richard Beaird**. "As we prepare for meetings, we try to reach out to the widest possible interests we can to get a position. Cathy Handley and others were appropriately insistent that we give recognition to this community and that became a US position." The US articulated this position, and stuck with it, "and, by the magic of international consensus, something comes out at the end." It was in the closing moments of the conference that a compromise was reached. "How do compromises get reached in international fora? It's from practice. Everyone has a rational interest in ensuring success - you need to take into account all interests in order for a compromise to be reached and the ITU has been remarkably successful over the years in doing that."

Steve del Bianco from NetChoice jumped in to provide an answer to the question posed frequently during the workshop. "What are your resources and methods for staying informed about threats and opportunities, and then being effective at protecting or advancing your interests?" He answered the question with respect to the IGF: "It does do an annual evaluation of how the Internet in the real world is doing at meeting values like the Tunis Agenda, equality, openness, economic development. And those evaluations are both threats and opportunities to the interests near and dear to every person in this room. Either a threat because you're about to get criticized which could lead to further regulation, or an opportunity."

It is a challenge to keep track of when there might be a workshop proposed or a panelist speaking that is critical of your activities, interests or industry, so it is important to stay informed, and this requires assets and allies. So does an effective reaction. "How do you react when you learn about a potential threat? You have to propose a workshop, seek a panel slot, get research published, show up, and be there to answer critiques. Or step into the opportunity to advance your agenda. And none of us can do it alone. The answer is you need assets and allies - it takes a mix, a village to respond to opportunities and threats at IGF."

Sebastien Bachollet reminded everyone of the importance of regional meetings, insisting that what is really required is that you mobilize the community. "I think that is the core issue here. In whatever way [they] participate - whether they make it to meetings themselves, or inform people that inform people - take the RIR meetings locally." That is how to make yourself effective.

Mohammid Borjan from the Egyptian Ministry of Foreign Affairs said that, in this workshop's search for real-world solutions, "a good answer for that would be an effective and active role in the WSIS review [of the Tunis Agenda]," in which Egypt is an active participant.

With time running out, **Kieren McCarthy** ended the workshop by acknowledging that two important issues still needed to be tackled: the ability to participate in native languages and the financial barrier to getting involved. "I suppose that will - be for another IGF," he concluded.

* Results of Online survey conducted prior to the workshop can be found on the IGF website. *

Report of Workshop 82:

Title: The Governance Dimension of the Internet of Things

Organization: Medienstadt Leipzig e.V

Contact Person: Sandra Hoferichter

Reported by: Wolf Ludwig

A brief substantive summary and the main events that were raised:

The Workshop on The Governance Dimension of the Internet of Things assembled 10 prestigious speakers (see list) and was moderated by Wolfgang Kleinwächter, the spiritus rector of various initiatives on the Internet of Things. At the beginning it was reiterated that the Internet Governance discussions comes from a very different angle and corner than the IoT discourse.

According to the agenda, the WS debate was divided into various parts and aspects: strategy of the EU Commission, governance and privacy dimension, European versus the US perspective besides stakeholder perspectives (providers, business and technological). There are still some vague ideas and perceptions about the concept of the IoT, what it means in practice while developments and processes of connecting objects equipped with RFID chips to the Internet via an IPv6 address is continuously moving forward. While some (academic) circles are still discussing about basics and requirements, architecture and interoperability etc., the European Commission has established a Task Force on the IoT and the European Parliament has published a report about the issue in 2010.

Conclusions and further comments:

The WS presentations and discourse showed that there is still a need for various clarifications: key issues still under consideration are whether an IoT needs governance mechanisms and how such a mechanism should be designed? Other key issues to be considered are privacy, security, political and legal challenges. For some sectors (like transport, logistics, stock and supply management, energy etc.) the advantages and applications may be more evident or rewarding, social and cultural impacts of the IoT are still unverified. The Internet of Things goes beyond the mere identification of objects. It refers to the management of information represented in digital form about objects, whether physical or not. The expert debate on the IoT is needed and useful for basic clarifications and conceptualizing on the subject however needs to be broadened into other fields of society. A user or consumer perspective on the parameter of the IoT is overdue. But Wolfgang Kleinwächter and other experts are guarantors for following up and some more debates on the issue.

Report of Workshop 96:

Title: Economic Aspects of Local Content Creation and Local Internet Infrastructure

During the workshop UNESCO, OECD and ISOC presented the study on local content and economic growth. More than sixty participants attended and remotely followed the discussion. UNESCO's ADG stressed how, "Understanding the relationship between development of local content, Internet and access prices could help to demonstrate the economic benefits of expanded infrastructures across countries, particularly if the amount of local infrastructure fosters the development of local content in local languages. The availability of local content could also, in turn, stimulate demand for Internet services. Finally the prices of local Internet access could hinder or promote the development of local content." The OECD representative Taylor Reynolds stressed how "We cannot continue to think of local content, Internet infrastructure and access prices as separate issues, progress and developments in one area can impact the others so we need to develop a broader approach to policy making that takes the cross-cutting benefits into account.' According to Dawit Bekele, from ISOC, an increasing amount of local content around the world is encouraging, since this will make the Internet more relevant to local communities and help improve their lives. "The Internet Society is happy to contribute to the development of not only access to the Internet but also relevant content to everyone around the world,"

The partner organizations acknowledged that the study was able to confirm that local content, Internet infrastructure and access prices are three elements that are inter-related and can feed each other in a virtuous circle: better connectivity is significantly related to higher levels of local digital content creation; countries with more Internet infrastructure (at all income levels) are also the countries producing more local digital content as measured by Wikipedia entries and by web pages under a given country-code, top-level domain; countries with more international connectivity have lower domestic broadband prices, while countries with better domestic infrastructure have lower international bandwidth prices; the study concluded that the inter-linkages between the different elements lead to three key lines of policy considerations evolving out this research: fostering content development, expanding connectivity, and promoting Internet access competition.

Vint Cerf, Chief Internet Evangelist, Google, shared Google's experience in developing fifteen translation tools that facilitate access to information in different languages. He also suggested creating cloud computing service by establishing regional and national data centers. Muriuki Mureithi, from Kenya, and Tarek Kamel, from Egypt, shared their good practices related to a proactive support for infrastructure, open government, and access to governmental information and services. A remaining challenge is how to create a sustainable framework including local script, infrastructure, software and applications in local languages, as well as to enable all stakeholders, particularly civil society and

local community, to create more local content for economic, public and entertainment purposes, which local users need.

Report of Workshop 147:

Title: Use of Latin and Native Languages on the Internet

Organization: South School on Internet Governance

Reported by: Olga Cavalli

A brief substantive summary and the main events that were raised:

During the workshop the usage of Spanish, Latin languages and Native American and Asian languages were reviewed by the various panelists.

Andrés Piaza, International Director of LACNIC, the Latin American Regional RIR explained how all the IP policies are developed in three languages, Spanish, Portuguese and English. Although most of the discussions are held in Spanish, they promote also the usage of Portuguese and also the translation into English so all the international community can have access to relevant content.

Ricardo Pedraza Barrios from Verisign explained how Internet can be a space for the preservation of native languages that otherwise may disappear. He spoke in particular about the native languages in the Pacific Islands.

Vanessa Fusco Nogueira Simoes from the Ministry of Justice of Mina Gerais in Brazil, participated remotely explaining how the ministry develops content in Portuguese related with security in the Internet, this content was not available before in their own language and having it in English represented a main barrier for many citizens.

Microsoft participated remotely explaining how the different software tools they developed are now available in several Native American languages like Maya, Quechua and others.

Jesús Jiménez Segura from the Instituto Cervantes (remote participant) made an overview of the usage of the Spanish in the Internet in Spain and Latin America, also around the world. The other languages present in Spain like Catalan, Euskera was reviewed as well. There has been an increasingly presence of these languages in the Internet thanks to several projects for content creation.

Gorka Orueta form Universidad del País Vasco, explained the success of projects of content creation in Euskera, the regional language of the País Vasco.

Nacho Amadoz presented the successful .cat experience, of a gtld focused on the Catalan community that links the domain name industry with the content creation in Catalan.

Conclusions and further comments:

Other languages different than English are growing in the Internet but still the available content is not enough. So the main challenge is to promote the creation of relevant and quality content in different languages other than English. In particular Spanish is an interesting case as it is spoken by hundreds of million people and its presence is still not enough in the online world. On the other hand, for the native languages whether they are American or from the pacific, Internet represents a huge opportunity for preserving contents, sounds, documents and also it may help gathering the community even when they are away from the original region where the language is spoken, this is the case of the Vask country, where millions of emigrants from there are living now in South America. This workshop has broadened the perspective and participation from the first one we organized in Sharm el Sheik, Egypt.

Report of Workshop 165:

Title: Understanding IPv6 Deployment and Transition

Organization: NRO - Number Resource Organization (representing the five Regional Internet Registries)

Reported by: Chris Buckridge

A brief substantive summary and the main events that were raised:

Please note, due to technical problems on-site, Ms Yeşil was unable to take part in the workshop. Her presentation is linked at the end of this document.

The workshop began with a report from Maarten Botterman on the recently completed Global IPv6 Deployment Monitoring Survey. Based on the feedback of more than 1600 network operators and other stakeholders, the survey included a number of hopeful indicators. More than 90% of respondents to the survey have deployed IPv6 or are actively planning for it, while many of the concerns that respondents had about deploying IPv6 have declined in comparison to the responses obtained 12 months ago. Workshop participant Kuo Wei Wu also noted a study looking at the number of IPv6-enabled websites, which has shown growth of nearly 500% in IPv6-enabled websites since January of this year.

Marco Hogewoning of the RIPE NCC presented data on the deployment and allocation of IPv6 over time, noting the significant effects generated by capacity building events such as IPv6 training courses, Network Operators Group (NOG) meetings, or World IPv6 Day. This effect is particularly evident in developing regions. The short time between the events and their effect also indicates that in many cases it is not a matter of operators

needing to invest in new equipment. Education is allowing many operators to deploy IPv6 using existing equipment and infrastructure.

Kurtis Lindqvist noted that in many countries there is still no real driver for IPv6 right now, and this is reflected in the fact that IPv6 deployment rate is lowest in the countries with the highest IPv4 saturation levels. From his experience in training though, he noted that people are often quite disappointed to find that IPv6 is not so different or difficult. There remain technical issues, however, and he cited government procurement as a particularly effective strategy for encouraging IPv6 deployment.

John Gitau, of Safaricom, discussed his company's business case, which regards IPv6 support as necessary to ensuring business continuity, and emphasized the importance of planning effectively and over time. He also explained that in the case of Safaricom, IPv6 adoption is being driven from the ground up (technical up through management), and that encouraging the industry-wide deployment of IPv6 is also a priority for the company.

Constanze Bürger described the German government's development of a public administration IPv6 network, and related projects, including a research and development project based on the RIPE document setting out government specifications for IPv6. She noted the importance of education for global network operators and emphasized that Germany is eager to share their experience with others.

Salanieta Tamanikaiwaimaro noted the need to address the fears surrounding IPv6 technical issues. She encouraged the use of the multi-stakeholder model in educating and encouraging cooperation between different parts of government and argued that more energy be directed toward public policy-making in relation to this issue. She noted the importance of informational material (for example the Customer Premises Equipment (CPE) Matrix on RIPE Labs), and reiterated that it is important for governments to learn from each others' experiences, while understanding that different regions have different issues, different budget priorities, geographic and technological and political constraints.

Suleman Bakhsh discussed the work that has been done on IPv6 adoption in the United Arab Emirates (UAE), beginning with the first IPv6 Summit in 2001. He noted the importance of developing a larger, cohesive plan rather than many small plans, and of customized education, including specific events targeting government and enterprise, not just the technical community. He stressed the need for all stakeholders to get involved in discussions about IPv6 and educate themselves and their staff.

Workshop participants noted that the large IPv4 pool still available to African operators will allow African networks time to adjust and move to IPv6. This may potentially be a disadvantage though, leaving operators at risk of falling behind other parts of the global industry. Adiel Akplogan, CEO of AFRINIC, also noted that AFRINIC will reach IPv4 exhaustion sooner than many people think, with IPv4 allocation rates having doubled over the past year, new mobile networks going up and connectivity costs coming down.

In terms of engaging government, several participants noted that overly intrusive

bureaucracy remains a problem, with red tape preventing effective network and human capacity building in various cases. Several speakers also spoke of the need to encourage government to be at the forefront in terms of IPv6 deployment, with many larger institutions actually be in a better position to lead than smaller operators. This encouragement requires addressing the issue in both technical and political terms. Education of the leadership/management level staff is vital, as is an understanding of government processes (government works quite slowly) and a compelling argument (such as the opportunity to spur national industry through innovation).

John Curran, CEO of ARIN, noted that providing content over both IPv4 and IPv6 is an important step toward full IPv6 deployment, as well a useful way to build technical experience with IPv6.

Finally, several speakers reiterated the importance of regional education and human networking, including targeted training events, cooperation and coordination in updating university curricula, and national or regional task forces.

Report of Workshop 178:

Title: Institutional Choice in Global Internet Governance

Report by: William J. Drake, University of Zurich, Switzerland

Panelists:

William J. Drake [moderator], University of Zurich, Switzerland

Fiona Alexander
Associate Administrator (Head of Office) for International Affairs
National Telecommunications and Information Administration, Department of Commerce
Government of the United States

Anriette Esterhuysen
Executive Director, Association for Progressive Communications
South Africa

RaúlEcheberría
Executive Director, LACNIC (Internet Address Registry for Latin America and the Caribbean)
Uruguay

Jeanette Hofmann
Research Fellow, The Social Science Research Center Berlin
Germany

Alice Munyua
Chair, Kenya Internet Governance Steering Committee
Ministry of Information and Communications
Government of Kenya

Olga Cavalli
Director, South School on Internet Governance
Argentina [Remote Moderator]

Institutional Co-Sponsors:

- Media Change & Innovation Division, IPMZ, University of Zurich
- University of Zurich, Switzerland
- Government of Argentina
- Government of Kenya
- Federal Office of Communication, Government of Switzerland
- Council of Europe
- Association for Progressive Communications
- Institute for Internet Policy & Law, Beijing Normal University
- Faculty of Social Sciences, the University of Buenos Aires

Background:

Global Internet governance comprises a highly distributed ecosystem of shared institutional frameworks. These vary greatly along multiple dimensions, such as their social purposes, creation, organizational settings, legal forms, strength, scope of issues, domain of actors, decision-making procedures, functions, transparency and accountability, adaptability to change, and mechanisms for monitoring, compliance, and conflict resolution. In addition, they vary in terms of the collective action problems---such as the management of common pool resources and provision of public goods, avoidance of collective bads, operation of joint facilities, coordination or harmonization of policies, or the creation and distribution of rights and benefits---to which they respond, each of which may involve distinctive incentive structures that influence the prospects for cooperation.

While variations in institutional attributes and collective action problems have had clear and consequential effects on the functional performance and stakeholder support of governance frameworks, they have received relatively little focused attention in the IGF and related settings. That is, discussions of global Internet governance frequently concentrate more on the issues to be managed than on the structures of the frameworks through which they are managed. This approach makes it more difficult to functionally rather than just politically assess the relative merits of the approaches that have been taken and to draw lessons about what has worked well or less well. By extension, it also complicates the evaluation of the many proposals now surfacing for new or revised governance arrangements pertaining, inter alia, to enhanced cooperation on global public policies, the IANA function, cybersecurity, the regulation of crossborder harm, the

production of "outcomes" in the IGF, the governance of the Internet of things, the further specification of human rights on the Internet, the pursuit of a development agenda, the promotion of networked trade and intellectual property, and so on.

Accordingly, the purposes of the workshop were threefold:

1. To briefly survey what existing global Internet governance frameworks actually look like in terms of institutional attributes and collective action problems, so as to identify the set of tools and parameters we have to work with;

2. To consider the implications of new additions to the tool box, such as multistakeholder frameworks like ICANN's Affirmation of Commitments, and the potential scope of their generalizability; and

3. To consider which tools or combinations thereof might be most optimal with respect to proposals for new or revised governance arrangements for the issues mentioned above.

The workshop built on a broader workshop, Institutional Choice in Global Communications Governance, held at the ITU's WSIS Forum in Geneva, 17 May 2011.

Summary of the Discussion

To set the stage, the moderator began by outlining the issues raised in the workshop's Background Paper. He then invited comments from the panelists and audience participants on a selection of the institutional choice questions posed in that paper. The ensuing robust and intensive debate extended almost thirty minutes beyond the time allocated for the workshop. The major foci of discussion were as follows:

Multilateral intergovernmentalism: The participants agreed that multilateral institutions have made substantial contributions to the governance of global communications and information, and that they were particularly valuable to developing country governments. The organizations currently working in issue-areas like spectrum management, trade, intellectual property, and cybercrime all play important roles to varying degrees and will continue to do so. However, there was widespread skepticism about the need for and potential effectiveness of new multilateral organizations or initiatives for the governance of critical Internet resources, .e.g. the root server system, names and numbers, technical standards, and network security. In contrast, participants saw greater scope for new efforts focused on human rights issues.

"Minilateral" intergovernmentalism: The participants noted that many governments seem to be relying more often on plurilateral, regional, and bilateral approaches in cases where universal multilateralism might be too difficult to negotiate or implement/sustain. While such arrangements clearly can make important contributions, there may be concerns on the part of countries and stakeholders that were not invited to participate. This is especially true in cases where 'exclusionary' agreements de facto set

generalizable global rules which non-parties may find themselves compelled to follow, or at least respond to when defining their own approaches to global issues.

Multistakeholderism: The participants favored preserving and expanding multistakeholder processes where these exist. One argued that in fact, the boundary lines between intergovernmental and multistakeholder models is often blurring, and suggested that it would be problematic to go further and try to make certain UN agencies multistakeholder in any significant way. In contrast, others saw those lines as remaining unduly clear, e.g. in the intergovernmental bodies that tightly constrain or even prohibit open and inclusive participation by civil society and other stakeholders. There was also discussion of ways to strengthen multistakeholderism so as to more effectively manage challenges like organizational 'capture,' accountability, and transparency.

Co-governance: Finally, there was a discussion of whether ICANN's Affirmation of Commitments, or some adaptation thereof, could serve as a generalizable model for collectively managing other global Internet governance issue-areas. In general, participants welcomed the Affirmation as an innovative approach and saw possibilities for building on the experience in tackling some of the other challenges that confront us.

Report of Workshop 215:

Title: Enhanced Intra-Stakeholder Diversity and Intra-stakeholder Balance in Multi-Stakeholder Internet Governance

Organization: ISOC India Chennai

Reported by: Sivasubramanian M.

A brief substantive summary and the main events that were raised:

This workshop deliberated on questions pertinent to the broad stakeholder groups of Business, Government and Civil Society with a view to identify ways of attaining intra-stakeholder diversity and balance so as to strengthen the multi-stakeholder process as also to improve confidence in the multi-stakeholder model of Governance. There are a variety of issues that need to be examined at IGF. The issues could be understood and deliberated in greater depth and detail with greater diversity of participation.

Conclusions and further comments:

Some of the panelists remarked that they "have a problem seeing a problem", almost in the sense that there is enough diversity already. However, the need for greater diversity was expressed by most of the panelists.

There is clearly diversity among the Stakeholder groups. They are more or less equally represented between 22 and 24%. 22% technical and academic communities. 21% Civil

Society. 24% Government. 23% private sector. And then intergovernmental organizations were 7% and 3% media. That is a fairly fair distribution of the Stakeholder groups. Within the Stakeholder groups I take the point that diversity could be improved Internet Governance is still a fairly abstract issue for many people. As of now we have a fairly purposeful diversity. Intra-Stakeholder and Multi-Stakeholder participation could be improved going a little more focused on specific issues may help us to get more participation.

Council of Europe recommended the inclusion of the elderly and youth, inclusion of consumer organizations and teachers. As regards Government participation, Governments could coordinate better at the national level so as to be prepared to speak in a unified voice at the global forum.

In all Stakeholder groups that one gets a certain amount of separation between those who become the thought leaders and the main organizers and shakers and doers and the larger community for whom they claim to speak all the time. That is something that we need to work on.

They are nuances that we have to understand on the bigger challenges faced by Civil Society.

Civil Society also happens to be a collection of single issue special interests or a few special issue interests. Who determines how that happens in Civil Society? Is it the aggregate of all demands? Is it some balance nuance among the demands? how can Civil Society reflect an interest in silent majority on the rest of as opposed to an aggregate of many, many demands?

There are also participation problems for Civil Society in some countries to take part in Internet Governance, for example, in Tunisia. The other problem has to do with lack of awareness, the fact that Internet Governance processes are not well covered by the media. One of the reasons for the lack of involvement just again has to do with the invisibility in a way of Internet Governance processes to anybody except for a very small circle of people.

There is a need to have more diversity in business participation at the IGF. There is a reason to get involved and there is a reason to participate. People will participate if they understand why they need to participate.

Different priorities will be better understood if there is direct participation. If we go by the argument that all the businesses of the World represented by ICC, all the Governments would be represented by one Government or a regional Government and all the World's Civil Society would be represented by one politician. Then IGF would be reduced to a discussion around the coffee table.

It is also important to remember that the problems of resources, distance and language come in the way of participation, both direct and remote participation.

It is important to create awareness about the significance of Internet Governance. Under the umbrella of United Nations we could start a program for Internet Governance to educate more people on Internet Governance.

Main Session - Taking Stock and the Way Forward

Sixth Annual Meeting of the Internet Governance Forum
27 - 30 September 2011
United Nations Office in Nairobi, Nairobi, Kenya

30 September 2011

Chair: Francis Wangusi, Ag. Director General Communications Commission of Kenya

Moderators:
Mr. Bertrand de La Chapelle, Program Director, International Diplomatic Academy
Ms. Anriette Esterhuysen, Executive Director, APC

Remote Moderator:
Ms. Valeria Betancourt, Communication and Information Policy Programme Manager, Association for Progressive Communication

Panelists:

Ms. Maimouna Diop, ICT Director, Ministry of Post, Telecommunications and ICT, (Government of Senegal)
Dr. Nii Quaynor, Board Chairman of NTIA
Luis Magalhães, President, Knowledge Society agency (UMIC), Ministry of Science, Technology and Higher Education, Lisbon (Porto Salvo) Portugal.
Vint Cerf, Chief Internet Evangelist, Google.
Ms. Anriette Esterhuysen, Executive Director, APC
Mr. Markus Kummer, Vice President, ISOC
Ms. Shane Tews, Vice President, Global Public Policy and Government Relations, VeriSign
Mr. Wolfgang Kleinwächter, Professor, University of Aahrus
Ms. Jeanette Hofmann, Senior Researcher, London School of Economics

BERTRAND DE LA CHAPELLE:

So we're now opening the "taking stock" session this afternoon, and before launching formally the discussion, I give the floor to Mr. Joseph Kihanya, communication legal expert at the national communication Secretariat of Kenya that is going to chair this meeting.

JOSEPH KIHANYA:

Our session is titled "Taking Stock on the Way Forward." It's an important session. It is going to examine realistically the current status of the IGF. This is in light of what has happened over the last week, and obviously over the past five years, this being the sixth year that the IGF is underway, and in doing this, I anticipate that we shall have as robust a debate within the traditions of IGF, and perhaps in preparing ourselves for this meeting, three questions might suffice for us.

And the first one is: Has the IGF 2011 contributed to the Development Agenda, and how can IGF in 2012 better serve the Development Agenda. The second question we may examine is: Has the IGF 2011 contributed to capacity building and how can efforts to build capacity be continued in IGF, between IGF 2011 and IGF 2012, which I think some of you may be aware will be in Baku. And the third question will be: Given the recommendations that have come from CSTD and ECOSOC, how should the IGF 2012 be organized?
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BERTRAND DE LA CHAPELLE:

We have this afternoon a 1 1/2 hour session that basically has two big blocks. One is focused on the two first questions that were posted on the Web site dealing with how well this IGF has handled and integrated the question of development, and the other one is more looking forward at the organization for next year. On the panel, we have a certain number of speakers. Ms. Maimouna Diop was the ICT director of the ministry of post and telecommunications and ICT of Senegal. Nii Quaynor was the chairman of the national I.T. agency in Ghana who will speak on behalf of Minister Haruna Idrissu, who

is the Minister of Communications of Ghana who unfortunately couldn't join us. Luis Magalhaes was the president of the Knowledge Society Agency at the ministry of science, technology, and higher education of Portugal. We have Vint Cerf, who is the Chief Internet Evangelist at Google; Markus Kummer, Vice President of ISOC; Shane Tews, Vice President, Global Public Policy and Government Relations, from VeriSign; Jeanette Hofmann, senior researcher at the London School of Economics; and Wolfgang Kleinwachter, professor at the University of Aarhus will join us momentarily.

ANRIETTE ESTERHUYSEN:

The inclusion of developing country people, issues, stakeholders, and concerns has been a challenge for the IGF, and in the preparatory process for this IGF, it has emerged as a challenge that we, as an IGF community, decided we needed to address. So I want to start by asking you, participants, moderators of sessions, and moderators of workshops, organizers of works, to give your assessment of the extent to which we've succeeded in doing that. And I'd like you to reflect on four different modalities: Participation; secondly, issues, were developing country issues and concerns raised; thirdly, process, does the process change, are developing country issues concerns, proposes, for example, the IBSA proposal, treated differently? Were they given the kind of recognition that they needed? And then finally, the fourth area, influence; do you get a sense yet that we are getting to a point where developing country actors are being able to influence dialogue and debate within the IGF?

And the way we're going to do this is I'm first going to open it to session moderators, main session and others, anyone who wants to speak, and then our panel is going to reflect and react. I want to start, though, with an opening input from our main session on critical Internet resources. So Jeanette Hofmann is going to give her reflection and response to my questions, and then we'll open it for all the other issues. So we're starting with some kind of reflection on critical Internet resources because it's one of the key issues.

JEANETTE HOFMANN:

Yeah, in the main session on the management of critical Internet resources, we addressed the IBSA proposal, which is about adding an organization to this landscape, an intergovernmental organization, in fact. During the session, there was a lot of criticism about this proposal, and while I was listening to this, I thought we need to understand that particularly multistakeholder processes require a set of skills and resources that not every participant brings in an equal way to the table here. For example, when we think of intergovernmental processes, we think of statements being prepared beforehand and then read aloud by representatives of countries on behalf of those countries, as opposed to what we are doing here where we do individual statements or we express personal opinions as contributions to real-life discussions. This is a completely different way of exchanging views, and it requires different capabilities and skills.

And personally, I can understand that not everybody feels equally comfortable to participate in this kind of setting. One of the thoughts that came out for me of the main session on critical Internet resources is that perhaps we need to explore the space in between multilateral procedures and institutions and multistakeholder institutions. We need to explore the skills, the resources, and also the opportunities that lie in between, that those who don't feel comfortable in this environment feel better about being heard and being able to effectively participate.

MAIMOUNA DIOP:

With regards to participation on the level of Africa, I think that the outcome here is very positive. We had regional forums, which were organized in four countries, four regions in Africa, out of a total of five, in Western Africa, Eastern Africa, Southern and Central African regions. Knowing the situation in the northern African region, it's understandable that a regional forum was not organized, but in the future I think that will change, probably, all the more so since they were the organizer of the forum in 2009. Now, on the issues themselves, we noted when it came to African participation, which the issue of access was taken on board, as well as the issue of culture and the issue of languages. And this enabled various African countries and various African regions to establish a dialogue. Not only amongst governors but also a dialogue open to all stakeholders. So this was a very receptive platform open to all of the African countries to enable them to participate in discussion, share the concerns when it comes to the Internet, starting with access, going to security, the management of critical resources, emerging issues, in particular cloud computing.

On the process itself, allow me to say that we really appreciated the way in which the forum has taken place in regions. About 20 African countries who had national fora, and then we had regional fora before coming to the international one. On the influence, now, I think that when you take a look at participation, if you try to take stock, which is what we're doing now, I think we will see the participation and the influence the kind of forum it can have and the positive influence it has in Africa. Please allow me to conclude that today; there's been a creation of an African forum for Internet governance which is going to be helpful to all countries to really move towards governance of the Internet.

VINT CERF:

I have missed a couple of IGF's, and in this one, I noticed that there were provisions made for remote participation, and I thought that was an important contribution to participation.
I almost wonder whether we could use some of those methods even here, while we're meeting face to face. At Google, when questions are desired, sometimes people would feel more comfortable sending the questions in text form, so if we had the ability to do that from here, maybe which would be a reasonable accommodation for people that don't want to stand up with a microphone.

LEE HIBBARD:

I'm from the Council of Europe and I was the co-moderator of the main session yesterday on security, openness, and privacy. I haven't had time to reflect on the event yesterday. There's just been a short time between then. I haven't had time to look at the transcript, so I'm giving you my immediate thoughts, so I hope those could be seen like that and not a comprehensive view yet I can give you. Participation, there were developing countries in that room. They were there. Some of them spoke, for example, and made some important comments, I think, but I think they could be more vocal, personally speaking. I think it depends on the subject, and if the subject gets carried away on a particular topic, it can steer towards other countries and other regions of the world very quickly. So I think more time needs to be spent in preparation, through the MAG meetings, for example, about what are the issues for different parts of the world. So I think it's an attention to the process and the planning rather than the on-the-spot dialogue in the room when we're all together. We can easily get diverted onto certain tracks. I can see overall, I think we need to be more attentive to that potential, and I think we need to do that in advance of the meetings.

STUART HAMILTON:

I am from the International Federation of Library Association and Institutions, and on the subjects of participation of developing countries, this week IFLA with APC and Electronic Information for Libraries, my colleague, who is over on the far side of the room, we held a meeting which had a very strong look at the role of libraries in developing countries to bring access to information and hook them up with policymakers for better programs. As a result of this, we will be moving forward to form a dynamic coalition for public access and libraries within the IGF, and we hope that IFLA, with its members in over 150 countries, can begin to bring more of our members from developing countries into the process. We have a lot of capacity to host remote hubs, for example, and to bring people in that way. So I'm hoping that should see more people from our community get engaged from developing countries.

SEBASTIAN BELLAGAMBA:

I am with the Internet society. I co-moderated the main session on emerging issues with Jeff Brueggeman from AT&T, and I don't want to make any kind of compilation of what happened with respect to developing country participation, I would like to point some facts. Half of our panel was people that come from developing countries. At least we just, as moderators of the panel, of the session, we tried to emphasize on developing issues a lot, and I think we accomplished that. And I will say the participation from the audience was mostly from developing countries persons. So I would say that, in my perspective, we had a good participation from developing countries, but I would defer to the audience for judgment.

* The Scribes experienced some technical difficulties during this session *

JOY LIDDICOAT:

I am speaking as somebody who spoke as a panelist on the main session on IG4D and also in the emerging issues stream. I think one of the things we saw in terms of participation were some interesting perspectives from Nigeria, from a range of developing countries, and those were very important and considered issues. However, I think it would be a mistake to think that a single voice from a particular country is sufficient in terms of representing views of developing countries. And in fact I think it's important to have more and more diverse views from within developing countries. We have been keeping a tab on the number of women, for example, who have been raising issues specifically around gender and development.

And also to move beyond access and development is infrastructure and linking access development and rights and how those are inextricably linked to the rule of law in developing countries where I think we still would agree we have some way to go. So I think perhaps an ear of critique rather than skepticism but I also think we need to have concrete measures to assure diversity, a multiplicity of voices from within developing countries.

MR. NII QUAYNOR:

Thanks very much for the opportunity. I am speaking on behalf of the Minister, who regrets he is unable to be here, but he also said it was the first time he participated in IGF in the early part, and he had to return. The increased participation of parliamentarians at IGF he believes will improve policy development in our countries, and so it is serving the development agenda and, therefore, not only the Internet a catalyst for change but a catalyst for development. Regarding the process, he really likes to emphasize the "take IGF home" as a very unusual thing, because he participated in the country IGF meeting in Ghana. And he recognized that it brought more people into the process of developing policy in the country.

Now, as to the other things, we would like to participate in all of them, but it's very, very important that the nations themselves begin to adopt this, and he noted that the national I.T. agency in developing its industry forum is beginning to practice the multistakeholder process and, therefore, the issues that you are discussing here will eventually get into the mainstream in Ghana.

FROM THE FLOOR:

On participation, the countries from ASAN, which is the Association of Southeast Asian Nations, doesn't appear to be represented here, whether ministerially or the commissioners from the Human Rights Commission. So I feel are Europeans and Africans. And also, I find that the standards in some of the workshops differ greatly. So this morning, for example, the session on the parliamentarians, I was rather shocked to hear the chairperson say there is no agenda for this session and the MPs were allowed to just say basically whatever they wanted, which is weird. And also I popped into the youth sessions and I found that they were very like, you know, white, kind of. It didn't feel like

there was any room for Asian youth or something like that. So I think in terms of the participation, I don't know how you are going to actually get a broader representation.

And finally, I find it quite surprising that we're talking about policies implementation and all of that but we don't seem to have a panel on the judiciary, the police, and the prosecutors, so perhaps for the next IGF.

BERYL AIDI:

I am from the Kenyan Human Rights Commission. I just wanted to say that as one person who is coming from the hose country, I was a bit disappointed to see that even the host country itself is not very well represented. And I was just wondering how this happened. You go to many forums, actually, I thought for a moment I was in Europe or something like that. And so I think in terms of participation there needs to be better communication, perhaps, and better coordination with host country so they can ensure they have as many of their citizens participating as much as possible.

JAMES REGE:

I just wanted to inform the previous speaker that there were quite a number of Kenyans participating in this forum. I was moderating this morning in the Members of Parliament meeting. Following the successful ministerial meeting on Monday and the subsequent meeting of Members of Parliament which we had this morning that I'm saying I moderated, it became very clear that participation of Members of Parliament should be encouraged as much as possible. And this is so because members of Parliament surely provide the linkage between the IGF resolutions and citizens. And that cannot go without emphasis.

It is understood that ICT is the sustainer of GDP in any country. And GDP, who manages the GDP? Legislators, so legislators should tag along IGF stakeholders in whatever they resolve with regard to new technologies in dealing with measures like cybercrime, cloud computing, anything that is new that requires legislation or approval or regulation. Otherwise, we'll just be a rubber stamp in the legislation.

ANRIETTE ESTERHUYSEN:

In fact, I think the link between governance and development is a very important one that we often don't address. Okay. To close this part of the session, and I apologize for the interruptions, I am going to ask the panel to reflect and to respond to my questions. And I will just repeat them, which is do you feel that participation, in terms of actors, in terms of issues, in terms of influence and presence, and also the process, how we, as an IGF, deal with developing country participation issues and proposals.

VINT CERF:

So a couple of thoughts immediately, first of all, we can't have everyone in the world who is interested in IGF come to IGF. We know that's mechanically not possible and we know that not everyone in the world is interested in IGF.

* Scribes continued to receive feedback noise and static during this session *

NII QUAYNOR:

At the country level, we get to really see the benefits and the values and the influence of the good work that is done through the region and through the global IGF. In that regard, maybe more material, you know, that are produced from the individual participants, the organizations here, that can help us expand our own processes in the countries beyond just Internet governance. In fact, it would be much, much more beneficial output.

WOLFGANG KLEINWACHTER:

I think it's important not only to have the diversity of participants, it's also very important to have the diversity of viewpoints, and I think here this IGF has made a big step forward. I was in many sessions where a speaker immediately got response from other people in the room who had a different approach, and this is the beauty, to be confronted with a broad range of viewpoints. That helps you to understand better the issue.

MARKUS KUMMER:

I would also like to emphasize the importance of national and regional IGF's. I attended several of them and I noticed that the people from the same cultural backgrounds speak with each other; they are a great contribution to enhancing multistakeholder participatory democracies in cooperation. Remote participation is, of course, important as well.

BERTRAND DE LA CHAPELLE:

The second part is dealing with more issues regarding how to move forward in the perspective of 2012. I think there's a general agreement that this IGF has brilliantly inaugurated the second wave of five years, and in particular, it is likely that there's no better place than Kenya to have the annual watering hole where all the IG animals can at least for a period of the year. In this respect, this IGF, from what I heard, has enabled a deepening down, or deepening of the interaction of people during the workshops, more in-depth interaction, from everything I hear. And in that context, when we were preparing the session, the question that came as a driver for the second part is a very simple question, which is: How to make the IGF more effective and impactful. And in this respect and in the objective of having as much impact as possible, I'd like to hand over immediately to Vint Cerf, who may have an interesting suggestion for IGF next year.

VINT CERF:

This idea stems from comments that were made earlier about metrics. There are lots of things that we can learn if we can measure them, and one possibility is that we go to the trouble of getting metrics of the state of the Internet into the discussion, in advance of an IGF. For example, how penetrant has IPv6 been over the course of the previous year? How many of the domain name systems have implemented DNSSEC? There are a variety of, I would say, quantitative and technical measures that will tell us something about the system that we're trying to cope with. But we could extend those metrics in other dimensions. One question is whether or not participation in IGF is relevant. People will come if there is relevance from their point of view to being here. People will come and participate if there's relevance to the output. And I think there's some work to be done to try to gather information and metrics of how effective the IGF has been over the course of the previous time. If we identify things that we believe should happen, maybe we should be reporting on whether they did or they didn't happen at the next IGF, and if they didn't happen, we might ask why. But this notion of gathering a sense of progress in some quantitative way I think would be helpful.

JEANETTE HOFMANN:

Speaking of outcomes, I'd like to address one point that came out of one of the IGF improvement workshops. We discussed there also the issue of outcomes, and our moderator, Bertrand, made the really good point that all the IGF's produce an enormous amount of data that are completely underused, and that got me thinking. I thought what we really need is some form of creative data mining that allows us to better see what we produce here, and also make it transferable to people who don't attend IGF meetings. This data mining doesn't need to be necessarily based on language or words. It would also be good to have some form of graphic representation of what we do. So I've started talking to various people here who are either in this business or might be able to support such an effort. So if you are interested, please get back to me. I will definitely try to pursue this.

 BERTRAND DE LA CHAPELLE:

Actually that was the first question that we wanted to address, which is exactly: Given the amount of information that is available that has been recorded, it can be the transcript, it can be the books, it can be the biographies, it can be just the agenda, it can be links to organizations, this information is available on the Web site. However, by lack of resources, the Secretariat didn't have the possibility to exploit it as much as possible, and the idea that emerged was to potentially make the data, all the information, accessible so that other actors could use it. I think Markus had a point regarding the potential management and the cost implications of making this data accessible and the possible cooperations with other actors.

MARKUS KUMMER:

Well, yes. There are plenty of good proposals around. There have been writings since the beginning but most of them are not resource-neutral, and if we can look for collaboration

with actors from within the IGF, and what is the IGF? I always used to say we all are the IGF, it's not just the Secretariat which is, as you know, very thinly manned and may I take this opportunity to pay tribute to Chengetai who was on his very own for the past seven months so set up a big conference like that, which is a huge job. I know that from experience.

And that having said that, if we all consider ourselves as the IGF and look at it more like a collaborative effort where we all chip in, then I think we can achieve something. You cannot just burden it all on the Secretariat. think it would be good, people come forward and say, "We assume responsibility for this, we assume responsibility for that," like Jeanette did, take an initiative, go around, find sponsors, find business that is interested in pursuing this, and this I think is a very good initiative and the Internet Society certainly looking into the possibility of helping to contribute.

VINT CERF:

Two thoughts, first of all, if we can figure out what it is that we want and we can confine it in some way to say, "Would you like to sponsor this particular thing," that's often a very good way of getting support from other organizations. At Google, we have things called fusion tables. We have mechanisms for presenting analytic information in graphical form and it's freely available.

ALUN MICHAEL:

Firstly, I think we should reflect on this week, it has shown the robustness of the IGF model and we should celebrate that. I'd like to thank James Rege for running the parliamentarian session this morning. They were small in number, but views from the floor as well underlined a general view that we need to promote more engagement of members of parliament, and there were suggestions of how to do so, some of which have been discussed with parliamentarians earlier in the week and I just want to quickly summarize those.

Firstly, that the high-level meeting on Monday worked because it brought ministers and parliamentarians here, but the process was important. That is, there was a response from representatives, from Vint and various others in that session. So there was a response to the points raised from the wider IGF family. Secondly, that we think we need a different sort of session for MPs. This morning, one didn't work and suggest that there should be something on the Tuesday morning, which would give the opportunity for MPs to raise concerns and issues, and for those concerns to then be responded to by the wider IGF family as a whole in the relevant subsequent sessions. Service said from the floor that our role surely must be to raise general public concerns rather than to come here as experts.

The fourth point was to ask MPs, in considering that input, to focus on the IGF themes for the year. The fifth point picks up on Vint Cerf's point again of encouraging the engagement of MPs in national and regional IGF processes. And also to feed into the medium of parliamentary organizations, commonwealth parliamentary association and

international parliamentary union, and finally, that we need the early replacement of Markus Kummer and Nitin Desai with people of equal capacity to nurture the democratic processes of the IGF. They have been shown to be robust this week, but you can't do without that expert democratic nurturing which we have enjoyed for the last five years.

BERTRAND DE LA CHAPELLE:

As you know, we have a very short session. There is no way on earth that all the good ideas that we all have and that you all have can be expressed in this session in how to make the next IGF better. So you know that there is a traditional stock taking session that takes place after the IGF that gives the full-time for contribution, so what we decided to do is to organize this session and make it as useful as possible is to actually focus on a few questions to drive a sort of capture and open the floor afterwards to statements that are focused as much as possible on how to discuss this forward.

The three points and the three questions, the first one was this notion of using the data available. The idea is, those who are interested in this, either in helping, providing expertise to make the data that exists more usable by other actors than the Secretariat, or to make applications and use of this data, should try together, and I think Jeanette volunteered very nicely to be a focal point for this. The second question is the following. The second question is: It has been very clear during this IGF that a certain number of organizations of actors are sometimes working in parallel on the same topic or with the same kind of approach. A typical example was the fact that in the last year, without naming them, a large number of organizations, either intergovernmental organizations or civil society groups or even business, have initiated thinking about principles for the Internet. The purpose is not to discuss this. The question that I'm raising here is: How should all those organizations build on what they've exchanged this week to work between now and next year to coordinate, articulate, merge or not, and produce an input into the IGF next year.

WOLFGANG KLEINWACHTER:

I think what I observed in this year's IGF was that we have reached probably a new level of interaction among intergovernmental organizations and the broader community in a multistakeholder environment. But we have two formulations in the Tunis Agenda which sometimes is confusing or sometimes is seen as a contradiction. One formulation is multilateral, and the other one is multistakeholder. Multilateral, the understanding is this is the multilateral treaty system among governments. This is where the governments are among themselves. Multistakeholder is where the governments are just one part of the family, so various stakeholders, government, civil society, private sector, technical community.

And what we have experienced here in the workshop on Tuesday morning was an interesting case that an intergovernmental organization, the Council of Europe, with 47 member states, which have just a couple of days before the IGF adopted a ministerial declaration on Internet governance principles, came to the IGF, presented it to the

stakeholders, to private sector, civil society, technical community, and stimulated a discussion about it. So this was an interesting interaction with the aim, you know, probably to broaden the understanding not only of the declaration which was adopted by the ministers, but to enter into a Phase II that now this intergovernmental organization is considering, on top of this interorganizational declaration, to work towards a framework of commitments where also other stakeholders commit themselves to these principles or to more enhanced or advanced principles. I think this is a new form of interaction where it becomes clear that there is a core business for governments. Governments have to do something amongst themselves but say do it not in an isolated way, not in a top-down way, but say go forward and look for the comments of the other stakeholders.

The session this morning, when the governmental representative from India introduced the IBSA proposal, I think this was a very exciting new type of interaction that governments are looking now for comments, you know, from the other stakeholders. Go home, think about it, and enhance their way of moving forward, to fulfill their responsibility to deal primarily with public policy issues. So this was a good invitation to other intergovernmental organizations which plan similar things. We had a long list of intergovernmental initiatives here under discussion from the OECD, from China and Russia, from India, the G8 has proposed something, the OCE, also an intergovernmental organization, is playing something. So this is a unique opportunity not to substitute each other but to come together in a new collaborative way and to enhance the communication. As was said several times, the intergovernmental treaty system will not disappear, but it is one element embedded in a multistakeholder environment. We have not yet introduced the procedures for the interaction. This has to be done. But here is a place where we can learn how stakeholders work together. We have four years to go and why not come up until the year 2015 with a platform where all stakeholders can agree on a global level on Internet governance principles inspired by governments but inspired also by civil society and private sector members.

LUIS MAGALHAES:

This morning, there was a workshop promoted by OECD where they presented the principles they developed, and in the discussion it came out the suggestion, which I find very good, that having been recognized that there is a lot of superposition and complementarity on the different principles proposals advanced by different organizations, that it would be the proper space for discussing joining them in arriving to a global way of expressing these principles might be the IGF itself. Which I think is a very simple arrangement of solving the multistakeholder proposition, and also something that can be done and produced at the IGF level. So this is one of the points.

MAIMOUNA DIOP:

To echo what the colleagues said before, the IGF gives opportunity to African countries which are not able to organize this kind of meeting inside the region and also at the continental level. They give them the opportunity to have a kind of fora where we can bring all the stakeholders, not only the government but the private sector, civil society,

and to talk about issues like access. And to also come back to the first point on the data we have. In Africa, you know the problem of access is here, and we have a lot of problem to have access to the information, access to Internet. At this time we just have five or seven percent of Internet users in Africa. So we need to strengthen on having the data well but also having a kind of how could we share the data inside African region? And how could you improve a communication between African countries?

BERTRAND DE LA CHAPELLE:

In this topic, in all the workshops that I attended dealing with principles, in particular, two things were clear. There will be next year a session that will allow this connection of the different initiatives to discuss what has been done during the year, and, second, it seemed interesting for all to spread, in a coordinated manner, a compacted format all the different proposals so that every national or regional IGF and every other organization can know about what the others are doing. This seems to be straightforward. I would like to ask for comments from the floor on two very concrete points. Suggestions on how the different actors involved in the drafting of principles, for instance, or other topics could interact and coordinate, and the second element, whether there are other topics that have been addressed like that by different organizations that could have the same kind of treatment, to help build the agenda for next year.

FROM THE FLOOR:

I would just add a word of caution about trying to achieve principles that would be for all people and all countries; it has a technical and a social aspect. If you take a snapshot in time, and I have noticed this in some of the principle formulations, about what you think the Internet is, the technology is already out the door. Moving along, and in fact, you would have to go back and rewrite it. Socially, some of the conversations I participated in stress the fact that a lot of the social aspects are rooted in local law. And obviously local law, there's many different approaches. Now, what I would think would be useful would be to have flexibility to just exchange approaches, but not ultimately to say, well, 2015, we are going to have something that's going to be set in stone and that's it, because by that time it would have gone on and been something else.

JOY LIDDICOAT:

I am from APC. A concrete suggestion is that perhaps there could be a thematic IGF on the topic of Internet governance principles where those who are specifically interested in this topic or who wish to learn more or contribute their ideas specifically focused, whether that is in a regional context or in multiple other forums. That could be one concete suggestion. The second is APC is suggesting that human rights be a major theme of the IGF in 2012.

GINGER PAQUE:

I am from DiploFoundation, and I think we have a very concrete best practice performed by the participants of workshop 67, which is precisely on principles, e-participation principles. And during that session, we used a tool called iEtherPad, which is free online. We had most of the people who were physically present in the session and our remote participants connected to the site iEtherPad.com, and they were anyone who wanted to, edited the document at the same time. If would you like to go to www.diplo.ietherpad.com slash 19, you can see in different colors all of the edits as the document was built collaboratively. So in less than one hour we have our first working draft of e-participation principles. I suggest you look at the tool and see if this one or something similar might work for you. From here, we have our first draft. It will go up for comments, and we will, online, through only e-participation, come up with a full set of principles. I recommend that you take a look at a best practice.

MARILYN CADE:

First of all, IGF USA did a workshop called a plethora of principles and did, in fact, do a side by side comparing four or five principles. The outcome of that workshop within IGF USA was the idea that more work should be done like this by ourselves and perhaps in combination with others. Now, here is my second comment. I also moderated the interregional dialogue for the national and regional IGF initiatives, and I am going to, I hope, give credit but use a phrase I heard from one of my civil society colleagues. I think we need to be careful not no over romanticize the role of regional and national initiatives. We need to remember they are serving a need that is bottom-up in their area, and if we layer a lot of coordination and assign work to them, they will not be able to meet the needs that they are self-designed for.

THOMAS SCHNEIDER:

I am from OFCOM Swiss government. Actually, we think it is a good idea, following Wolfgang Kleinwachter and others, if all organizations and entities, and not just from the industrialized countries but also from the developing world and including all stakeholders, would continue the informal discussions that have already started in some workshops here to identify common grounds in these principles, different principles, taking into account the diversity of cultures and situations and history and backgrounds and so on. And we would actually be happy to join this work and facilitate to the extent possible.

I mean, if we wouldn't try to agree on common issues, there would be no declaration, Universal Declaration on Human Rights, there wouldn't have been a WSIS Declaration of Principles. I think these things are possible as long as we stay on the level of principles. We don't have to go into details. And, on the other hand, we don't have to reinvent the wheel. We have the declaration on human rights. We don't need another declaration on human rights for the Internet, but we might have to adapt these values and principles to the new environment, which is a multistakeholder environment in the 21st century and not in the 20th century.

ROMULO NEVES:

The IBSA document, even being an ongoing draft document, has been presented. It didn't leak. So I would like to say we really want to raise the discussion, and not in a top-down, top-bottom way, but we just put a draft document to the discussion. In a way, I think a stop back of the Council of Europe document. Just having said that, I would like to present or announce that Brazil is willing to present our candidature to 2014 or 2015 to host IGF. I don't know which time we are going to do this, but it is our intention to present our will. And about Joy proposition to, to the next year, main issue for the IGF, probably Brazil will support it with just one amendment. I'd like to put human rights with technical architectural solutions in composition. I don't know exactly how, but I would like to put this.

ANRIETTE ESTERHUYSEN:

Just a quick addition to Romulo's point, as a civil society participant from South Africa, during this IGF we also had discussions with the three governments and they have made a commitment to take forward multistakeholder discussion of these draft proposals at national level. So I just want to commend them for that.

BERTRAND DE LA CHAPELLE:

So we're getting to a last part of the thing. There's a third point that I want to raise very quickly which is the following. The first one was the reuse of data; the second one is how to coordinate in between the IGF's to prepare next year. The third potential improvement immediately is the question that every single person in this room is actually an Ambassador for his own or her own organization into the IGF. However, when you come back to your organization, you are bringing back information, what you got out of it. Most of you have to write a report, to make a summary of what happened. And I have heard many times that it is difficult to collate that when you are diving again into your daily job. One of the suggestions that was made in the last few days was to see whether there is a possibility to have a more systematic reporting that would be done by people from the Secretariat that would be added during that period, and I would like to ask maybe Luis to explore that a little bit and then open the floor to ask for comments on this idea.

LUIS MAGALHAES:

So, indeed, the discussion that was had was that we have actually quite good, let's say, extensive recordings of what happens at the IGF in terms of transcripts in the main sessions, even with video recording. But the problem is that we would need elements of communication which are more focused and structured. So the idea would be to somehow develop kind of a resource center that distills information from the results of discussions that we have here so that they can be conveyed to the outside in a better way, but by any of the IGF participants. Somehow, they are developed here in the room, even during this discussion, kind of a Wiki-like approach to develop these sorts of documents. But still,

that requires the right platform and right structuring for it to happen. So I think this is also a road we could explore.

NURANI NIMPUNO:

I am from Netnod. I just wanted to share some of the discussions we had in our workshop on Wednesday morning, I think it was, on IGF improvements, how can we get the most out of the of the IGF. It was a very lively discussion with a diverse range of views present. We discussed diversity of participation and gender program development process, including MAG structure, public consultations, and then also how to capture what comes out of the IGF and amplify the impact of the IGF.

So to touch upon some of the things you talked about here. I think there was a general agreement that we need to further improve the inclusiveness of the IGF. We need to make it more accessible. I think we've talked about further improving remote participation, and finding new mechanisms to include new players. There were different specific practical solutions discussed, but I think there's general agreement that we need to continue to improve this.

I think where there was maybe more a divergence of views was in the outcome of the IGF. I think we all agreed we could do more to make use of this rich discussion and idea exchange at the IGF, and some were arguing for the IGF to come up with clearer recommendations to be passed on in a more formal manner to other policy-making bodies, but there were also quite a few in the room who thought the IGF already has a very significant input into existing policy processes, but there are certainly things we can do to improve the website, improve workshop reporting, making better use of the rich resources that the IGF has.

KIEREN McCARTHY:

Yes, we ran a workshop on participation this morning, and during the course of that, a couple of interesting examples came up of how all these different organizations like ICANN, IGF, and ITU are influencing one another in the same kind of ecosystem. So I have three quick examples. There was a young woman who attended who said she had only heard about the IGF because she was on a youth program to the ITU. She went to an ITU meeting. She had never heard of the IGF before. Someone was reporting about the IGF and so she decided she would come along. I thought that was very interesting that that's people feeding through.

The second was how the U.S. government representative shared an e-mail with us that he had received from an ITU senior staffer saying would you mind dropping one of the themes you had for an ITU meeting in 2012 because we have a proposal here for ICT and the empowerment of women. Would you be prepared to drop the one you were putting forward and he said the U.S. government there supports that. And his point was that will now take place in an ITU meeting next year, and he is almost certain that will feed

through to the IGF, because there will be discussions and people will say we should continue this discussion in a different model.

And then I have a personal example which is mostly between ICANN and the IGF. I know that I set up some of the participation methods in ICANN and I know Markus and I had various discussions and he would say who are you using to do the transcribing, and I told him about Laura in New York and you are using them now. I also remember talking to your head of interpretation, because we couldn't find good interpreters for ICANN meetings, and so he produced a paper for us and introduced me to a bunch of people that we then used as interpreters within ICANN. So we are a little bit in the same ecosystem and influencing one another in a good way.

BILL SMITH:

I'm with PayPal. I am very supportive of something like, Bertrand, you have suggested, and I would suggest we might want to build on the ISOC ambassador program that's used both for ISOC and I believe some are brought here. Potentially bring university students who are expert in political science or other fields, Internet governance is now being taught, bring them to the IGF, and under the direction of the chair and the Secretariat, they would be charged with writing an unbiased report. This would be a relatively low cost, high quality mechanism, and it would bring the next generation to the table, which I think is especially important because if we're going to do our jobs, which I think should be planning for our grandchildren and their children, we really need to bring our children to the table to help us out.

BERTRAND DE LA CHAPELLE:

So we're closing those three subtopics. As you perfectly understand, they were chosen among a myriad of very possible other improvements. We chose them because on each of them, it was possible to start from something that has been noted during workshops to generalize somewhat the problem and to identify a possible way forward. That is not a decision that we take here, but that gives back the capacity for the actors to pick the idea and run with it. Now, in order to finish this session, there have been many proposals and many discussions and workshops on IGF improvements during this IGF. You know that every year after the IGF, there is a stock taking session, apart from this one, that is a longer one, usually a day or more, and it will take place normally, I suppose as usual, this year.

You also know that on the question of IGF improvements, the working group of the chair of the CSTD that was established last year was extended and we are lucky enough that Peter Major, who was here, was nominated as the chair of this working group just before the IGF, which allows him to be here as formally the chair of the working group, and I would like to ask him to give us a very, very brief hint at the way he intends to conduct this discussion on IGF improvements and maybe just indicate how this will articulate with the stock taking session that is normally planned, if that is the case.

* Scribes were unable to capture the remainder of the session *

Reports of the Workshops

Taking Stock and the Way Forward

Report of Workshop 10:

Title: Reflection on the Indian proposal towards an IGF 2.0

Organized by:
Civil Society Internet Governance Caucus (Civil Society)
Consumers International (Civil Society)
ISOC India Chennai (Internet Technical Community)

Co-moderator Jeremy Malcolm from Civil Society Internet Governance Caucus introduced the workshop by providing a brief timeline of the CSTD Working Group on improving the IGF and an outline of the Indian proposals for improvement.

Antti Peldomäki was the first panelist and said that while the European Commission has no formal position on IGF improvement, other than that we should not try to modify the IGF's non-binding nature; we should start to play with some new proposals. The Indian proposals should be viewed holistically as one option. We are ready to reflect on them.

Marília Maciel added that funding was an issue not to be overlooked, and that the MAG needs to be refreshed. Outputs from the IGF, she said, are not a substitute for an enhanced cooperation process. Remote participation should be funded, as should more travel from developing country participants.

Sivasubramanium Musuthamy raised a few specific issues with the Indian proposal: the risk that too many working groups could take too much power from the MAG; holding thematic meetings could lead to too many meetings. However the IGF meetings could be split into three, mirroring ICANN, which could be thematic. He also noted the option of reports from the IGF being sent directly to other institutions, bypassing the UN General Assembly.

Raman Chima said that the Indian proposals are in line with the mission of the IGF. Increased and more focused outputs and expert groups could be helpful. But in some cases the proposal could be adapted to make more use of existing processes, such as using existing expert groups rather than creating new ones. The MAG and inter-ministerial meeting could also connect better.

Ravi Shanker from India said that his government's proposal had "spiced up" a multi-stakeholder idea, and that it is fully consistent with the Tunis Agenda. It would give the IGF a greater outcome orientation. However, other reforms are necessary including a stable UN funding source for the IGF. In parallel, India has put forward some draft ideas through the IBSA forum for carrying forward enhanced cooperation. These ideas will later be formalised at an IBSA summit, much in the same way as the OECD has put forward its ideas.

Romulo Neves from Brazil government said that he supported the main idea of the Indian proposal. The legitimacy of a forum comes from its mandate and from its participation. The IGF should be made more attractive by funding it and increasing its relevance. Improving its outcome orientation would make the IGF more relevant. Its outputs need to become more concrete.

Finally Peter Major as the new Chair of the CSTD Working Group on improving IGF gave a presentation which touched on the main concerns expressed about the IGF at it exists now - its lack of impact, stable financing, and composition of the MAG. The associated dilemmas are how far we go towards making decisions, how much more inclusive it needs to be, and how the MAG should be selected or elected. He proposed that the Working Group will meet next in October or November in Geneva for three days.

The floor was then opened. Luis Magalhães from Portugal government said that the IGF must have room for improvement, but criticised the IBSA proposal as killing the multi-stakeholder process. It is no longer appropriate to propose a designated intergovernmental agency for the Internet. Later in the session, Romulo Neves spoke to defend the IBSA proposal against this charge. Luis also added that MAG is an advisory body to the UN Secretary General, nominated by the Secretary General, but not an UN body itself.

Nurani Nimpuno, a MAG member, agreed with Luis and said that nobody wants to change the Tunis Agenda. She suggested that the MAG selection had been through the Secretariat reaching out to trusted experts, but agrees that now we are in a position to create a more formal process for MAG selection while not making it as an UN body. She also repeated the observation that more needs to be done on the IGF website, which is full but ugly, compared with the WSIS website which is beautiful but empty.

Paul Wilson contended that despite criticisms of lack of tangible outcomes from the IGF, there is still a huge amount of reporting that goes out from it. Peter Hellmonds contributed news about a meeting between UNDESA and the donor community, which would ensure greater transparency about IGF funding from now on.

Zahid Jamil said that convergences between the IGF improvements suggestions will be presented for structured discussion. The crux of the Indian suggestions is at paragraph 6. However he was concerned that deciding between the alternatives given could be divisive, and was worried where that could lead.

Marilyn Cade's comments focused on funding. She said that although the IGF needs sustainable funding, it would be difficult to find this from the UN as Committee 5 of the UN is cutting expenditure across the board. Many of the improvements being discussed would require more expenditure, not less. She said we should be realistic.

Parminder Singh described the Indian proposal as the most bravely multi-stakeholder proposal to shape the agenda and communicate outcomes. But paradoxically, he said, those who promote multistakeholderism most strongly in words are opposing the Indian proposal, whereas those promoting the Indian proposal are painted by others as opponents of multistakeholderism. He said if the improvements fail, we will be no worse off. As to the IBSA proposal, he called on those opposed to it to describe how else we should make Internet public policy.

Jimson Olufuyer from WITSA underlined its support for the IGF, but said that many people from developing countries have not grasped the issues or the model of

Multistakeholderism yet, but they are beginning to see it happening. He also mentioned that there was a need to keep a tab on its outcomes to reach the grass root level.

Bertrand de la Chappelle praised the workshop for forcing us to come and look at the Indian proposals, and praised India and Brazil for pushing the discussion. He suggested that each of the headlines of the Brazilian proposal could be used by the Working Group to structure its work.

Anriette Esterhuysen said that what is missing from the Indian proposal is accountability of the MAG back to the IGF community. But APC does like the idea of working groups, so long as there are not too many. Also missing is the individualised status of MAG members, and it would be useful to split the academic and technical communities.

Raul Echeberria said that since IGF is not a part of the UN structure, it would be impossible for UN to fund it and asked to check it with the UN legal advisor.

Craig Reilly said that the US government disagrees with going down the path of improvements described in the Indian proposal, as it could damage the IGF as it is now. He pointed out that the report or recommendation to be decided by small group will not expand its credibility or transparency.

Izumi Aizu, another co-moderator representing the Civil Society Internet Governance Caucus, thanked all the panel and participants and concluded the session.

Report of Workshop 166:

Title: Enhancing Understanding: Facilitating Internet Governance through Openness and Transparency

Organization: NRO - Number Resource Organization (representing the five Regional Internet Registries), Government of Sweden

Reported by: Chris Buckridge

A brief substantive summary and the main events that were raised:

The workshop began with a quick recap of some of the discussion held at last year's IGF in the "Understanding Transparency" workshop. Jonathan Zuck noted that transparency is

a means, rather than an end, and that the motivation behind encouraging transparency is to make the multi-stakeholder model work. The end goals are participation and accountability, and transparency alone will not achieve these goals.

Maria Häll noted her own experience with the ICANN Government Advisory Committee (GAC), and particularly the importance of understanding the roles of different entities in the multi-stakeholder model. She noted the value of platforms such as the RIPE NCC's Government Roundtables and the RIPE Cooperation Working Group, but a lack of understanding of different stakeholders' roles remains a key challenge.

Rômulo Neves spoke about the set of Internet governance recommendations recently produced by the IBSA (India, Brazil and South Africa) group. He argued that the three governments had produced a document in a transparent fashion, trying to take into account some inputs of other stakeholders. He noted that it is a priority to the Brazilian government to encourage acceptance of the multi-stakeholder model amongst other governments, including receiving comments from those stakeholders to review the cited governmental recommendations. He noted that understanding the Internet "ecosystem" is vital to contributing effectively to the discussion, and that better cooperation between stakeholders may serve to make each stakeholder group more efficient and effective.

Bernadette Lewis discussed the need for information and education to foster understanding, putting concepts and issues into language understood by all stakeholders. She noted the work that the Caribbean Telecommunications Union (CTU) has done in bringing together people from the important technical bodies to speak to other stakeholders, and argued that education at the government level is vital.

Dele Olojede suggested the need for "rules of the road" for transparency and privacy on the Internet. He noted that damage is done when governments act in the heat of the moment and without appropriate information - this can happen even in well-established democracies. The Internet has meant an erosion of restrictions on government action, but more transparency can help to remedy this, limiting the amount damage that can be done and allowing society time to make the necessary corrections. In short, "rules of the road" would make it easier for citizens to raise hell.

Ang Peng Hwa differentiated between "transparency" and "translucency" (semi-transparency), and questioned how much transparency is desirable. It is possible to raise expectations of transparency as a cure-all, when it is not. Transparency does act to create trust, but can have downsides, particularly in terms of inhibiting internal deliberations. He argued for a golden mean of transparency (between a "black box" and a "fishbowl").

Athina Fragkouli outlined the work done by the RIPE NCC in facilitating discussions and bringing stakeholders into Internet policy development. She emphasized the need to look beyond the IGF to forums that are not "non-decision making" (such as technical policy-making forums), and encourage multi-stakeholder participation there as well.

Bill Smith reiterated the ultimate goals of lucidity and accountability, and argued that

transparency should serve the purpose of making information "as simple as possible, no simpler". He also noted the importance of inclusivity and understanding the barriers that exist to participation in Internet governance processes. He pointed out that it is impossible to have all stakeholders present in discussions, and it is therefore the responsibility of those who can take part to represent all stakeholders and, to the extent possible, advocate for the common good.

Jonathan Zuck noted that while we talk about "constituencies", and often treat them as discrete entities, each constituency believes that they represent the same constituent: the "netizen". This constructs a confrontational system, but the range of different constituencies acts as a check against centralized control, ie. government, business and civil society keep each other honest. It also means that it is important to ensure that each constituency has broad representation and is accountable. Ang Peng Hwa cautioned that each stakeholder group has different goals, and may act against the larger interest. Dele Olojede concurred, noting that we cannot assume good intentions on the part of all governments, some of which actively work against the interests of their people.

Bill Smith argued that while an adversarial system can provide checks and balances, a more organic model, reflecting a mesh of views may better reflect the reality. He suggested that the IGF brings the kind of open discussion already fostered in the technical community to a multi-stakeholder environment.

Rômulo Neves, referring to the "fishbowl" concept, suggested a fishbowl with private rooms – private meetings and negotiations need to happen, but there can be transparency about when and why this is happening. Existing organizations need to be better at communicating in this way. John Curran, CEO of ARIN, noted that in relation to Internet number resources "openness" and "transparency" refer to the decision-making process, but this doesn't mean that every part of that process will be completely transparent.

Paul Rendek noted that Internet governance is often a popularity contest, with stakeholders seeking to meet and influence as many people as possible. This has been successful for some stakeholder groups, but can be a disadvantage to others. It is important to be aware of this, and of how this is affecting Internet governance discussions and policy making beyond the IGF.

Bernadette Lewis emphasized the importance of imparting information in a systematic way (ad hoc methods are not sufficient), noting regional IGF's, events for capacity building, and conferences as examples of activities that the CTU has facilitated.

Conclusions and further comments:

Paul Rendek summarized the discussion, noting the general agreement on the need to understand the needs, expectations, and concerns of other stakeholders. The workshop discussion clearly recognized that there are limitations to what transparency alone can achieve. It is vital to continue building understanding through local forums and activities, and to identify the synergies that can exist between stakeholder groups, both globally and

locally. Finally, it is clear that stakeholders need to be open to evolving their own role, based on interaction with other stakeholders.

Maria Häll closed by noting that it is vital for attendees to take the lessons learned at the IGF and the multi-stakeholder process back to their day-to-day business. She reiterated the point that each of us belong to more than one constituency, and noted work being done on these issues by other groups, including the Council of Europe and Association for Progressive Communications. There was consensus that a further follow-up event at the 2012 IGF would be useful, and efforts should be made to bring those other groups into the discussion at that time.

Report of Workshop 182:

Title: Global Internet related public policies – Is there an Institutional Gap?

Speakers:
- Rômulo Neves - Ministry of External Relations, Brazil - Head of the Division for the Information Society
- Parminder Jeet Singh - IT for Change
- Markus Kummer - Vice President of Public Policy (ISOC)
- Jovan Kurbalija – DiploFoundation
- TulikaPandey - Director of the Department of Information Technology, Government of India
- Andrea Glorioso - policy officer at the DG on Information Society and Media of the European Commission
- Marília Maciel – Center for Technology and Society of the Getulio Vargas Foundation (moderator)

1. Opening: background of the discussion presented by the moderator

Paragraph 60 of the Tunis Agenda acknowledges that "there are many cross-cutting international public policy issues that require attention and are not adequately addressed by the current mechanisms". To fill this gap, the Agenda provides for the establishment of the Internet Governance Forum (paragraph 72) and of a process of Enhanced Cooperation (paragraph 69 and 71).

UN General Assembly resolution on "Information and Communications technologies for Development" (A/RES/65/141), adopted on December 2010, "Further recognizes that the Internet governance-related outcomes of the World Summit on the Information Society, namely the process towards enhanced cooperation and the convening of the Internet Governance Forum, are to be pursued by the Secretary-General through two distinct processes, and recognizes that the two processes may be complementary".

In 2011, there were two parallel discussions related to the framework of the Internet Governance regime. The first one is a process for improving the IGF with aim to link it to the broader dialogue on Internet Governance, as mandated by the UN General Assembly

Resolution 65/141. The second is a discussion on the implementation of Enhanced Cooperation, "to enable governments, on an equal footing, to carry out their roles and responsibilities, in international public policy issues pertaining to the Internet".

Both issues have been discussed separately, usually in different foras, and there have been insufficient efforts to articulate them. Nevertheless, both topics are deeply connected. For instance: a more outcome-oriented IGF is essential to supplement and complement any initiative under Enhanced Cooperation to be put in place in the future.

This artificial compartmentalization creates obstacles to a clear and holistic understanding of the proposals that have been advanced to improve the IG regime. The workshop has the goal to articulate these two different, but related topics and to shed light on the debate about Enhanced Cooperation.

Interventions from the speakers were intercalated with comments from the other attendants of the workshops. Participants were asked to share their views on the following issues:

- What are the main policy and regulatory issues that are not being sufficiently addressed by existing bodies?
- What would be the best institutional option to concretely implement enhanced cooperation, as mandated by Tunis Agenda?
- What should be the main roles of a mechanism of enhanced cooperation?
- What is the best forum to discuss enhanced cooperation within the UN?

2. Summary of discussions

Parminder eet Singh started with a reference to the Internet governance issues that are not being sufficiently addressed in current organizations. He made a distinction between technical policymaking – related to the day-to-day operation of the Internet – and a larger group of public policy issues involving social, cultural, economic, and political issues. Although these two areas are usually mixed up when Enhanced Cooperation is being discussed, they were distinguished very clearly in the Tunis Agenda.

While there are no significant institutional gaps in technical policymaking and the day-to-day operation of the Internet, there is need for a better public interest based oversight to replace the task that is currently performed by the US Department of Commerce. Nevertheless, it is in the area of non-technical public policy issues where the most relevant institutional gaps can be observed. The current examples of lack of democratic accountability and transparency are abundant when it comes to social, economic and political policy making, such as the opaque implications of a search engine algorithm. OECD is a good example that an institutional framework to address these issues is needed.It has early recognized that there are public policy issues that need to be addressed. On a frequent basis, it comes up with new frameworks, new Public Policy guidelines on areas that are relevant not only for them, but for the whole world.

Markus Kummer opined that that there are no institutional gaps on the Internet governance regime. Social, cultural, economic issues need to be discussed on a global scale, but for most of these fields there are specialized organizations in place. The IGF was created as space for public policy dialog on these issues, with a clear understanding that the IGF would not *take over* any issue.

There are themes that still need to be better addressed, such as digital content and innovation. Intellectual Property Rights cannot be put forward as almost the sole source of innovation. But there is no need to set up a new organization to deal with problems as this one. The real question is how we carry what we discuss in the IGF into these organizations. Regarding the discussion about oversight over technical organizations, he mentioned that all policy development processes – on standards, IP addressingor DNS – are done in an open fashion, so there is no pressing need for oversight.

Tulika Pandey recalled some paragraphs from the Tunis Agenda that could be better addressed if there was a slightly more focused structure that could look into these issues. The first one was in paragraph 72/B, where the Tunis agenda States that "the IGF needs to facilitate discourse between bodies dealing with different cross-cutting international Public Policies regarding the Internet."

Although the IGF has provided a space for open, free, and inclusive discussions, it did not put forth concrete take-aways that could be forwarded to other bodies. The second mentioned paragraph was 72/C, the need to interface with appropriate intergovernmental organizations and other institutions. Currently, there is no way to communicate IGF discussions to these intergovernmental organizations and to ask for a response from them.

Paragraph 72/F of the Tunis Agenda deals with strengthening and enhancing the engagement of stakeholders in existing and/or future Internet Governance Forum mechanisms, particularly those for developing countries.There are no ways to evaluate this enhanced engagement. The only information available is the percentage of the participation of the developing world in the IGFs and this is not a real measure of strengthening and enhancement of the engagement with the stakeholders.

Andrea Glorioso agreed that there should be a distinctionbetween the technical day-to-day running of the Internet and Public Policy issues. He mentioned that, as a public authority, the European Commission does not aim to regulate the day-to-day technical management of the Internet, as this is something that should be left to the private sector or to the technical community. However, decisions which might appear as purely technical may have Public Policy implications. Because of that, public authorities should try to participate more on the discussions, not to gain any control, but becausethey have experience to anticipate the political issues and the Public Policy issues that may arise. There is probably no need for a new body, but there is need for a much better way of coordinating and doing outreach to other institutions. The IGF has a clear mandate assist in this process, and that mandate needs to be fully fulfilled.

Regarding the degree of openness of the critical internet resources debate, the speaker believes that the discussions are open, but the decision-making process is not so much. A light oversight, which does not mean regulation, is often necessary in order to ensure that openness does not mean that only the usual suspects talk.

Rômulo Neves mentioned that when the need for institutional frameworks is put forth, this is probably related to Public Policy issues. And if one discusses public policies, there is also need to discuss the decision-making process and the funding. These three elements – institutions, decision-making process and funding - make the process of developing public policies possible. Each stakeholder group has different tasks to fulfill in policy-makingand different interests guide them. Currently there is unequal power distribution among stakeholders. This problem can only be addressed by increasing participation and legitimacy. It is not clear if we need a new body or if we can propose improvements to the existing ones. There is no easy answer, but Brazil has tried to raise this important discussion.

Asked to comment on plurilateral arrangements on the Internet governance regime and the creation of institutional silos, **Jovan Kurbalija** referred to the famous "Internet Governance building" created by Diplo. He evaluated that the building had to be a bit reconstructed. People requested that two elevators were added on each side: one should overcome the silo effect, which exists between floors (the infrastructure, legal, economic, socio, cultural and other floors), and the second elevator should introduce values. It seems the people think that there is a lack of discussion about values. Values can be an important missing-link on this debate.

There are also important trends in world politics that should be taken into account. Especially after the global financial crisis, governments are back on international regimes and they want to play a more prominent role. In the forthcoming period, governments will try to extend their presence, not only in the Internet policy, but also in the financial market and other policy areas. Nevertheless, we are now facing the limits of the global solutions, and this shows very clearly in the climate change regime. Global actors are realizing that they need to empower people, to foster bottom-up initiatives in the field of global governance. Therefore, the main challenge is how to find a more prominent place for governments. And, at the same time, there is need to avoid the situation of having a very complex top-down solution through the classical multi-lateral instruments, which is keeping vitality from the bottom.

The following issues were raised by **attendants**:

- There is an ecosystem of Internet Governance in which there is multiplicity of actors and processes. The IGF relates to that complexity. That's why the IGF itself is so complex. But in order for that complexity to actually deliver task-oriented policy results there has to be some sort of guideline that tries to extract and find the extreme simplicity in that complexity.
- Too much private control of the Internet is dangerous, just as maybe excessive government control.

- What is being called fragmentation and seen as a negative thing in the regime could also be called decentralization, and, all of a sudden, it becomes something positive. Is it possible to have greater oversight but keep the decentralized way that Internet Governance works intact?

Parminder Singh commented on the issue of decentralization and fragmentation raised by one participant. He mentioned that fragmentation and decentralization are different things. Decentralization takes place within an institutional framework and it does not mean that every group sets up their own committees and do whatever they like. Decentralization means distribution of power; it is always tracked, with opportunity for all those interested to participate. When we speak of fragmentation, we are back to silos. The problem is that no forum is actually insulated as a silo; they impact all people and nations who are not involved in that particular process of policymaking.

Final comments from speakers:

Andrea Glorioso mentioned that there are different works being conducted in parallel, such as the Council of Europe's initiative on principles related to cross-border transparency on the Internet, the Internet Compact announced by Vice President Kroes, and the G8 or the principles. There are many others around the globe, so there is an obviously risk of fragmentation. But when there is such a multitude of ideas, it's dangerous to immediately want to reduce them to one single vision, because thatleads to a very low minimum common denominator. It is not clear whether enhanced cooperation can help in that process or not, but first of all we should agree on what enhanced cooperation is.

In spite of this, the IGF needs to be improved. Whether one agrees or not with the positions of those advocating for a new enhanced cooperation body, there is a clear signal from some democratic parts of world that should not be ignored, calling for a discussion on how we can make the IGF more productive.

Parminder Singh responded that, in his view, the function of enhanced cooperation is to address global Internet Public Policy issues. There is an understanding in the Tunis agenda that there are many Global Public Policy issues that need a global response and are not being addressed. In Internet Governance, we need to make decisions that relate to the present situation. Are we too centralized? Or are we too decentralized, fragmented? Maybe what we need in the present is some kind of better hold of what's happening and a better forum where the public interest could be mainstreamed and public policies negotiated.

If we agree that there are Public Policy issues that are not being addressed, we could start to talk about institutional structure. Globally, OECD, EU, CoEand other forums, some of them recently created, are a good proof that some institutional structure is needed, so policy initiatives can convergence. The IGF should be the place where agenda shaping takes place, and the IGF should communicate closely with a participative enhanced cooperation body.

Markus Kummer mentioned that there is room for improving the IGF, especially on the field of cooperation with other organizations. But one should never forget that the IGF is not an organization. It is extremely light forum, so it could not coordinate other very well established important organizations. People from these organizations attend meetings at IGF, so the IGF can inspire them to do act. Enhanced cooperation was negotiated as compromise language. And as long as we don't have clarity or a consensus on what we understand with it, it's difficult to move forward.

Report of Workshop 207:

Title: Is the youth factor counting in IG? And Is IG affecting the Youth?

Organization: Project Discovery

Reported by: Grace Mutung'u

A brief substantive summary and the main events that were raised:

* The term youth is an expansive term and includes children, teenagers and young adults. Youth do not exist by themselves but are part of a society and in fact most of the problems they face during the IGF are also shared by many adults who are "beginners" in the IGF processes. The idea that adults know more is changing.
* While emphasizing the need for meaningful participation, the youth need to enhance their participation in the IGF processes because these processes are open. To this end, the youth need to take advantage of all the available avenues for participation e.g. e-participation.
* The current IGF set-up presents some hurdles to young people who wish to participate or get involved. Some of these include inhibitive costs of travelling to the IGF, understanding the "IGF lingo", fear of making contributions and lack of young participating at organizational levels. There were suggestions for structural adjustments to the IGF to give youth affirmative representation.
* For youth participation to be meaningful there is need to have more capacity building and support for youth people to participate. It was noted that civil society and academia sub-sectors have had many initiatives towards training and sponsoring youth to attend IGF and related events. The youth invited others such as private sector and Governments to increase their efforts at mentoring, educating and supporting them in IG.
* Participants agreed that the youth are affecting IGF because the few who participate are affecting even older people. In addition, some have activities throughout the year and not just at the IGF.

Conclusions and further comments:

1. Youth are going to be affected by discussions and decisions made on IG today and so their voices must be heard. The youth need to actively participate in the IGF processes through available avenues including e-participation which eliminates the need for travel

and have no age limitation for contribution.

2. Youth participation in the IGF should not be limited to youth workshops. It is important for young people to give their input in important topics such as privacy, innovation, critical Internet resources etc. The youth were challenged to ensure that they contribute as panelists etc in discussion and workshops on these and other issues.

3. Where adults speak on behalf of youth organizations, they have a duty to actually represent the voice of the youth. This is because youth, who were born in the Internet age have a different perspectives or views of things and this diversity can contribute in shaping the IGF discussions and culture.

4. Youth participation needs to be sustainable. The young people who have had the privilege of participating in the IGF and IG processes actually have a duty to create awareness, mentor others to make sure that there is not only smooth transition but also to keep the youth constituency growing and vibrant.

5. The youth, especially children, must continue being passionate about the IGF despite their other commitments such as having to attend school.

6. Youth coalitions were challenged to have more structured dialogue in order to channel youth voices more appropriately.

7. Youth should take advantage of adults at the IGF as most of them are willing to explain the IGF jargon. They should not shy away from learning.

8. Young people should be proactive and use means such as social networks and other available media to among others to create awareness, generate interest and dialogue and to ensure that discussions at the IGF were being heard and shared by other youth.

9. Young people were invited to visit Diplo Foundation and other booths to learn more about their available programmes and opportunities especially in regard to capacity building.

10. The IGF can do more and present the information on its website in amore user-friendly manner.

11. The deliberations of the workshop would be forwarded to the Youth Dynamic Coalition for presentation at the taking stock session.

Report of Workshop 258:

Title: Improving the IGF: how can we get the most out of IGF improvements processes?

Organizers:
Constance Bommelaer, ISOC
Ayesha Hassan, ICC Basis William Tevie, National Information Technology Agency (NITA), Ghana
Nurani Nimpuno, Netnod
Baher Esmat, ICANN

Moderators:

Jeanette Hofmann (RIIS) and Jeff Brueggeman (AT&T)

Remote moderator:
Cathy Handley (ARIN)

Rapporteur: Marilyn Cade

List of speakers:
Patrik Fältström (CISCO)
Anriette Esterhuysen (APC)
Paraminder Singh (IT for Change)
Nandini Kotthapally (India) (tbc)
William Tevie (Ghana)
Ana Neves (Portugal)
Raul Echeberria (NRO/ISOC chair)

Speakers from the floor:
Wolfgang Kleinwachter (University of Aarhus)
Theresa Swinehart (Verizon)
Christoph Steck (Telefonica) Jimson Olufuye (WITSA/ITAN) Nermine El-Saadany (Egypt)
Professor Luis Magalhaes (Portugal)
Constance Bommelaer (ISOC)
Nurani Nimpuno (Netnod)
Baher Esmat (ICANN)
Chengetai Masango (IGF Secretariat)

Report:

This Workshop brought together a diverse group of stakeholders with representatives from government, civil society, business, academic and technical community, including representatives from the IGF MAG and CSTD Working Group, to discuss a broad range of ideas and provide an opportunity to exchange perspectives on improvements, both within the IGF process itself and the CSTD Working Group discussions that have occurred in the past months. After setting the stage with an overview of the improvements process, the workshop discussion focused on three general issues:

First, the panel discussed the issue of diversity of participation in the IGF, including developing country participation, gender balance and the diversity of viewpoints. Participants noted that the IGF process has evolved to include regional and national IGF events and to expand remote participation. There were suggestions to strengthen the links to regional and national IGF events by feeding the input of these events directly into the MAG and preparatory process. However, a few participants cautioned against romanticizing the national and regional initiatives. It was noted that boundaries about what can be done may be different between local, national and the global IGF.

The discussion also highlighted the need to continue expanding youth participation and facilitating even more robust remote participation. The discussion included the importance of addressing funding to support remote participation coordination. There was some disagreement about whether promoting "mesh" or Web 2.0 way of thinking about the IGF is helpful.

Second, the panel discussed the IGF's substantive agenda and program development process, including the MAG structure and public consultations. Several panellists noted that the IGF agenda has continued to evolve. One panellist stated that there should be an increased focus on social issues as opposed to infrastructure issues, while other panellists supported continuation of a mixture of both issues. There was consensus that the IGF program should continue to evolve with robust input from the community. The panel highlighted the importance of the MAG as an important reflection of the multi-stakeholder model and mechanism for engendering trust in the program development process. There was agreement that the MAG selection process should be clear and transparent with a trusted mechanism to rotate MAG members, but a number of panellists noted the challenges in agreeing on solutions for this. There was strong support for the public consultation process in taking input on the development of the IGF overall, as well as on the program development for the annual IGF, with some suggestions to conduct outreach to subject matter experts as a way to help shape the program.

Third, the panel discussed the related issues of how to capture what comes out of the IGF and to amplify the impact of the IGF. There was an interesting discussion about the IGF's unique role as a policy-shaping process or "issue shaping space" as put by one participant, as distinct from a policy development or implementation process. Some panellists expressed the view that the IGF already is having a huge impact on Internet governance policy, while other panellists questioned whether there should be a new global Internet policy-setting mechanism. Some people expressed the view that the IGF has contributed to the development of an enormous amount of useful information and resources that unfortunately remain under used. Others expressed concern with the challenge of ensuring that all workshop organisers produce a report. It was noted that additional resources are needed at the Secretariat level to support changes and improvements in these and other ways. There were suggestions to make better use of existing materials, including an improved website, a standard template for workshop reporting and preparation of main point highlights from the IGF meeting. Panellists also supported a more concerted effort to document best practices and case studies, such as M-Pesa.

There was not a detailed discussion about the need for stable and predictable funding, but it was noted that more resources are needed.

It was noted that the IGF has very high expectations and high standards for diversity, compared to other international and IGO organizations and that improving diversity is more complex than seen at first glance.

Reports of Other Workshops

Report of Workshop 21:

Title: Mapping Internet Governance

The workshop on mapping Internet governance has emerged from preparatory discussions for the 2011 IGF in Nairobi, where it became clear that there is a significant

need for a "Map of Internet Governance" that empowers representatives of stakeholder groups to effectively navigate the complex landscape of Internet governance issues, for a and institutions. So a Dynamic Working Coalition for Internet Governance Mapping has been formed with a website and mailing list at http://idgovmap.org/, and a workshop was organized at the IGF to begin a public multistakeholder process of discussing various perspectives and needs in relation to such a Map. The sponsoring organizations for this workshop were the Civil Society Internet Governance Caucus and Consumers International. A variety of perspectives on effective participation in Internet governance, and on how a Map of Internet Governance can help with this, was presented by the various panelists.

Here are some key points of the discussion that has emerged from this approach of starting from the perspectives of potential users of the Map:

Successfully mapping the realm of Internet governance will not only describe the realities of Internet governance as they exist, but it will also contribute to shaping the perception of these realities and thereby to shaping these realities themselves. In particular, a Map unavoidably contributes to the process of legitimization: Perspectives that are described in the Map will be perceived as legitimate by the users of the Map. It is important to map not only those topic areas and institutions that have traditionally been identified or tagged as "Internet governance", but to look also at the flows into the system, and provide some kind of picture (that may well be "painted with a broad brush") that shows who is truly involved in the various areas of Internet related decision-making.

From the perspective of Consumers International, mapping Internet governance is important for providing consumer representatives with a better understanding of what issues are being dealt with by what institutions, and what opportunities exist for them to effectively participate in those institutions without duplicating the work of other CSOs. The Map of Internet governance should not center around the Internet, but around the topics that the users of the Map are directly interested in. This relates to the question of what the appropriate measurements are for measuring the success of Internet governance activities. For example in the context of TLDs for cities, it is not so relevant to ask how many domain names are sold, but what matters is rather how the city TLD is contributing to improvement in children's education, to the efficient provision of health care to residents, to increasing the number of local communication channels, to reducing the digital divide, etc.

There are many stakeholder groups with widely different perspectives regarding the Internet. The Map should aim to be inclusive of this broad variety of stakeholder perspectives. In this way, the workshop has initiated a bottom-up process aiming at developing a shared understanding of what the Map should be like. In addition, David Souter reported on Internet governance mapping work that he has done for the Association for Progressive Communications. He showed how various kinds of graphical representations including in particular mindmaps can be used to facilitate an intuitive understanding of some aspects of the structure of the Internet governance ecosystem. His mapping work has also revealed that some categories of stakeholder groups, such as for

example religious communities, are so far not actively participating in the process of Internet governance policy deliberation.

Furthermore, Jeremy Malcolm of Consumers International outlined some preliminary findings of an ongoing survey of public interest representation in the information society, including the fact that there are over 100 distinct policy issues on which respondents worked to raise awareness, mainly at the national level, and that amongst the institutions in which respondents would like have a greater chance to participate were WIPO, the UNDP and UNESCO. The discussions at this workshop have confirmed the importance of going forward with the project of creating and then maintaining a Map of Internet Governance that must be designed to be useful for a broad variety of stakeholder groups in developing an effective strategy for their participation in Internet governance policy processes. Participation in the process of creating and maintaining this Map must be solicited from all kinds of stakeholders including governments, civil society and businesses.

Report of Workshop 143:

Title: Teaching Internet Governance, the experience of the Schools on Internet Governance

Organization: South School on Internet Governance

Reported by: Olga Cavalli

A brief substantive summary and the main events that were raised:

The workshop reviewed for the third time the experience of the Schools on Internet Governance, which that started in Meissen, Germany, as a pioneer project, and has been replicated in Latin América during three years and once in Egypt.

The Schools main objective is to bring younger professionals to the Internet Governance global process, and also encourage them to participate and even start different related activities at their respective national levels.

The workshop was moderated by Olga Cavalli, Regional Director South School on Internet Governance SSIG, who explained the countries where the South School on Internet Governance has been organized and the participation Statistics. It was held in Buenos Aires 2009, Sao Paulo 2010, Mexico 2011 and next SSIG will be held in Bogotá, in March 2012.

Panelist and their perspectives were:

Ricardo Pedraza Barrios from Verisign gave his view as Faculty Member SSIG in Latin America; he found the activity very valuable and excellent for networking with the students and with other faculty members and companies from each of the countries that

the SSIG is organized.

Pedro Less Andrade from Google, as Faculty Member SSIG in Latin America stressed the fact that for the students is good as they in one week can learn what otherwise takes month of reading and researching, also he mentioned the value of the network for the students.

William J. Drake from University of Zurich and Avri Doria mentioned that it is a challenging experience for the teachers as the audience of students is diverse and they have different backgrounds and experiences. This makes the teaching more interactive and challenging.

Wolfgang Kleinwaechter, Professor University of Aharus, and Director of the European School on Internet Governance said that the European school is organized differently than South America, as it takes places in Meissen every year.

Sandra Hoferichter, organizer of Euro SSIG explained the diversity that the Euro SSIG has among their students and showed statistics of participation.

Adrian Carballo was the Remote moderator.

Conclusions and further comments:

The schools on Internet Governance are a pioneering experience that opens an excellent teaching space for those interested in understanding the Internet Governance from a broad and holistic perspective.

In particular the South School on Internet Governance focused in Latin America and the Caribbean, is bringing awareness in this region about the relevance of the IG debate and why it is important for all stakeholders to be involved in it.

The workshop has been organized starting in the IGF in Sharm el Sheik and it is growing in panelists and audience interest since then. We hope to organize it again in 2012 in the IGF in Azerbaijan.

Report of Workshop 201

Title: Proprietary Influences in Free and Open Source Software: Lessons to Open and Universal Internet Standards

Reported by: Sivasubramanian M.

Concise Description:

Open Source and free software have caused immense progress in Information technology as also in other areas, but there are proprietary influences altering the open source eco-

system. Drawing lessons from the open source history, how can we ensure that the Internet Architecture remains free of parellel standards that threaten the Universal opearability of the Internet?

Panelists:
Alejandro Pisanty
Venkatesh Hariharan
Tracy F Hackshaw
Sebastien Bachollet
Fred Baker
Scott Bradner
Sunil Abraham
Sivasubramanian M
Richard Matthew Stallman

Summary of views expressed by panelists:

The workshop discussed the various meanings or shades that the word "open" or the word "openness" in context related to IT for development and to Internet Governance and their overlapand explored the proprietary influences. Technology can be proprietary and still conform to open standards. Even software can have proprietary components or a proprietary origin and then become open or vice versa.

The panelists examined the question: "In a scenario of conflicts in the Internet standard-making process if there is a proposal to an alternate or an additional TCP/IP fast lane protocol, which is kept as a proprietary protocol, what would happen to the Internet?"

Plurality in key protocols is not necessarily a useful thing because it Balkanizes the network, and then we have reduced network effects. If somebody had proprietary extension, for example, to TCP, it would be a significant problem.

The core protocols, the non optional protocols, are not things which should be inhibited in any way. The optional things, such as if you want to use a particular CODEC, that's fine. There are other alternatives. But if it's the wheels that keep the train running, we can't have intellectual property -- we can't have restraints on that use. There have been lawsuits saying that TCP infringes certain patents, but so far none of those have been successful. The IETF does not accept proprietary extensions to the core protocols.

Standard is basically a social contract and that everybody should adhere to. Standards are meant to unify. Standards are meant to bring people together. And multiplicity of standards completely vitiates the very purpose of having a standard. Standards from the IETF point of view are things that people use or companies agree to implement.

The most common point of view about open standards is that of standards developed in an open process, other people have defined open standards as standards which you do not have to pay to get a copy of the standard. Other people look at open standards as

standards that you can freely implement free of intellectual property rights without licensing requirements to implement. That is actually relatively rare. The ITU, the IETF, and most other standards bodies other than the W3C don't insist that their products, their standards that come out of recommendations, are intellectual property right free.

A standard is a consensus agreement on the right way to do something. If individuals can make their own standards, they can't be consensus. On the point made to the Indian Government, having a variety of ways to do things can be useful, but they they should be distinctly separate philosophies and architectures of how to approach something. The ITU came up with something called H-323, which was their multiprotocol communication standard for Internet telephony and video conferencing. IETF came up with SIP. Implementers targeted the same set of customers with it. And SIP completely wiped out the H-323 when it came to voice, and the standards are back and forth when it comes to video. It's healthy for the environment to have that level of choice. Both of those standards are consensus-based standards. They are not individual tweaks, modifications to an existing one.

In the ITU, if somebody says we have a patent and we will license it fairly, then they are to be considered completely on equal terms than anybody with any technology, whether there are patents on it or not, whether it's free. In the IETF, we leave it to the working group to evaluate whether a technology is important enough to deal with the fact that you have a known patent on it and there are licensing fees.

The panel examined intellectual property dimensions of Internet Standards, Licencing models and how the standard bodies evaluate proposals. The IETF has produced parallel standards from time to time, multiple standards to do the same thing. We produce two vastly different things to do Internet telephony, Megaco (H248) and SIP. IETF produced both of those standards and let it to the marketplace to decide what to do. And the marketplace actually chose both. We've also had situations where multiple standards have simply confused the marketplace. IETF now has open standards in the sense of open software where anybody can modify them.

The term "intellectual property" is an incoherent collection of unrelated things, patents do threaten our use of protocols and formats, but it's hard for a copyright to get in the way.

There is a tremendous danger to the Internet from restrictive standards. Some formats and protocols are standards; some are not. When a standard or protocol is either secret or restricted by patents, there is a big danger. And what we see now, of course, is that this is spreading even to the ability to boot your computer. Windows wants to make computers that will only run programmes approved by Microsoft boot.

The panel discussed the case of the OOXML standard. Microsoft invoked a special emergency procedure or exception procedure in ISO where all it had to do was get enough countries' standards organisations to vote in favor. And then it went about [gathering] the support of the national standards organisations. There was a worldwide fight, and Microsoft won. One panelist remarked that Microsoft succeeded effectively in

taking control of ISO for its own purposes, which is a very clear example of how the empire of the megacorporations functions. But in India it was voted out because the standard could not be implemented based on the specifications that were given, and there were parts of it that were hidden.

When a format or protocol becomes a de facto or official standard, if there are patents on that standard, it restricts all of us directly. [The patents] restrict us from using software that we control and leave us stuck with using software ... that controls the user. User's freedom is more important than being able to use any particular kind of technology... And that makes this problem an issue of overall social concern.

Therefore, governments ought to take action to make sure this cannot happen. Patents should not be allowed to restrict the development, release, and use of software to run on widely used computer hardware. We also have to take care to make sure that secret protocols and formats, which you can find being used by many Internet services available now do not become widely used. If they are being used at some small level, they are still unfortunate, but perhaps there's no need for public institutions to pay attention. But the danger is that if it starts small, it might get big.

In the Internet Engineering Task Force, anybody can participate. In the ITU, you have to be a member and pay money to be a member in order to be able even to see the working documents and can't actually participate in the development of the standard without being a member. One panelist remarked that "The ITU is very closely connected with telecommunications companies who want to abolish network neutrality, so he would be very suspicious of ITU involvement in the Internet Standards process. I am in favor of development standards committees developing specifications through the [open] process. We do have to worry, though, about the danger that a company with a lot of money can corrupt the process like Microsoft did with ISO. ISO [unusually] had this exception built to its rules that allowed Microsoft to buy it. And that's one danger we have to worry about.

A number of times, there comes up as a point of Internet Governance issue is who is going to make standards? This problem has not gone away. We've had proposals as recently within the last couple of weeks to turn over standardization -- technical standardization of the Internet, not simply business standards, technical standards of the Internet, to a UN organisation.

On the proposals of a UN agency taking over the role of IETF, the panelists examined the history of this development. About 12 years ago, the ITU plenipotentiary was being asked to vote that the ITU would be the standards organisation for the evolving Internet. Each plenipotentiary since then has done the same. The [recent] proposal from India, China, and Brazil hints at doing the same. It is proposed, so the regulators in a country can have a better handle over this Internet. A lot of regulators in a lot of countries are very frustrated by the Internet. It's the only major telecommunications scheme in history that is not heavily regulated everywhere. Regulated to the extent of what products you

can offer, what prices that you have to charge, what functions you have, what you have to hand over to the Government when, all of that. The arguments in favor of pushing the Internet standardization into the ITU is one in favor of regulation and in putting control back onto the telecommunication infrastructure. This is a real threat. This is a fundamental Internet Governance issue it's moving from a nonregulated Internet to an essentially regulated enviornment. [In such an environment] it takes ten years to develop the simplest application.

There was an online comment that Facebook space is being presented as open and perceived as open, but in fact, it is a closed space that people are being lured into. Everybody can develop for it. But, of course, developing for something does not make it a protocol that anybody can interact with, and having an interaction is really what makes something open.

Conclusion: This workshop examined how the different ways the word open is used for open standards, open source software, how they come together where they do collide, where open standards do accept a certain level of proprietary control over the technology yet still ways of sharing and licensing are okay for open Internet standards, and they build a platform, which is very broad and which almost everything else is possibly developed. The negative examples of Facebook as a closed platform -- relatively closed platform, the stories of standards wars, and the ways that standards are developed nationally have been brought to -- under the Internet Governance light, which is very valuable.

Public policies need to be drafted keeping the Internet in mind as a public good. National standardssetting bodies - which very often are handed over completely to industry, or to very vague definitions of the public interest - are not necessarily able to perform the same good work that the IETF and other standards-developing organisations [which do their work] by considering all the public interest objectives, yet leaving the technology standardization to the technologists themselves. The final adjudicator of standards in the ITU and many traditional standards bodies are Government regulators who vote on the technical standards. In the IETF and W3C and a number of fora, the final adjudicator are technical people doing technical work, and that's a fundamental difference.

Reports of Other Meetings

Reports of Dynamic Coalition Meetings

Report of Dynamic Coalition on Child Online Safety (960):

Chair: Anjan Bose, ECPAT International
Participants: About 45
Members present: ECPAT International, eNACSO, FOSI, ITU, Childnet, Safernet Brazil, UNICEF, Microsoft,
Ministry of ICT Egypt, Foundation for Youth Germany, Safer Internet Project EU, INHOPE

Summary:

The forum started with the announcement that the meeting will focus more on issues that had been pressing over the last year and areas where the members have faced challenges including identifying key trends in developing strategies around child protection online. Thus the meeting would not overly emphasize on what the individual agencies do in general as everyone around the table were quite familiar with the work of others. One key issue that came out which many organizations were investing their resources is digital citizenship and concerns around that. It was argued around the table what digital citizenship means, why it is important and whether even the word digital should be included. Empowerment of children and young people was obviously the strong point but the chair pointed out that it is one of the pillars for strategic intervention and should not dilute the responsibility of concerned stakeholders to play their part in making the online space more protective of children's rights.

Another important element pointed out by the chair was the presence of global experts from different disciplines at the forum, both as members and as participants who could highlight and reflect their personal observations on issues related to child protection online covering areas of global policy making, technical solutions and emerging practices. One of the new initiatives mentioned was the formation of INHOPE (International Network of Hotlines in Europe) foundation that would support the creation of Internet reporting hotlines in developing countries, where the hotlines would get financial and technical support through INHOPE network. It was also pointed out by FOSI (Family Online Safety Institute) representative the emergence of digital natives in Asia and the growth of Internet in the region that and the work commissioned by World Bank to cater to the new top level domains that are being created in the region with lots of local content. ITU also reported on the technical work that was taken up by the technical standards committee based on the recommendations by the members of the Child Online Project of ITU.

Another very important new development mentioned by eNACSO representative was the recent developments around ICT principles that bring major Industry partners to agree on a code of practice, which will set out the principles on which they will deliver a whole range of services to children and young people across each of the 27 Member States within Europe. This has been strongly supported by the Industry as this would allow them to have single reference point of discussion and agreement with the relevant authorities. The EU wide draft document would soon be ready for discussions and comments by the Industry partners and it is interesting to see how the protection concerns of children online are spelt out in this emerging document.

One important aspect of the above document and the discussions that go along with it is the inclusion of multi stakeholder representatives which includes child rights NGOs, particularly in Europe. The Industry has agreed to cover some of the cost of their participation to have an inclusive view of the issues around child protection online, particularly from those who are directly involved in working with children.

Connectsafely.org representatives shared their opinion on how children should be given more responsibility and empowered to protect themselves as no agency can monitor them 27/7. It was pointed out that partnering with youth and providing them the right skills is more urgently required than patronizing them.

They also identified a shift from the control model to the agency model which plays a very important role in a user driven structure that the Internet is becoming. The chair prompted the participants from other regions to reflect on the idea of digital citizenship and to comment whether they also agree on similar directions. It was noted that the concept of using Internet in every aspect of one's life particularly in education for young people of very young age is gaining ground and from a closed environment becoming much more widely accepted and open format. One thing that was agreed by all speakers is the children are getting into the online world, the social media space and multicultural environment fostered by the Internet and there is a lot of creation of local and regionalized content that has to have specific considerations in light of child protection issues.

Other issues that were highlighted in the discussions were the need for effective research on children's use of technology, robust and scientific models of studies and non duplicative efforts. Industry is willing to take research studies into considerations in their product development and even commission such research themselves. Another interesting point that was made during the meeting was the fact that many of the organizations who started out as Internet safety specialist have widened their approach to narrow down the distinction between online and offline worlds, focusing more on building the core skills of youth, building ethical guidelines that would be pertinent to both the online and offline worlds- but considering the special requirements and characteristics the online environment demands. UNICEF pointed out specific studies made in countries such as: Russia, Ukraine, Turkey and South Africa on children's use of technology and online interactions and the chair also mentioned similar work done in 5 African countries of Togo, Cameroon, Kenya, Uganda and Gambia.

The representative from Kenya articulated the challenge in addressing the adult and the young people at the same time – about the perceptions of technology, perceptions of risks and trying to achieve a common ground. In light of the rapidly expanding mobile services in African countries such as Kenya, it is important to have a clear and logical understanding of how these technologies serve people and the messaging that is required that would not jeopardize the ultimate aim of such technological services while keeping young people protected from harms. It is very important to strike a balance between protection and empowerment. The representative from the ministry of ICT in Egypt also shared the work done both at the country and regional level and the shift from doing awareness and safety related work with parents, teachers and students to a more research based approach.

GSMA made the only presentation at the meeting, sharing the summary of information from a research done in collaboration with mobile society research institute in Japan and targeting countries such as Egypt, China, Cyprus, Paraguay, Mexico, Japan and South

Korea. The research was carried out with a target group of 8-18 year old children about the use of mobile phones and associated risks. One unusual observation from the study was that the ownership of mobile phones did not correlate with the economic background of the family. But some countries did tend to use more second hand phones than others for lower or less privileged families. Children also showed to be more adept in using more functions on their smart phones than their parents. Social networking applications were also getting popular on mobile phones and were one of the main applications that children and young people are using increasingly, with a strong growth in African continent. The representative from the ministry of ICT in Kenya expressed her thanks to the session for providing such valued topics for discussion and providing opportunity for policy makers to learn from such session. The chair pointed out that it is indeed gratifying to know that such sessions are able to influence and guide the policy makers and concluded by thanking everyone and expecting similar participation and valuable inputs at the next year's session in Baku, Azerbaijan.

Report of Dynamic Coalition on Core Values (962):

Organization: Dynamic Coalition - Core Values

Reported by: Sivasubramanian M

A brief substantive summary and the main events that were raised:

Dr Cerf started out with some very important specific core values, stating the numbers 32, 128, 16, 7 or 8, 13, and 42, leaving reader to figure out what those numbers correspond to, but emphasized that every one of them is important to the Internet;

The notion of open network architecture started out with the assumption that each distinct network would have to stand on its own, and no internal changes would be required or even permitted to connect it to the Internet. So this really was intended to be a network of networks. Communications would be on a best efforts basis. So if a packet didn't make it to the final destination, it would be retransmitted from the source. Black boxes would be used to connect the networks. Later, these black boxes would be called gateways, and then later, routers. There would be no information retained by the gateways about the individual flows of packets passing through them, thereby keeping them simple and avoiding complicated adaptation and recovery from various network failures. So a memory-less environment was attractive because of its resilience and robustness. There would be no global control at the operational level, that the system would be fully distributed.

In the prehistory of Internet, work was done on the outer-net. And out of that work came notions of layers of structure with the lowest layers bearing packets and bearing bits, and the higher layers carrying more and more substantive content. (Some people took layering to be a strict kind of thing, and the term layer violation was often bandied about). The notion of keeping the layers ignorant of what the other layers were doing had advantages. It meant you could remove or change or reimplement a layer without having

any effect on the upper or lower layers, because the interfaces were kept stable. The notion of end-to-end allowed the network to be ignorant of the applications or the meaning of the bits that were flowing in the packets, and those bits would be interpreted only by software at the end.

These viewed were echoed by Scott Bradner who felt that the result of all these architectural principles was a higher level principle, which was the ability to innovate and deploy applications without permission of the network to do so. The end-to-end argument or end-to-end principle from Dave Clark, Salza Reed and others at MIT, can be paraphrased to say "render under the ends what can be best done there." The network itself is agnostic to the traffic going over it. It doesn't try and do a better job for traffic that it thinks wants better service. It doesn't look into the traffic to see that its voice and therefore should be accelerated. This is a principle which is constantly under attack, especially from Telecoms who say that Internet Protocol is not good enough for voice. It is not tuned for voice. It is not architected for voice.

Bob Braden of the Internet Architecture Board has stated that optimization was not one of the goals of the Internet Protocol, and wasn't one of the goals of the Internet standardization. Flexibility and ability to create new things was. The IETF comes under pressure to make the Internet better for some particular application at the expense of other applications, because their application is the most important one to some. The IETF works on rough consensus.

Alejandro Pisanty observed that the architectural and design principles to the growth of the Internet, and they map well into some social and political principles which are pretty sound helpful universally. Much of the work on Internet architecture was done in the U.S and in Europe, two cultures that were almost opposite to each other, but were able to shape the Internet. Two regions with very strong individualistic self-reliant culture were able to coexist as contributors to the Internet Architecture. This itself is a witness for the robustness of these principles. More so, when we see that now the Internet is implemented in so many different political and cultural environments.

Vint Cerf added more to these observations. Nowhere in the protocol specification for the Internet Protocol, has the word "routing," or any mention of how that is done appeared. The assumption is made that somehow, a packet with the right format that is handed in to the Internet will find its way to the destination, but the details of how that routing is done is distinct and separate from the basic Internet Protocol. The idea behind this is to allow, for example, the possibility of multiple alternative routing algorithms, and indeed, we have a number of them. So the point here is that by factoring things out, you offer significant flexibility. This notion could be called 'design factorization'.

The Internet addressing space is non-national in character. The idea was not to start out with the assumption that we should identify countries and then allocate some address space to each of them but instead with the notion that every address in the network is reflective of the topology of the network and the way in which or where you connect to it. Sivasubramanian M raised the question "What can we do to preserve core values? And

are we doing enough to preserve the values?" He noted that bits and pieces are happening in different parts of the world. In one country, it's legislation about filters. In another country it's on surveillance. In some other country, it's on some other problem. So, but all this happens in complete isolation of what is being discussed here, and asked "What can we do to prevent these values from being altered?"

Vint Cerf responded by referring to the utility and value of some of these core notions. Internet is offered for people to use if they want to use it. The freedom to use the Internet; however you want to, is a very important one. He wouldn't try to force everyone to behave the same way. Scott Bradner observed that we are at a precipice. Governments believe that the Internet is far too important to leave to the people and they need to impose some kind of controls. The President of France said that the Internet had no management, and it was a moral imperative to fix that. Internet without controls doesn't make sense to some Governments, so they want to fight it.

There was a question on the Twitter to Alejandro Pisanty from Mexico to Scott and Vint on what they think of Microsoft's efforts to control the hardware to access the Internet (by its Unified Extensible Firmware Interface (UEFI) specification). Scott Bradner responded to the question by saying that the 'authoritative boot process' actually comes from a patent that Dave Farber and a few other people being commercialized. Initially the aim was to have a computing platform which content providers could actually trust. The chips to support that have been in most PCs for eight or nine years, maybe even longer. UEFI is an incantation of that functionality that has been there for a long time. The arguments in favor of it is that the environment could be controlled in such a way that only software which has been approved can be run free of viruses and worm, because the viruses aren't going to be approved.

This would be an environment where the users don't have to know how to protect themselves in order to protect themselves. But the other side of it is that [someone else] could control what the user could do. Another danger is that the UEFI could refuse other operating systems or application software from being used on the computer. Vint Cerf had a different interpretation of this development: The most vulnerable moment in a machine's life is when it boots in the operating system. So the idea that the machine won't boot in a piece of code that hasn't been digitally signed is a pretty powerful protection.

Scott Bradner disagreed and pointed out that the hardware for Trusted Computing Environment involves a set of functionality that includes the ability for a content owner can ask the PC whether it is running particular software, particular flavors, particular operating systems, and refuse to download content unless you are a specific operating system version or software. It is specifically built into the TCE functionality though nobody is currently implementing that. Microsoft currently is talking about only the boot process. But the chip that supports that, supports all the way up the stack, to that nothing can run on the machine that you don't approve, that the machine, the machine manager - it's not machine owner, because the one who bought the machine is not the 'owner' when somebody else has control over what can boot on it. There is a philosophical question of whether you own the machine under that condition.

Vint Cerf observed that it's not just Microsoft, this proposal to use strong authentication of the, and validation of the boot sequence, is proposed for all machines and all chips. The chip makers have been asked specifically to implement that. Sebastien Bachollet relayed a question online from Olivier Crepin LeBlond: "The Internet could be anything from a free-for-all network, where everybody and anything is allowed, including criminal behavior, to the other extreme of content provider or Government controlling it, filtering it, listening to it through deep packet inspection. How can we solve the challenge of finding the right comfort zone in between those two extremes? Are there methods to look out for? Are there any early warning signs that we should watch out for, that will tell us we are going too far in one direction or other?"

Vint Cerf responded by saying that we don't want the extremes. We can't stop people from doing bad things. And because we can't stop them, the only other solution is educating people on what is ethical, teaching kids as they grow up, to value national values and family values and other things. We will have to find what is roughly comfortable for everybody. Scott Bradner added to these thoughts with the comment that Deep Packet Inspection won't stop the bad guys. He talked about attribution and referred to a paper from Dave Clark and Susan Landou on attribution and the difficulty of it. In particular, attribution is being able to determine who sent you something or who did something to you. With the kind of attacks that we are seeing today, the attack almost never comes from the party that is controlling the attack. Potomac Institute had a videoconference where one of the proposals was that of holding countries accountable for any attacks, any cyber attacks that come from within the country. But someone from one country can break into a computer in another country to attack a third country.

Alejandro Pisanty observed that this is where the technological solution creates more problems than is intended to solve. No law actually prevents crime. We have to go back to our basic social problems, and make sure that we do more with the Internet than against the Internet to solve them. Scott Bradner intervened to talk about the approach by some Governments on and law enforcement by requiring ISPs to record the activities of their users. Because it is technically possible with the Internet, many Governments want to do that.

Sivasubramanian M agreed with these thought and commented: If a Government wants data to be retained, it can only go to ISP, and if it wants something filtered, it can go to another business, a certain company. If these business establishments increase their resistance, or if they team up better and try and convince Governments that this is not right. After a discussion on Administrative trivia, Vint Cerf adjourned the meeting of the Dynamic Coalition.

Conclusions and further comments:

For continuity of this Dynamic Coaltion, a very lightweight observatory is to be set up to keep track of the most visible developments pertaining to filtering measures, censorship and data retention directives. We may also put forth a set of principles, sets of policies,

digital agendas to have an impact on the further evolution of the Internet's architecture. We may continue this conversation with the private sector, with the technical community, with researchers in the academic community that are making sociological and political science research about the Internet, with Government and civil society, and to promote necessary activity around this [conversation] We would not have an immediate pressing need of establishing membership rules for the Dynamic Coalition, bylaws to regulate the behavior etc., as in another Dynamic Coaltions.

We will do it the Internet way. When we have a problem to solve, we will find a solution and identify the people. For now the emphasis is more the dynamic than the coalition side of the Dynamic Coalition, and to make sure that we can make it useful and valuable over the coming year.

The Dynamic Coalition on Core Internet Values would do its work mostly on the Internet. This could be how the Dynamic Coaltions could work on the Internet. This coalition would need some ideas, some tools, and some people.

Report of Dynamic Coalition on Freedom of Expression (963):

Summary:

At the IGF Freedom of Expression Dynamic Coalition meeting in Nairobi, numerous important recent developments in relation to freed expression online were discussed. These include:

a) **Freedom Expression online after the Arab Spring** was discussed extensively, particularly in regard to the unprecedented way it has put freedom of expression online onto the global stage.

b) **La Rue Report and 'the Bildt declaration':** Both Carl Bildt's declaration on Internet Freedom and particularly Frank La Rue's report to the Human Rights Council (A/HRC/17/27) which had a specific focus on internet freedom.

Several guest speakers were also invited to discuss freedom of expression issues during the coalition meeting. **Lee Hibbard** from the Council of Europe spoke about the erosion of FoE on the Internet, **Johan Hallenborg** from the Swedish Foreign Ministry discussed various Swedish initiatives promoting free expression online and **Michael Rotert** from the German Internet Association (eco) spoke about the importance of principle of immunity of intermediaries from liability and freedom of expression for the global internet.

After these speakers had answered questions from the audience, a short statement was made by the Ministry of Foreign Affairs of the People's Republic of China.

Finally, several forward-looking issues were discussed which will be of particularly relevance to FoE online in the coming years. Discussion centered on the protection of

human rights defenders protecting freedom of expression, intellectual property protections having negative effects on online freedom of expression as well as ways to explore children's rights as part of freedom of expression online.

Report of Dynamic Coalition on Gender (964):

The Gender Dynamic Coalition met on September 29, IGF Nairobi.

The discussion was led by representatives of the Women's Networking Support Programme, Association for Progressive Communications (APC WNSP); EMERGE, Centro de Pesquisa e Produção em Comunicação e Emergência of Fluminense, Universidade Federal Fluminense (UFF), Brazil, and IT for Change, India.

Participants shared ideas on ICT policy and gender issues and discussed that Human Rights in its several intersections with Internet Governance must be IGF 2012 main theme. They all supported this proposal and decided to present a statement to IGF plenary. A small committee was appointed to write the statement that was read during the forum's last session.

Statement of the Gender Dynamic Coalition:

The Gender Dynamic Coalition would like to bring to the attention of the 6th UN IGF the continued gender imbalance in both the participation (as speakers and participants of workshops and sessions) and the substance of the discussions.

As the Internet rapidly transforms our lives and societies, we need to be cognizant of the way it transforms power, and recasts the rights of those in the margins, especially socially and economically marginalized women. We need to fully address cultural barriers to the full exercise of women's human rights, including among other aspects, access to information, participation in public spaces, and freedom of expression.

Women and girls have, in creative ways, explored and appropriated the power of the Internet to define their agenda and influence social norms and public policies.
This active agency of women is an indicator of how the Internet is an exciting frontier of political activity for social change. It also suggests the need for public authorities to develop strong policy frameworks that strengthen the Internet as a public domain and uphold its architectural openness as non-negotiable to ensure equitable participation of the marginalized.

Public policies at national levels in all social and economic domains need to keep pace with the rapid changes being ushered in by the Internet and also pay heed to the inherent tensions arising in the Internet ecology - for instance between the right to privacy and the right to know - managing them not through retrograde, patronizing and patriarchal visions of women's needs and rights, but with a strong commitment to human rights, equality and social justice. There is increasing evidence to show how private interests and state control can compromise the potential of the Internet to be an open and inclusive

space.

The Gender Dynamic Coalition:

1. recognizes the role of the state and private sector as key actors and request that they ensure accountability and the securing of privacy rights to create an enabling environment for the fulfillment of rights

2. considers that the IGF must move in the direction of helping national level legal and policy processes as well as regional bodies engaged in policy making, to frame issues and agenda in a manner that brings in gender justice not as an afterthought, but an essential ingredient of policy considerations

3. recommends the participation of women's rights groups in the deliberations and decision-making of the national, regional and the global IGF processes.

4. recommends that the IGF support and adopt a gender audit for planning sessions at the 7th IGF.

Considering all these, the Gender Dynamic Coalition supports the call to make human rights the theme of the IGF in 2012 and in doing so pay equal to attention to women's rights that emphasizes a rights-based approach in place of protectionist solutions.

Report of Youth Coalition on Internet Governance (965):

Introduction

Since the creation of YCIG, its members convened at IGF to report their activities and updates and also coordinate efficiently their actions in their workshops in addition to workshops (e.g. Challenging Myths workshop) organized by YCIG and its members. As usual DC meetings are good opportunity for us to outreach more attendees to expand the memberships in all stakeholders. We also had discussion about difference between whether youth representatives should be there representing themselves, or should be representing wider groups of youth.

Like during Vilnius plenary session, YCIG drafted statement during its DC meeting to advocate more youth representation and participation. We also used social reporting to cover our sessions and those attended by young representatives.

YCIG statement

The statement summarizes the work done by YCIG, topics discussed at DC meetings and also YCIG position expressed at IGF final session:

As in 2010, the Youth Coalition made use of an etherpad document to collaboratively draft a statement to share in the closing plenary of this years IGF. The statement, which was unfortunately not read in full due to time constraints, is below:

2011 YCIG Statement, Nairobi Kenya

The Dynamic Youth Coalition on Internet Governance was founded in 2009 at the Sharm El Sheik IGF. This year, members of the Youth Coalition on Internet Governance have been involved across the Internet Governance Forum, in the preparatory process, organizing a number of workshops, and participating actively in many more.
For this IGF we hosted a session 'Challenging Myths about Young People and the Internet', in which we sought to contribute to a deeper dialogue when claims about youth are used in Internet Governance Debates. Our panelists addressed myths such as the view that "Young people are either digital natives, or are digitally naïve", and challenged claims about "Internet Addiction" and the view that "young people don't care about privacy". The real picture is much more complex: and we need to work together to have a nuanced debate about youth that balances provision, protection and participation rights. We will produce a workshop report that we hope you can use in future workshop planning and facilitation – to make sure we together avoid generalizations about youth and supporting us to together build evidence-based responses that promote online creativity, safe digital lives, and freedom of expression and access to information and education.

The Youth Coalition on Internet Governance exists to network and support younger participants to speak up and to collaborate in all areas of Internet Governance. We believe youth have a wide range of contributions to make to IG debates on all topics. The issues on IG we are discussing in five years could show up in the lives of the youth already today, and by getting more young people along, we can be prepared. And since there are many young people willing to help the internet community, let us not waste this resource.

In our coalition meeting yesterday we reviewed the current state of youth participation in Internet governance both locally and globally. Children, young people and young adults are not a homogenous group: they come from civil society, government and the private sector, and from many countries and cultures. There is not one 'youth' voice, but we believe younger voices should be represented in all workshops and panels. Whilst many workshops have made progress in youth presence this year – there is a long way to go before we can say the concerns, ideas and insights of the net-generation are fully included in IGF dialogue. And we are disappointed that a number of panels, including those specifically focused on youth issues, did not invite young panelists. We offer our support to you in helping you contact a wide network of youth to help find panelists and participants for future workshops on all themes, and we invite you to get in touch whenever this can be of help to you.

To continue to develop youth involvement in IGF we need to focus on capacity building; addressing structural barriers to youth engagement; and to link youth inclusion to wider

issues of inclusive IGF participation. Language barriers are common challenge for youth's engagement in international conferences, and although we have been impressed by how many members of YCIG have been communicating with other young people back home through Twitter, IRC, email, Skype and other tools in their own languages, representing their colleagues when they spoke up in English in sessions, we encourage IGF to push towards greater multi-lingualism in debates.

We note also that youth often lack resources to engage in IG debates, both finances to travel, and access to support to engage with IG issues all year round. We encourage donors to support youth participation in IGF in sustainable ways. Youth have already been active capacity building for IG, organizing regional youth IGF events, and New Media Summer Schools linked to EuroDig. However, the lack of promotion for IG and internet-related issues and fora still means many young people who would be able to passionately engage, are simply missing the opportunity because of lack of awareness. The development of regional IGF meetings offer a great chance for local youth to become aware of and get involved in Internet Governance, and we encourage regional IGF meetings to use these as an opportunity for capacity building that will support children, young people and young adults to play an active role in Internet Governance.

E-Participation also offers real potential for improving youth engagement in IG issues, and we hope more youth-led and youth-focused hubs can be in place for IGF2012. We already started planning several local IG-related events for both this and the coming year, in Africa and elsewhere. If anyone here shares this will of organizing and helping others get their young, useful voice heard, please do not hesitate to contact us, for example through our website and mailing list available at ycig.org. Recurring issues in participation aside, there has been some great progress in recognizing youth as an important stakeholder in the IGF and the ideas of the young and the adults have clearly converged over time. For example, it has been refreshing to hear how others than specific youth representatives have suggested leaving 'internet' off of 'internet bullying', 'cyber' off of 'cybercrime' and 'digital' off of 'digital citizenship'. Young people do separate the online and offline, but do not think of the Internet as some separate virtual space. The Internet is, slowly but surely, becoming a core part of the real world for all adults as well. On this basis, let's collaborate to make the net, and our world, a better place.

Report of Dynamic Coalition on Internet and Climate Change (966):

Organization: Dynamic Coalitions - Internet and Climate Change

Reported by: Ms. Cristina Bueti

A brief substantive summary and the main events that were raised:

The meeting began with an introduction to the DCICC followed by a review of the objectives and membership. The agenda was agreed. The meeting then held a tour de table during which each person present introduced themselves and identified their key interests in the area of ICT and climate change. Presentations were then made from

contributions provided prior to the meeting. As facilitator of the meeting, Mr. Issah Yahaya, Director, Policy and Planning, Ministry of Communications, Ghana provided an overview of Ghana's actions taken to combat climate change and highlighted the following:
- Climate change response within a country should be coordinated between the different key stakeholders. ICT's are a vital tool to enable countries to adapt and mitigate the effects of climate change. In this regard, Ghana decided to review its national policy according to a holistic approach. One action that was undertaken was to undertake a massive migration at national level from analogical to digital;
- ICT's can help to bridge the digital divide and tackle environmental issues, a win-win scenario;
- Projects and activities to enhance capacity building should be fostered in order to improve technology transfer of green ICT technologies, especially in developing countries;
- Special attention should be given to rural communities. ICT's are key for diagnosis and monitoring and can be an enabler for green solutions.

Conclusions and further comments:

The following key issues were raised during the discussion following the presentations. They gained consensus for the follow up action via the email list collected at this meeting and the full DCICC list which is managed by ITU-T/TSB. These issues will be the basis for future next steps to be undertaken.
- There is the need to position the issue of ICT and climate change in a strategic manner;
- ICT's are a major linchpin in helping countries to adapt to and mitigate the effects of climate change.
- Raising Awareness is a key component of any strategy that aims at tackling climate change. Information is crucial and ICT can help connecting people, especially during emergencies or disasters.
- The potential of cloud computing was acknowledged, as well as the need for carbon abatement;
- It was argued that the issue of e-waste should be paid more attention to in future meetings of the DCICC.

Report of Dynamic Coalition on Internet Rights and Principles (967):

Organization: Dynamic Coalitions - Internet Rights and Principles

Reported by: Dixie Hawtin

A brief substantive summary and the main events that were raised:

Our main activity as Coalition over the past few years has been elaborating how existing human right standards apply to the Internet, centering on a multi-stakeholder Charter of Human Rights and Principles for the Internet. The meeting began with an update of Coalition activities over the past year, including:

• Charter Version 1.1: Following extensive consultation and debate, a third improved version of the Charter of Human Rights and Principles for the Internet was released in Kenya. This version can be read here.
• 10 Internet Rights and Principles: During the 2010 IGF IRP meeting, participants decided there was a need for a shorter and "punchier" advocacy document. A "Punchy" Working Group was formed to identify and articulate the ten top Internet principles that we thought should guide internet policy-making. The 10 IRPs can be read here.
• Charter Commentary: A group of International lawyers from the Centre for Law and Democracy produced a document to accompany the Charter. It outlines the current state of international law in relation to our Charter. The Charter Commentary can be read here.
• A new website: Coalition member Robert Bodle created a new website to house the Charter and to help with outreach. The new website address is: http://irpcharter.org/.

The bulk of the session was spent looking at the issue of copyright, and how it is impacting on human rights in the Internet environment. Copyright is one of the key battlegrounds shaping the internet. Many countries around the world are considering or implementing new copyright enforcement laws, independently and in response to international trade agreements, the Anti-Counterfeiting Trade Agreement being a prime example. Mechanisms used include: Digital Millennium Copyright Act-style notice and takedown regimes; graduated responses to allegations of copyright infringement leading up to the termination of the users Internet connection; intermediary liability, where by intermediaries are charged with responding to and assessing complaints of copyright infringement; and blocking of web content, particularly DNS blocking. These measures impact a number of human rights including: freedom of expression and access to information, due process and the right to privacy. Three speakers introduced different initiatives that were important for our discussion:

• The OECD Communiqué on Principles for Internet Policy- Making: Katitza Rodrigues of the Electronic Frontier Foundation and Civil Society Information Society Advisory Council (CSISAC) presented the OECD's effort at producing a set of principles to guide internet policy-making. She praised the process adopted, noting that the OECD had made sincere efforts at achieving multi-stakeholder support. However, CSISAC (a network of civil society feeding into the policy work of the OECD Committee for Information, Computer and Communications Policy) declined to support the final principles. Why? Because in an effort to enforce copyright the communique supports policies that force/encourage Internet service providers to police their networks and platforms. Many troubling elements of the communique appear to stem from overemphasis on the need to protect and enforce intellectual property rights, and particularly on the need to stomp out online copyright infringement.
• United Nations Guidelines on Consumer Protection: Jeremy Malcolm of Consumer International presented an initiative to amend the United Nations Guidelines on Consumer Protection. The initiative is trying to reframe issues of access to knowledge not as intellectual property issues, but as consumer protection issues. He divided the proposed amendments in to two separate groups: consumer protection provisions and access to knowledge provisions. The consumer protection provisions include preventing

suppliers from removing functions from a digital product after it has been bought, and preventing suppliers from locking away safe legal uses of a product. The access to knowledge provisions attempt to increase the availability of works by promoting: the public domain, preservation of content, open access, free access to Government works, libraries and so on, as well we by expanding fair uses of work. They are arguing for a provision allowing the creation of non-commercial derivative works and a provision allowing users to cut digital locks when exercising fair use or fair dealing rights.

• The Washington Declaration on Intellectual Property and the Public Internet: Joana Varon of the Centre of Technology and Society, FGV, presented the Washington Declaration. The Declaration is an attempt to reframe the whole intellectual property discussion, ensuring that the legal penalties, processes and remedies are reasonable and proportional to the acts of infringement that they target, and do not include restrictions on access to Internet. She mentioned the need to promote the use of flexibilities, to limit the duties and responsibilities of ISPs to monitor and control user communications, and to ensure that agreements and protocols between individuals, intermediaries, right holders, technology providers and Governments relating to enforcement on the Internet are transparent, fair and clear. She also argued the importance of evidence-based policy making, stating that in Brazil most figures which drive copyright debates are unreliable. Joana said that there will be another Global Congress on Public Interest and Intellectual Property next year in Rio and urged all to attend.

The discussion afterwards focused on the importance of the issue, and the importance of reaching out to allies, whether they are governments or businesses (especially Internet Service Providers). Participants noted that arguments tend to focus on freedom of expression in the Global North rather than exploring the extremely negative effects that many of these policies are having on access to information and knowledge in the Global South. Furthermore, many of the mechanisms used to enforce copyright are used by restrictive governments to restrict political speech: we are legitimizing these mechanisms to disastrous effects. Business models is a hugely important factor in the developing world, with many pricing structures being designed to support high prices in the West and neglecting the fact that such prices are entirely unfeasible for even relatively wealthy people in developing countries. A participant from India mentioned that at University in India the price of an average academic text was 40 per cent of the average monthly fellowship of a PhD student.

The Washington declaration is particular was praised by participants who appreciated the fact that it is questions the intellectual property system as it exists as a whole at this moment, an approach that some participants felt was missing from the UN Guidelines initiative. The overwhelming opinion was that a new positive agenda was needed. Such an agenda should consider the question of the value of sharing. As Bertrand de la Chappelle pointed out: "digital content has unique ability to be duplicated for no cost and also to be combined and the creation of value comes from the combination. It comes from mash-ups. It comes from reinterpretation. It comes from combination of databases. The battle about open data is a very important battle which is about value creation, and not an economic and monetary value creation but also social and public value creation."

Conclusions and further comments:

All present agreed that copyright is a hugely important battleground, that it is behind many of the negative internet policies currently promoted. By locking up information they are negatively impacting on the right to information, particularly for people in developing countries who are required to pay the same rates as people in developed countries. Strategies are being pursued which are ambiguous and privatize the policing function – they can be easily manipulated to silence legitimate expression, thus are impacting on freedom of expression and due process. Some of the proposed penalties are disproportionate (such as cutting off Internet access, where applicable often without a judicial procedure). Furthermore, by requiring intermediaries to monitor communications, these strategies can have implication on user privacy.

There was some disagreement about whether the more promising opportunities for change come from advocating for changes to the current system, or calling for a complete overhaul of the current copyright system. However, the overwhelming majority seemed to think that copyright, at present, is fundamentally flawed and needs to be reconsidered in light of the public interest value of sharing.

Report of Dynamic Coalition on Accessibility and Disability (1195):

Introduction

The Dynamic Coalition on Accessibility and Disability (DCAD) held its fourth face-to-face meeting on 28 September 2011, during the sixth Internet Governance Forum (IGF) at the United Nations Headquarters (UNON) in Nairobi, Kenya. One of the most important goals for the fourth face-to-face meeting of the DCAD was to finalize a message to be brought to the attention of the main Session on Access and Diversity, on 29 September 2011.

Before this DCAD meeting, DCAD organized the following events in IGF 2011:
- Workshop no. 136 (Feeder workshop to the main session on Access and Diversity) "Implementing good practices in accessibility for an inclusive society", 28 September 2011;
- Workshop no. 137 (Feeder workshop to the main session on Access and Diversity) "Mainstreaming the disability perspective for an inclusive society", 28 September 2011;

The meeting was open to any interested person or organization and attracted about 15 participants. The DCAD Co-Coordinator, Mr. Peter Major chaired the meeting. The DCAD Coordinator Ms Andrea Saks attended the meeting remotely. The ITU-T/TSB was represented by Ms Xiaoya Yang, while the ITU-T/TSB DCAD Secretariat, Ms. Alexandra Gaspari attended the meeting remotely.

DCAD Meeting Discussion

The DCAD aims to facilitate interaction between relevant bodies and ensure that ICT accessibility is included in the debates around the Internet Governance. This is being done in order to build a future where the sectors of the global community have equal access to the information society. Also this year, DCAD intended to have an impact on the main session the following day and to serve this purpose it was decided to designate DCAD representatives to speak. Mr. Shadi Abou-Zahra was designated to be the DCAD spokesperson to the main session and he joined the panel of the Access and Diversity main session as speaker.

It was highlighted that many lessons from past IGF meetings have not been passed on and that IGF participants repeatedly encounter barriers which could have been easily avoided if knowledgeable persons with disabilities had been involved in the process. DCAD have and continue to offer themselves as a resource body to help ensure accessibility of the IGF venue and the coverage of substantive topics relating to barriers in Internet policies, technology and interoperability impacting inclusion.

During the DCAD meeting, Mr. Fernando Botelho was designated to report on Workshop 136 "Implementing good practices in accessibility for an inclusive society". Mr. Botelho highlighted the major challenges that estimated persons with disabilities (which are 1 billion) have to face. The major challenges relate to assistive technologies and are as following: affordability, customization and localization. Ms Cynthia Waddell was named to report on Workshop 137 "Mainstreaming the disability perspective for an inclusive society". Some legal aspects of the UN Convention for the Rights of the Persons with Disabilities (UN CRPD) were highlighted, namely Article 9: Accessibility, which explicitly mandates that Nations promote access to the Internet. This includes availability, affordability and accessible design. The secretariat thanked for the participation and invited the DCAD participants to participate to the Joint ITU-EBU Workshop no. 138: "How can we reach the media have-nots of the developed and developing worlds?" on 29 September 2011. The Chair of the meeting, Mr. Peter Major closed the meeting and asked DCAD participants to fully support the designated DCAD representatives at the main Session on Access and Diversity.

Reports of Open Forums

968. Council of Europe, Internet governance strategy 2012-2015
969. ICANN, Hear the latest on new gTLDs, IDNs and DNSSEC
970. European Commission
971. OECD - Global principles for an open Internet
972. ISOC - Internet Standards
OF. UNESCO

Report of Open Forum 968:

Title: Council of Europe, Internet governance strategy 2012-2015

Report Summary

Purpose of open forum

The Open Forum was organized to discuss the draft Internet Governance Strategy which aims to identify priorities and set goals for the next four years (2012-2015) to advance the protection and respect for human rights, the rule of law and democracy on the Internet. Its main objectives include:

- Protecting the Internet's universality, integrity and openness
- Maximizing rights and freedoms for Internet users
- Advancing data protection and privacy
- Enhancing the rule of law and effective co-operation against cybercrime
- Maximizing the Internet's potential to promote democracy and culture
- Protecting and empowering children

Open forum discussions

During the discussion at the open forum it was considered that rights and freedoms apply online as they do offline. The aim should be to maximize rights and to minimize restrictions. Council of Europe Convention 108, in particular its modernization, was discussed. Privacy by design was highlighted as was the anonymisation of personal data for public policy purposes (e.g. the benefits of aggregating data for various public and commercial purposes).

As for enhancing the rule of law and effective co-operation against cybercrime, the Budapest Convention was discussed, in particular its technology neutral character (i.e. there is no such thing as cybercrime but rather crime because the focus should be on behavior). Several participants mentioned that there should be efforts to make laws and conventions as technology neutral as possible. There was discussion on serious cybercrime and reflection on the importance of lower level cybercrime because it is this which makes us feel unsafe on the Internet. Several participants commended the fact that the draft strategy's approach to security and the fight against cybercrime are not goals in themselves but are a means to protect human rights and fundamental freedoms.

There was discussion regarding various Internet governance principles in development or already agreed upon (i.e. OECD, NATO, and European Commission etc) including those of the Council of Europe adopted in September 2011. It was suggested that these principles should be connected in some way with a view to finding a common understanding between them.

Regarding protecting and empowering children, youth involvement in all aspects of Internet governance was stressed. E-Participation and decision making online for youth, coupled with offline participation, was highlighted in relation to maximizing the

Internet's potential to promote democracy and culture. In this connection, media literacy, especially for vulnerable groups, was highlighted.

Capacity building on Internet governance for various sectors of society was considered somewhat lacking and could be developed and/or enhanced (e.g. judges, prosecutors and parliamentarians).

Summary

The open forum provided constructive multistakeholder dialogue on the orientation and proposed actions contained in the draft strategy. It was emphasized that it was an ambitious text which requires some prioritization of the proposed actions and further reflection on its implementation. Overall, the draft strategy was welcomed by the participants in the knowledge that their comments will be taken into account to further improve it. As a next step, the participants noted that the text would be further discussed during the conference "Our Internet - Our Rights, Our Freedoms
Towards the CoE Strategy on Internet Governance 2012-2015" organized by the Federal Ministry for European and International Affairs of Austria and the Council of Europe (Vienna, 24-25 (morning) November 2011: www.coe.int/config).

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About the Council of Europe & Internet

In recent years the Council of Europe has been active in addressing issues linked to the evolution of information and communication technologies. It has in particular developed international law to fight cybercrime, sexual exploitation and abuse of children (including the 'grooming' of children via the Internet), as well as violations of human rights such as the right to private life (including through the protection of personal data) and protection of fundamental freedoms such as freedom of expression. This is being complemented by an increasing number of policy standards, practical tools and opportunities for multistakeholder co-operation which are helping governments, the private sector and civil society to protect and respect human rights, rule of law and democracy on the Internet.

Report of Open Forum 969:

Title: ICANN, Hear the latest on new gTLDs, IDNs and DNSSEC

Summary:

The ICANN open forum was held on Day 3 (29 Sep), with more than 70 participants in the room in addition to few remote participants. Participants represented different stakeholder groups of governments, private sector, civil society, academia, technical community, ccTLD managers, and the ICANN At-Large community.

The purpose of the session was to update IGF participants on ICANN's recent work and progress made in a number of areas that relate to ICANN's mission, specifically the new

generic top-level domain (gTLD) programme and all the efforts that have gone on there to provide education on the availability of that programme; secondly, to talk about Domain Name System Security Extensions (DNSSEC) and implementation efforts underway around the world; and thirdly, the progress on implementing Internationalized Domain Names (IDNs).

The session's Chair, Rod Beckstrom, ICANN President and CEO, started by highlighting key developments since Vilnius. First, new gTLDs were approved in June; Secondly, more IDNs, introduced in the root of the DNS; and thirdly, DNSSEC deployment is exceeding expectations at the TLD level. He briefly mentioned some of the progress in each area. He gave a quick overview about the new gTLD programme and its main elements. He stressed that ICANN's goal is to educate people and organizations about the programme, not to encourage them to apply for a new gTLD. On IDNs, he said that since the launch of the Fast Track programme in 2009, ICANN has received 36 requests from countries and territories to get their IDN ccTLDs in their local languages and scripts. Today there are 30 IDN ccTLDs in the root representing 20 different countries and more are in the pipeline. He also alluded to the technical and linguistic complexity of IDNs and mentioned that a project is underway with support from community members looking at the IDN 'Variants' issue. Rod then invited Steve Crocker, Chairman of ICANN Board of Directors to speak about DNSSEC.

Steve said that DNSSEC is a very important improvement in the security of the infrastructure of the Internet. It is progressing quite strongly and all major top-level domains are signed. He added that some leading ISPs are deploying DNSSEC. Steve also touched upon the work of the Accountability and Transparency Review Team (ATRT) and said that ICANN is implementing the recommendations that came out of this process.

Alice Munyua, Kenyan representative to ICANN's government advisory committee (GAC) said that one of the challenges is the legal terms of GAC advice and the collaboration with the various stakeholders, especially taking into consideration the value of GAC's input and also taking into consideration the way governments work in general. On GAC's involvement with new gTLDs, Alice said that GAC has been involved since 2007, and has issued a number of gTLD principles. Some of those principles had to do with fundamental human rights, sensitivities regarding the national, cultural and geographic and religious significance and also the issue of geographic names, trademark rights, consumer protection and consumer confidence issues, as well as similarity issues with existing TLDs. She added that GAC has also developed a 'score card', which underlines 12 public policy areas that are important to all governments.

William Stucky, Chairman of the African ISP Association presented on South Africa's (co.za) implementation of DNSSEC. He explained why DNSSEC is important and how it could be implemented. He also explained the role of the various parties in implementing DNSSEC – it is not just the TLD registries, it is the Registrars, ISPs, etc.

Floor was open for discussion. First comment came from the floor was related to GAC's new gTLD principles and suggested that GAC would have a visible role in the evaluation

process as ICANN could rely on them to make judgments if they believe a new TLD goes against UN human rights principle.

Another intervention by the representative of the African Union Commission stated that dot Africa should be reserved for Africa and that the African Union Commission is committed to work with the GAC and the community to ensure that dot Africa is implemented for the interest of the community exclusively without exception.

A comment by Chuck Gomes of GNSO alluded to the tremendous amount of work carried out by community and stakeholder groups to implement new gTLDs. He added that a legitimate effort was made to accommodate stakeholder interests as much as possible on a consensus process. He also commended ICANN for implementing GNSO policies despite the huge challenge there.

There was a discussion on the new gTLD application fee and the fact that it could not be afforded by applicants from developing countries. Members of ALAC present at the session shedded some light on work undertaken by the joint applicant support (JAS) working group and its recommendations to the ICANN Board. Rod said that the Board had approved the creation of a 2 million USD fund. He added that more thought is needed to make sure money is spent in the right direction. Another intervention on the same topic suggested that staff should come up with ways to encourage applicants to offer multiple versions of the same TLD in various languages specially the underserved ones.

One question came from remote participant regarding dot xxx and whether the purpose of it is to move existing adult content to dot xxx domain so to make control and filtering easier. The answer was 'no' since there is no rule to force content to move out of one domain into another domain whether it is dot xxx or anything else.

Another question from the floor was on DNSSEC and whether DNS blocking would make the deployment of DNSSEC more challenging or impossible. Steve responded to the question saying that using DNS as a way of blocking access to certain content is a bad idea, and that the right level to do such blocking would be at the URL level. He explained that DNSSEC is intended to thwart misuses of various sorts, hence the idea of using DNS blocking runs against that because it looks and acts just as if it is an attempt to redirect or to misuse the DNS. More comments were made on the same topic of blocking to emphasize the distinction between DNS and content and to stress on the fact that ICANN has a narrow mandate of coordinating the system of names and numbers, which has nothing to do with content.

There were a couple of more questions on the new gTLD process. One in relation to the timeline as one participant had noticed that the deadline for registration with the application online system is 29 March not 12 April (the closing date of the application window). It was explained that this is the deadline for applicants to register with the system so that they can complete their applications and make wire transfers before the closing date of 12 April. Another participant noted that the latest version of the applicant

guidebook did not declare that it is a final version, and whether this means that ICANN would still be receiving comments on the document. The answer to this question was that the term "final" is not applicable to the applicant guidebook because the Board resolution stated that it could be amended and revised as we move forward in order to ensure the security and stability of the Internet.

A brief statement by Nii Quaynor on behalf of the African Registrars recognized ICANN for taking them through the accreditation process, and highlighted the role the African Internet industry plays in driving development in Africa.

Report of Open Forum 970:

Title: European Commission Open Forum

Organization: European Commission

Reported by: Maciej Tomaszewski

A brief substantive summary and the main events that were raised:

Antti Peltomaki gave an opening speech in which he explained Internet essentials presented by Vice-President Kroes at earlier occasions (so-called "Internet COMPACT"), namely: Civil Responsibility, One Internet, Multistakeholder Governance of the Internet, Pro-Democracy, Architecture Matters, Confidence of Users, Transparent Governance.

The Commission discussed with participants to the panel the following issues:

¬ State of the preparation of the European Commission's strategy on cybersecurity
¬ Question about potential involvement of the European Commission in EuroDIG
¬ Issue of the coordination of the actions of different organizations and bodies in the area of Internet governance
¬ Question on the balance between security and human rights
¬ The role of Internet intermediaries in online infringement of copyright

Report of Open Forum 971:

Title: Open Forum - OECD - Global principles for an open Internet

Organization: OECD

Reported by: Karine Perset/Verena Weber

A brief substantive summary and the main events that were raised:

On 30 September 2011, 9:00-10:30, the OECD organized a very successful Open Forum at the Internet Governance Forum (IGF) on basic principles for Internet policy making to

help ensure the Internet remains open and dynamic (Workshop Number 971).

After the Chair's introduction on the Principles for an Open Internet adopted by the OECD in June 2011, each panelist presented their views on the importance of having principles for an open Internet, how best to encourage wide support for this type of principles, and which principles are of specific importance to them. There was consensus, both by the panel and participants, that having such principles was important. Some, while adhering to the broad principles, expressed concerns with specific text and possible misinterpretations. The Moderator lead a lively discussion, opening the panel for questions from the floor as well as asking participants specific questions directly.

Background documents are available at www.oecd.org/InternetGovernance.

The expert panelists comprised representatives from the OECD Communications and Consumer Policy Division (Dimitri Ypsilanti, Head of Division, chairing the session); Portugal (Luis Magalhães, Professor, President of the Knowledge Society Agency UMIC, moderating the session); the United States Department of State (Ambassador Philip L. Verveer, Deputy Assistant Secretary of State and U.S. Coordinator for International Communications and Information Policy); the Kenyan Ministry of Information and Communications (Alice Munyua); ICANN, on behalf of the Internet Technical Advisory Committee (ITAC) to the OECD (Rod Beckstrom, President and CEO); the Association for Progressive Communications, on behalf of the Civil Society Information Society Council to the OECD (Anriette Esterhuysen, CEO); and the United States Council for International Business - USCIB, on behalf of the Business and Industry Advisory Committee to the OECD (Heather Shaw, Vice President, ICT Policy).

Conclusions and further comments:

The organizers wish to extend their thanks to the expert panelists and all participants for a very engaging and fruitful discussion across major issues, including:

♣ The importance of having Internet policy-making principles
♣ The need to keep the Internet unified and ensure the freedom to connect
♣ The necessity of multi-stakeholder participation for developing Internet-related policy
♣ The current proliferation of such Internet principles that do, however, tend to converge substantively
♣ The importance of bringing such principles forward to bodies such as the Internet Governance Forum and the World Telecommunications Conference in 2012
♣ The need for risks confronted by Internet intermediaries to be limited by appropriate legal arrangements
♣ The commitment to freedom of expression and the free flow of information
♣ The need for developing countries and regions to develop their own principles ensuring ownership and bottom-up processes yet drawing on existing principles such as those of the OECD
♣ The need to focus on affordable access to the Internet in developing countries

Report of Open Forum 972:

Title: ISOC - Internet Standards

Organization: ISOC

Reported by: Andrei Robachevsky

A brief substantive summary and the main events that were raised:

PANELISTS: Patrik Fältström (Cisco, chair of ICANN SSAC), Fred Baker (Cisco, chair of the IETF IPv6 Operations WG), Pete Resnick (Qualcomm, IETF Applications Area Director), Jonne Soininen, (Renesas Mobile Corporation)

MODERATORS: Andrei Robachevsky (Internet Society, member of the IAB), Antonio M. Moreiras (NIC .BR) – remote moderator

REPORT

The Internet is built on technical standards, which allow devices, services, and applications to be interoperable across a wide and dispersed network of networks. Internet standards are developed by a group of organizations, including the Internet Engineering Task Force (IETF), the Internet Research Task Force (IRTF) and the Internet Architecture Board (IAB). These are open organizations, relying on transparent, bottom-up, and consensus-based processes to develop standards. Thousands of people from around the world participate in the processes, and the standards they develop are free and accessible to everyone. Participants, who primarily come from the private sector, governments and academia, are technical experts who work together collaboratively as volunteers. The organizer of this Open Forum – the Internet Society, - is the organizational home of the Internet Engineering Task Force (IETF) and the Internet Architecture Board (IAB).

The goal of this session was to explain what the Internet standards are, the role that the IETF plays in the development of the Internet standards and the evolution of the Internet as a whole. The panelists, who are IETF veterans with years of experience in the area of development of Internet standards, provided real-life examples of the standards development process, of successes and failures of some of the protocols.

The session started with a presentation by Andrei Robachevsky providing an overview if the IETF, the Internet's premier technical standards body that marked its 25th anniversary on January 16, 2011. The presentation covered the following topics:
• Mission of the IETF
• An overview of key IETF standards that make the Internet work
• An overview of the IETF, including its principles, structure, subject areas as well as statistical data regarding participation and contributions to the IETF work
• An overview of the IETF standards development process, including more concrete

examples of how to contribute work to the IETF or initiate new work.

This presentation was followed by an interactive Q&A session with the audience and remote attendees. Attendees expressed interest in how developing countries may contribute to the IETF, how local requirements can be integrated in the global standards, how the standards are accepted and deployed and what are the factors affecting this industry acceptance.

After that Pete Resnick provided an overview of Email Address Internationalization (EAI) and Internationalized Domain Names (IDN) work in the IETF. He made a historical tour showing how the meaning of names has changed, how the requirements for national languages were incorporated in the design of the protocols. He highlighted the international participation in this work, with East Asia leading the current effort in Email Address Internationalization.

Report of Open Forum 973:

Title: UNESCO Open Forum

Summary:

Moderated by Paul Hector and with the remote participation of the ADG and Joie Springer the UNESCO Open Forum was held on 30 September 2011. This event aimed at presenting UNESCO reflection on the future of the Internet, and engaging the audience in Q&A about UNESCO activities and strategy on the Internet. Mr. Indrajit Banerje, Director of the Knowledge Societies Division at UNESCO and Emily Taylor illustrated the UNESCO reflection paper on the Internet, detailing its core components and presenting the activities that the organization carries out as part of its mandate.

As Emily Taylor stressed the really striking aspect of the way that UNESCO is well suited to this space, not only because of its role in championing freedom of expression, its protection of journalists, the principle of education for all, and the preservation of culture, but it's also the way that it works. Its own culture. That my observation is that UNESCO has a history, a culture of working not only amongst its sectors but also interdisciplinary, bringing together stake-holders, bringing together experts who know what they're doing. And this convening power, this networking power, I think is -- well places the organization for the challenges of the future.

Particular emphasis was given to the role of content and languages on the Internet to ensuring universal access as well as the potentiality of Internet for digital preservation. The Assistant Director General for Communication and Information Janis Karklins participated at the Open Forum via web link and representing UNESCO CI at the highest level, he stressed how the international debate shift itself from infrastructure to use of Internet. And since UNESCO from the outset has been on or in the business of promotion of use of Internet and the promotion of local content creation, quality content creation, multi-lingualism, we are well placed in order to take up the responsibility and entertain

this international debate.

Today we observe that majority of our content available in Internet are produced in eight languages. At the same time we know that there are about 6,000 languages available or spoken in the world. And these eight languages represent around 90% of all content which is accessible. This situation is far from ideal. We also understand that with introduction of internationalized domain names and with increase of Internet users outside our world this proportion will change but nevertheless we need to find the ways how to encourage Member States to invest in local content creation. UNESCO presented the Digital preservation conference to be held in Spring 2012 in collaboration with IFLA, International Federation of Library Associations, International Council of Archives, as well as private sector companies Google and Microsoft, is organizing a big international conference on digitization and digital preservation, which is scheduled to take place in September, 2012 in Vancouver, Canada, hosted by University of British Columbia.

The audience engaged in a lively and enriching Q&A session, bringing on the table the multiple areas where UNESCO's mandate should be more visible. During the Open Forum as well as in the IGF was increasingly more evident that the debate on Internet Governance is shifting from the technical matters to the content, access, regulations and rights.

Report of the Inter-Regional Dialogue Session

The inter-regional dialogue session was held to inform delegates of the way in which National and Regional IGF activities have been addressing key Internet governance issues. The goals of the session were to provide regional input on the main themes of IGF 2011, to give participants a cross-regional perspective, and to allow representatives of the regional and national meetings to inform IGF 2011 of concerns and topics beyond those included in the programme of the meeting.

The session was very well attended, as the following national and regional IGF initiatives were represented: East Africa, Commonwealth, West Africa, Asia-Pacific, Europe, Southern Africa, Latin America and the Caribbean, Pacific, Central Africa, European Youth Forum, Uganda, United Kingdom, Canada, Russia, Japan, United States, Sweden, Rwanda, Finland. Many of the partner organizations of the various initiatives were also present and contributed to the dialogue.

Each national or regional IGF present in the meeting had the opportunity to update their fellow participants on the major Internet governance issues that they had taken on in the past year. Some IGF initiatives had a different approach in terms of selecting the theme

of their event and some did not follow the IGF themes, but mainly focused on the emerging issues related to their region or nation.

Securing a safe, accessible and affordable Internet for all people was one of the major themes that emerged from these briefings. The promotion of digital inclusion in crucial development activities such as healthcare and education was also an important issue for each of the IGF initiatives. Particularly for developing countries, the development of local and multi-lingual content was said to be a top priority.

It became apparent during the session that there were both similarities and differences in regards to the way in which the regional and national fora are tackling the core issues of the 2011 global IGF, depending on how long the groups had been working together and the social and economic development conditions in their respective countries or regions. Physical geography was also mentioned as being a major factor and Canada's vast wilderness and the unique size and location of the remote Pacific islands were noted as examples of this difference.

A common characteristic in terms of organization and structure was the use of the multi-stakeholder model and a strong use of social media and other online communication channels to coordinate activities. Education, awareness raising and research on the major Internet governance issues was said to be a major goal for many of the groups. It was suggested that there should be increased collaboration with universities and educational communities on capacity building and research on emerging issues.

While everyone agreed that developing synergies amongst the various IGF initiatives was important, it was also stressed that each group should remain unique and should evolve in its own way, using a bottom-up approach, depending on the local and regional conditions and needs.

It was also stated that strong steering committees can influence policy making at the national and regional level. Additionally, it was acknowledged that the regional initiatives can facilitate harmonization of policies at the regional level, which may lead to increase accessibility and foster development. A prime example of this was the impact of the harmonization of regional policies which may help facilitate the use of Inter-regional Internet Exchange points for better traffic flow.

It was acknowledged that youth involvement varied among different IGF initiatives present and there was a universal call among all of the IGF initiatives that this involvement needed to increase and that engaging young people in creative and new ways was crucial to the success of the national and regional IGFs moving forward.

The second segment of the session aimed to identify Internet governance emerging issues that the initiatives thought might become major issues at both the national and regional levels, but also for the global IGF. Cyber-crime, child protection, cross border issues and law enforcement standards and principles were mentioned as being common security issues that needed increased attention in the future. The role of ICT and social networks

in particular in natural disasters and social uprisings were also mentioned as issues that tend to become more and more relevant.

Using mobile technology and investment in local content and applications were identified as emerging issues pivotal to achieve development goals. In addition, the issues of differences in access between various segments of the population, including gender, low income, urban, remote and immigrant populations was discussed. At a more technical level, cloud computing, mobile technology development and IPv6 compliance were the major emerging issues that the national and regional groups identified.

It was agreed that the creation and growth of the national and regional IGF initiatives was one of the major unique, organic and unexpected outcomes of the global IGF process. Participants agreed that increasing communications and the sharing of experiences and best practices amongst the various stakeholders involved in the national and regional IGF initiatives in the future was vital to their continued expansion and success.

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Internet Governance Forum

Closing Ceremony

30 September 2011

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List of Speakers:

Ms. Alice Munyua, Chair, Kenya Internet Governance Steering Committee

Mr. Vyatcheslav Cherkasov, Senior Governance and Public Information Officer, UNDESA, speaking on behalf of Ms. Haiyan Qian, Director Division for Public Administration and Development Management, UNDESA

Mr. Herbert Heitmann
ICC EBITT Commission Chair

Mr. Jeremy Malcolm
Co-coordinator, Civil Society, Internet Governance Caucus

Ms. Fiona Asonga, Chief Executive Officer, Telecommunications Service Providers Association of Kenya (TESPOK)

Mr. Nii Quaynor, Convenor, African Network Operators Group (AfNOG)

Mr. Laurent Elder, International Development and Research Center (IDRC)

Mr. Bakhtiyar Mammadov, Ministry of Communication and Information Technology, Republic of Azerbaijan

Mr. Sardjoeni Moedjiono, Ministry of Communication and Information Technology, Republic of Indonesia

Dr. Bitange Ndemo, Permanent Secretary, Ministry of Information and Communications, Republic of Kenya

* Due to technical difficulties, the transcripts of the closing ceremony were not produced. Below are the prepared statements made by the speakers that were collected by the Secretariat * The statement of Ms. Fiona Asonga was not available*

Statement of Ms. Alice Munyua, Chair, Kenya Internet Governance Steering Committee, Republic of Kenya:

I would like to thank you very much for the last four days of valuable discussions; it is my pleasure to make some closing remarks.

Kenya has been honored to host the sixth Internet Governance Forum here in Nairobi. On behalf of the people and the government of Kenya, I thank you all for all coming to Kenya. I understand this has been the highest attended IGF meeting to date. We have had record numbers of people here at UNON and record numbers joining us remotely.

Each IGF of course is built around the concept of multi-stakeholders. But this week I have been struck by how there seems to have be an even stronger enthusiasm for our commitment "Multistakeholder" participation and process. It has on everyone's lips, it has been heart-felt.

I suggest this spirit has spread to all the events of the past four days. I have been so very impressed by the quality of all the sessions and workshops. I attended as many meetings as I could as a member of the audience and as a speaker and was struck by the knowledge, the enthusiasm, energy and dedication of the speakers and all participants. Outstanding, thank you.

This IGF has also been a very important event for the Government of Kenya, for our private sector and for civil society. We have enjoyed the opportunity to network with stakeholders from around the world. And while we know the IGF is not intended to

produce concrete outcomes in terms of documents and statements, what we have learnt from you this week will I am sure inform our policies and strategies going forward. I hope others will enjoy the same take-away from this meeting.

We are lucky in Kenya to already have a very strong commitment to inclusive, multi-stakeholder ICT policy processes, from our Kenya Internet Exchange Point (KIXP), to the multi stakeholder forum, the Kenya ICT Action Network (KICTANet) which provides a platform for ICT policy development– but even with this tradition I am sure the IGF will leave a lasting legacy of improved policies, and opportunities for faster development.

We said at the beginning of the meeting on Tuesday that the development agenda must be a crosscutting focus in each of the key themes and workshops. I hope we were successful in making this so. And that as we go forward towards Azerbaijan we can better understand the development dimensions of Internet Governance, and ensure that the information society is inclusive, is human centered, and supports the inclusive participation of all countries and peoples.

The details of our discussions held here in the main hall are in the Chair's summary paper, which is being distributed now. The paper will completed over the next few days and will be posted on the IGF website. Transcripts of workshops, video records will all be uploaded. We have a rich and lasting record of out time together here in Nairobi.

In closing I would like to thank you all, participants of the Forum, for contributing to the success of the meeting. Thank you for engaging in dialogue. Thank you for sharing ideas. Thank you for listening to each other. We are here as peers in the IGF, this is our strength.

I would also like to thank Mr. Seltzer, United Nations Assistant Secretary-General for Economic and Social Affairs of the United Nations for his personal contribution to IGF 2011. I would like to thank Dr. Hamadoun Touré for joining us, P.S. Ndemo, Minister Poghisio, Vice President, Kalonzo Musyoka, for their support.

I am sure you will join me in thanking Mr. Chengetai Masango his team and the staff of the United Nations who have worked so hard to make the meeting a success. Thank you to the United Nations Office in Nairobi for the use of their campus and to all the organizations that provided financial support.

I would also like to thank the Kenya Internet Governance Steering Committee; you have been excellent, working hard and with dedication. Thank you. This closes the Sixth Meeting of the Internet Governance Forum.

Statement of Mr. Vyatcheslav Cherkasov, Senior Governance and Public Information Officer, UNDESA, speaking on behalf of Ms. Haiyan Qian, Director Division for Public Administration and Development Management, UNDESA:

On behalf of the Under-Secretary-General for Economic and Social Affairs and Secretary-General of the 2012 UN Conference on Sustainable Development, Mr. Sha Zukang, I would like to express our sincere appreciation to the Government of Kenya for hosting the sixth meeting of the Internet Governance Forum. Its generous financial support and gracious hospitality made this forum yet another successful IGF meeting. I would also like to acknowledge with thanks the excellent facilities, logistic and administrative support provided by the United Nations Office in Nairobi.

Sincere thanks are also extended to all of you who participated in this forum and for your continuous substantive contributions by further expounding the issues of importance that have been discussed at this and the previous six forums and through your intercessions at regional and national IGF meetings, all of which have positively impacted the building of consensus among all stakeholders worldwide.

I would also like to take this opportunity to recognize the good work of the IGF Secretariat both in Geneva and New York, as well as that of the local staff, including the conference service staff, transcribers, interpreters and translators – without them meetings such as this one could not be run in a smooth and friendly manner.

I am sure you would all agree, although this is the first meeting of the second term of the IGF, the organization and substance of this forum continues to be at a high quality. It is important to remember that the dialogue and exchange that occurred as part of this forum could not have been possible without the support of the international donor community, including the financial support provided to the IGF project allowing it to fund seven participants from developing countries to attend the forum as well as the staff of the IGF Secretariat.

I, therefore, would like to acknowledge and thank all who support the IGF, both the financial and non-financial donors, and to reiterate the hope expressed by the Under-Secretary-General for Economic and Social Affairs and Secretary-General of the 2012 UN Conference on Sustainable Development, Mr. Sha Zukang, and as delivered by the Assistant-Secretary-General for Policy Coordination and Inter-agency Affairs, Mr. Thomas Stelzer, at the opening of this forum, that the community of donors will not only continue but increase its financial support to the IGF.

Whilst we are in the process of concluding this 2011 forum, the Secretariat of the IGF will soon begin its preparations for the seventh IGF to be held in 2012. We stand ready to serve you and look forward to seeing you then.

Statement of Mr. Herbert Heitmann, ICC EBITT Commission Chair:

Excellencies, distinguished guests, ladies and gentlemen, I am pleased to speak to you today as chair of the International Chamber of Commerce's Commission on E-Business IT and Telecoms and its BASIS initiative and as an executive of Royal Dutch Shell, a major user of the Internet and ICTs. ICC BASIS brings business from across sectors and

geographies to share our expertise in these important discussions and to listen and learn from stakeholders.

I would like to start by thanking our hosts for their excellent hospitality and for the opportunity to join them in this beautiful country for the 6th annual IGF. More participants than ever before speaks volumes for the value of the IGF format and Kenya's hospitality.

The last few days have given us all again the chance to discuss some of the most pressing challenges pertaining to Internet governance and development, and we have seen again how vital the Internet is in promoting social and economic development.

It remains our most valuable evolving tool and with new developments such as cloud computing and mobile Internet resulting in new forms of consumption, its ongoing development is essential.

Speaking on behalf of businesses everywhere, the role of the private sector in driving this development cannot be underestimated - as a dynamic innovator, investor and user, the business sector is key!

However, for the private sector to continue to drive development it's important to collectively achieve the right policy environment and the way to address these matters is through joint dialogue and action.

That's why the IGF in its existing format continues to be so important!

Mobile and cloud services have been a particular highlight at this IGF. In a world that's becoming increasingly driven by mobile devices, cloud computing, social media and the need and desire for always-on connectivity, it's more important than ever to have policy and legal frameworks that will enable these services for development and universal deployment.

I was also encouraged to see such a diverse group of participants at this year's forum. However we mustn't become complacent - we must continue to work together to find ways to ease participation in the IGF, particularly from developing countries.
At the same time, we must also continue to protect the format of the IGF and its founding principles. It's a proven model that leads to better informed decision making and ensures that we make genuine progress towards addressing some of the most important global economic and social Internet issues.

Moreover, we must work to capture the rich guidance, best practices and impacts of the IGF in a more creative and accessible way. All kinds of improvements to the IGF should be discussed again in a multistakeholder setting. We must remain firmly committed to the IGF process and collaborate to continue its ongoing evolution.

There have been recent calls to create new or change existing U.N. bodies to coordinate or oversee institutions responsible for the functioning of the Internet and for the development of Internet policy. We are very concerned about these calls, and believe this is contrary to the Tunis Agenda which calls for multistakeholder cooperation in Internet policy development processes and non-duplication with existing processes. Internet policy development must be done with the involvement of all stakeholders, in an open, inclusive and transparent manner. We hope all stakeholders continue to recognize the well- established and growing multistakeholder collaboration, and continue to support the open Internet, its existing organizations, and those that have built the Internet that serve all users so-well.

We call on our Host Country, Kenya, to convey this concern to the Secretary-General of the United Nations and to the President of the General Assembly in their report on the IGF proceedings.

In closing, Congratulations to our hosts on the theme of this year's IGF –Internet as a catalyst for change: access, development, freedoms and innovation'

I continue to be amazed by the sheer impact the Internet has on transforming societies, economies and industries and I truly believe the best is yet to come. In 2010, there were 1.8 billion Internet users worldwide. By 2020, that number is expected to grow to 5 billion Internet users across the globe. Tripled in 10 years. While we are just about to welcome the 7billionth citizen on our planet, it is important to know that population growth is not so much driven by birthrate – that has stayed flat for 20 years – but by the result of an ageing society, in particular in Africa and Asia. That's why it's so crucial to include Africa and Asia in these discussions more intensively, as well as the older generations. And that's why it is so crucial that we continue to find new and innovative ways to ensure the right governance choices are made.

Statement by Mr. Jeremy Malcolm, Co-coordinator, Civil Society, Internet Governance Caucus:

I address you as co-coordinator of the Civil Society Internet Governance Caucus, which is an open and diverse group of civil society stakeholders who believe in an inclusive, people centered and development oriented approach to Internet governance. As such our members were amongst the earliest and strongest proponents of the IGF, which together we have all shaped into a forum which embodies those values.

One of the recent developments in Internet governance most remarked upon at this meeting has been the flourishing of statements of principles of Internet governance from various stakeholders, including governments and intergovernmental organisations. This is a welcome development, because it demonstrates that those stakeholders understand the value of soft governance of the Internet, which the IGF also exemplifies. Several of the stakeholders who have developed statements of principles have also placed them before this meeting of the IGF for discussion. This is another welcome step, because it shows

their commitment to developing policy through multi-stakeholder consultation, and the IGF is the perfect place for this.

Continuing this process, the next step that many in civil society would like to see is for the IGF to be used as a venue for each of the stakeholders to contribute these statements of principles, to a process by which we draw out common elements, and build consensus, towards the development of a multi-stakeholder framework of principles which we can all own together. If such a joint statement of principles could be produced during the current term of the IGF's mandate, this would have far more weight and legitimacy than any of the individual statements could ever hope to possess on their own. It would also establish beyond question the IGF's ability to contribute tangible and lasting outcomes for the guidance of policy makers.

On the part of the Internet Governance Caucus, we intend to participate in the development of a set of principles for civil society, using an open and transparent process, as our input into the process of developing a common framework of principles. We hope to present this civil society statement of principles at the next meeting of the IGF and at other Internet governance meetings in the meantime.

If we are to work towards an IGF framework of principles, this exercise should be undertaken not merely in a stakeholder-organised workshop, but as a plenary body, involving all participants, and taking full advantage of the improvements to the IGF's processes that we expect the CSTD Working Group will propose. Amongst these improvements, we hope, will be a way to involve remote participants, particularly from the global South, as equals. After all, e-participation, both during meetings and throughout the year, is one of the best ways in which we can promote multi-stakeholder values of inclusion, transparency and openness.

It will also be very useful for the next IGF meeting to adopt a theme that provides a suitable context to focus on the various statements of principles and explore commonalities. An appropriate main theme for this purpose is human rights and Internet governance.

One of the other debates for which this IGF meeting will be remembered concerns one possible model by which the non-binding policy options developed by multi-stakeholder means at the IGF, could feed into a higher level process where a choice between those options is made. Very often, an appropriate such high level process already exists, and whilst it can and should be enhanced in line with the multi-stakeholder model, a new process or institution may not be needed. But we should also remain open to discussing cases in which there are not already an appropriate and inclusive high-level process to resolve particular policy issues, perhaps because no existing institution has a mandate to decide on those issues.

It is for such cases that the Tunis Agenda directs all stakeholders to consider possible mechanisms for enhanced cooperation. As civil society we look forward to discussing with any democratic government, and with the private sector and technical community,

whether new processes are needed, in what circumstances they may be needed, and how we can guarantee that they do not detract in any way from the rightful role of the IGF, nor from the entitlement of all stakeholders to participate fully in Internet governance. Thank you and I look forward to continuing to collaborate with you all in this exciting time for governance and the Internet.

Statement by Mr. Nii Quaynor, Convenor, African Network Operators Group (AfNOG):

It is a great pleasure for me to speak today on behalf of the Internet technical community for these closing remarks. I would first like to thank the Government of Kenya, the IGF Secretariat and all IGF participants for another successful and valuable meeting.

Once again, the IGF has proved its validity and usefulness as an open and inclusive forum, allowing stakeholders from a variety of nationalities and interests to sit and discuss together, in the spirit of shared understanding and responsibility.

We rejoice to see that African Internet access has been growing tremendously; the continent has had the fastest growing mobile network in the last five years, and has demonstrated the potential of ICTs for development. The Internet technical community is strongly supportive of African efforts to build an open Internet for economic and social opportunities.

The multi-stakeholder model has been one of the most significant phenomena in global Internet governance. The Internet belongs to everyone and everyone shares a stake in it. In the specific context of the IGF, it means that governments, civil society, business and the Internet technical community have a unique opportunity to work together in their respective roles.

As the CSTD Working Group on improvements for the IGF reconvenes in the near future to discuss how to enhance the quality of this forum, we strongly advocate for the preservation of the fundamental principles that have made its success. The IGF must be led by an independent secretariat; it must be supported by multi-stakeholder voluntary funding; and it must remain a body that does not negotiate recommendations or decisions.

As an open and multi-stakeholder platform, the IGF has proven to be an evolutionary process rather than a set of stand alone events. It has shown flexibility in incorporating self-improvements over the years, and addressing new and difficult issues. We are confident in its capacity to build on existing strength and to pave the way for fruitful collaboration among all stakeholders, to shape together the future of Internet governance.

Let me share a concern regarding recent calls for the creation of new UN bodies to coordinate or oversee the institutions responsible for the technical and operational functioning of the Internet. We believe such developments would be in default of the Tunis Agenda which calls for multi-stakeholder cooperation in the Internet policy development process. Should there by any move towards a new UN instrument pertaining

to Internet policy, it must be done with the involvement of all stakeholders, in an open, inclusive and transparent fashion. We call on our Host Country to convey this concern to the Secretary-General of the United Nations and to the President of the General Assembly.

Fruitful debates this week on Internet and Human Rights illustrate how timely and constructive the IGF's discussions can be. These discussions reflect the substantial role that the Internet plays in enabling the realization of a wide range of human rights, such as freedom of expression and opinion, as enshrined in Article 19 of the Universal Declaration of Human Rights. Increased attempts by Governments around the world to control their citizen's access and use of the global network, and often with disregard to the basic principles of human rights and due process, make it urgent to address these questions. We look forward to deepening these discussions at the IGF 2012.

In closing, on behalf of the Internet technical community, I want to thank you for the opportunity to participate in the IGF 2011. This year again, we measure the opportunity that is given to us – to collaborate under the United Nations umbrella with all stakeholders interested in making the Internet an opportunity for all. The Internet technical community is firmly committed to contributing to future successes of the IGF.

Statement by Mr. Laurent Elder, International Development and Research Center (IDRC):

Issues related to the IGF are complex, not least of which because they deal with the need to find balance between, at times, conflicting objectives. Tensions between the need for security and individual privacy; between intellectual property and the public or consumer interests and; between security and moral concerns and the openness of the Internet are but a few of the complicated issues IGF discussions attempt to find consensus on. Resolving debates to find the right balance between these tensions can only be done if evidence and research is used to inform them. This is the main reason I'd call for a more evidence based IGF. A practical example of how this would be integrated into the forum would be to ensure that each plenary session has a primer, or position papers, on the issue at hand, based on the latest research. Each plenary session could therefore start with a presentation of the paper, after which panellists could debate the various positions, expand upon or rebut the paper's findings.

Building a body of evidence on issues related to IGF's scope is a principal reason IDRC exists. It has recently launched a new programme, Information and Networks that strives to better understand the impact of networked technologies on developing countries and use these findings to inform technical and policy options. More specifically, I&N will seek to assess the opportunities offered by openness in development, notably in the areas of open science, open learning, open government and open business models. it will also support research on how networked technologies either promote or hinder human rights such as the freedom of expression, the right to privacy or education and access to information and knowledge. Finally the program seeks to foster digital inclusion, particularly of youth, women and the urban poor in the developing world. These three

objectives are intrinsically linked with IGF's thematic areas; hence we will do our utmost to connect these findings to debates at the IGF.

IGF is too important and too expensive an endeavour to not have some form of tangible policy related output or outcome. I understand the intricacies and benefits of a forum that limits itself to discussion and information sharing, however I have been struck by the number of people inside and outside this community who question the value of IGF during these times of economic hardship. My suggestion, therefore, would be to think of developing, informally, a set of non-binding recommendations or principles. These would not need to be formulated on a consensus basis and could use social media tools to build a set of recommendations (or principles) with as large a community as possible. The resulting list could then be the subject of online voting by all stakeholders.

Finally, I'd like to congratulate the government of Kenya, the IGF Secretariat and the UN for holding such a wonderful forum this year.

Statement by Mr. Bakhtiyar Mammadov, Ministry of Communication and Information Technology, Republic of Azerbaijan:

On behalf of the Ministry of Communications and Information Technologies of the Republic of Azerbaijan as well as on behalf of the ICT community of Azerbaijan I am very pleased to say closing remarks in IGF Nairobi.

The 6th annual meeting of the IGF warmly welcomed us in Nairobi and provided an excellent opportunity to discuss modern trends of internet development. The IGF is expanding the opportunity for open and inclusive dialogues and the exchange of ideas; creates opportunities to share good practices and experiences; to engage in dialogues and learn as well as to identify the key themes that could benefit from the multistakeholder perspective of the IGF. Since the first day of establishment of IGF under the auspices of the United Nations, delegation from Azerbaijan participated at all the IGF events.

Azerbaijan is located at the crossroad of the East and West which makes it very attractive for implementation of various projects. Republic of Azerbaijan is a largest and the most populated region in South Caucasus. The capital, Baku has rapidly transformed itself into a highly developed modern city.

Cooperation between the United Nations and the Government of Azerbaijan is extending. The resolution "Building Connectivity through the Trans-Eurasian Information Super Highway" (A/RES/64/186) initiated by Azerbaijan was adopted at the 64th Session of the General Assembly of the United Nations (December 21, 2009). Azerbaijan is not only an initiator of energy and transportation projects but also a regional leader in the field of information technologies; the Republic of Azerbaijan contributes to strengthening of regional development and integration. In this regard numerous multilevel projects are realized through close cooperation with the United Nations.

Over the past 5 years the ICT field, internet services have been dynamically developing. Over the recent years, as a result of the implemented projects and favorable conditions created for the private companies operating in the field of ICT, the prices of internet services have been considerably reduced, access to the Internet, wireless and mobile technologies expanded and broadband services introduced.

Azerbaijan as a next host of IGF will do all the best for efficient continuation of discussions taken place in all the previous IGF meetings. We guarantee that the IGF in Baku will be open to all interested participants and we do hope that all of you will enjoy Baku. Many thanks for your attention and I look forward to seeing you in Baku next year.

Statement by Mr. Sardjoeni Moedjiono, Ministry of Communication and Information Technology, Republic of Indonesia:

My name is Sardjoeni Moedjiono, from the Ministry of Communication and Information Technology, Republic of Indonesia. I have been a member of the MAG IGF since 2006. Allow me to begin this statement by expressing our appreciation to the Government of the Republic of Kenya for their warm welcome and hospitality, accorded to my delegation. It is a great pleasure for me to comment the Secretariat of the Internet Governance Forum for the excellent arrangement and organization of the meeting, and I would like to thank them for allowing me to deliver this statement.

Over the last few days, we have been productively deliberating issues on the role of Internet as a catalyst for change, in particular on its access, development, freedom, and innovation. As we approach the end of our meeting, Indonesian welcomes the outcomes of the forum which aim to foster the sustainability, robustness, security, stability and development of the Internet, to achieving the "ubiquitous society", where information can be accessed by anyone, anywhere, at anytime, and by anything.

It is our fervent hope that the follow up to this meeting will speed up the achievement of the World Summit on the Information Society (WSIS) targets, which in turn will support the attainment of the Millennium Development Goals (MDGs). Indonesia is a strong believer in the role of internet in supporting the development. As the world's fourth most populous country, with 240 million people, and as an archipelagic country, with more than 17.000 islands, spanning over three time zones, Indonesia cannot overemphasize its need for the ICT support and development. Spurred by our economic growth, we are witnessing the rapid increase of our internet access and penetration, whether in terms of internet subscribers, users, and broadband capacity. It is our strong belief that the growth of the ICT industry development in Indonesia will present a great opportunity to support the achievement of the internationally-agreed development goals and objectives, including the MDGs. To this end, we reiterate our commitment and contribution to achieving "the world of ubiquitous society".

Against this background, on behalf of my delegation and the Government of the Republic of Indonesia, I would like to formally submit our candidacy to host the 8th Internet Governance Forum in 2013.

We believe we have the expertise and the experience to host this meeting. We had been entrusted by the international community to host big, successful conferences, such as – to mention a few – the United Nations Framework Conference for Climate Change in 2007, the Conference of the States Parties to the UN Convention against Corruption in 2008, the World Ocean Conference in 2009, and UNEP Governing Council/Global Ministerial Environment Forum 11th Special Session in 2010. This year, in the field of environment and sustainable development alone, we are hosting 4 conferences under the aegis of the United Nations, not to mention the other regional and sector's meetings.

Supported and facilitated by our current ICT infrastructure, as well as future planned expansion, we are sure, once be elected, Indonesia will be a successful host for convening the 8th Internet Governance Forum in 2013. In addition, I am sure that you will also find Indonesia to be a very engaging country, with rich, diverse culture, and beautiful tourist destinations. Once again, please consider Indonesia to be the host for convening the 8th IGF in 2013.

Statement by Dr. Bitange Ndemo, Permanent Secretary, Ministry of Information and Communications, Republic of Kenya:

It is a happy moment and yet an emotional one. It is a joyous one because the week has been extremely fulfilling, with very exciting debates and dialogue from all stakeholders. However, while Kenya has also found it a pleasure to host you, we have developed such good friends in all of you and would want you to stay on.   This has been a rewarding week as I have heard from some that I have personally engaged with, and hope all of you found it worthwhile to attend the sixth IGF here in Kenya.

I also hope that the programme and the detail it had provided you with the necessary opportunities to network, learn, and exchange views that we can all take home and use for the good of our respective countries and indeed the citizens of the world.

From the discussions, it was evident that we could even do with more time because there are tangents that emerged which require our attention. Internet governance is broad and diverse, and therefore requires the same line of robustness in thought. I am glad to note the active spirit of multi-stakeholder dialogue within the internet community. This is the way to go. We in Kenya can bear testimony to the successes we have earned from this kind of collaborative framework. For instance through forums such as the KICTANET, we have build the inspiration of the Kenya IGFs by identifying internet governance and other ICT policy issues at the local level which then form the building blocks for the national, regional level and eventually at the international level like the IGF.   This has emerged as a very critical factor in policy development process and building consensus that in turn brings the ease at the implementation level. We have dialogue and intend to intensify more collaboration with our law makers (parliamentarians) as a measure to increase the dialogue platforms. Some of them were here and I am sure you had a chance to engage them.

It is gratifying to note that that this is the echo within the IGF fraternity. Many of us from virtually all stakeholder groups are in agreement that the muti stakeholder approach is beneficial and I wish to encourage that this spirit is kept alive if we are to achieve more.

I need not reiterate that the internet is providing new opportunities fro development in all facets of life. It is therefore a critical resource in the hands of all of us. I wish to urge for responsibility or in decision making whether it be at policy development levels, implementation or sensitisation amongst interest groups. The sixth IGF provided focus on access, development freedoms and innovation. Our policy makers joined us at the Ministerial Forum to also air their views and this was indeed a remarkable step on their part.

Allow me to emphasize on not only the need to talk to each other but also direct focus on the drivers for the future. This meeting has resonated the phenomenal growth of mobile internet and emerging to be the future of internet access. This has come as a result of innovations and certainly free markets that allow the creativity to thrive. Let us on the other hand safeguard the innovators through promotion of intellectual properties as this is what will encourage even more to be innovative. Some of you have taken time to visit some of our institutions that are the incubators of innovations including the i-hub, Strathmore University, the upcoming technology park among others. There are many young people in this country that have earned international recognition for the innovations in ICTs and I have no doubt this may be the case in other countries as well. It presents a bright future but only to the extend that their intellectual property is protected and nurtured.

The growth and progression of broadband is equally of importance. We note how the social media is taking over the world and pushing the development agenda. We must enable our people to access and meaningfully utilise all these tools and applications that have been availed by the technological developments. Due consideration should be given to affordability, open access and transparency in operations and delivery of service. Allow me to give yet another example from right here. Just the other day, we had a famine disaster in some parts of the country. Huge success was realised in mobilization of Kenyans through Facebook and mobile devices. Not only was the target of the funds needed surpassed but the level of involvement was made easier for all both at corporate and individual level through the use of internet. I am sure you all have stories to tell on the potential of broadband internet access.

The onus is on all of us to ensure people remain connected and even more importantly, in a safe online environment, without any form of marginalization. Let us all keep the vision for the future of the internet and deliver to the benefit of our economies locally, regionally and internationally. What we need is boldness in our leadership role. We have to be visionary as the drivers of ICTs in our respective countries and develop a firm base that catapults development to the next level.

The internet is an irresistible revolution that is now with us. Through the MAG approach, I am positive that we willl have delightful moments ahead.

Let me once again express our appreciation on behalf of my Government, for your participation in the sixth IGF in Kenya and remind you that we have beautiful sceneries for you to enjoy before you leave. As you go back, I wish you all bonne voyage!

Lastly I wish to also sincerely thank the UN office in Nairobi for the wonderful discussion environment and facilities provided for this meeting, the IGF Secretariat and UNDESA for the coordination, all our supporters who made this meeting possible and everyone that was involved , we say asante.

IV. Appendices

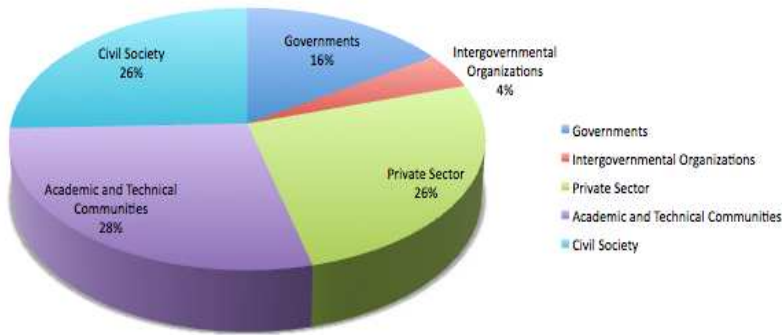## Glossary of Internet Governance Terms

AfriNIC	Regional Registry for Internet Number Resources for Africa (Member of NRO)
APC	Association for Progressive Communication
ASCII	American Standard Code for Information Interchange; seven-bit encoding of the Roman alphabet
ccTLD	Country code top-level domain, such as .gr (Greece), .br (Brazil) or .in (India)
CoE	Council of Europe
CSIRTs	Computer Security Incident Response Teams
DNS	Domain name system: translates domain names into IP addresses
DRM	Digital Rights Management
DOI	Digital Object Identifier
ETNO	European Telecommunications Networks Operators Association
F/OSS	Free and Open Source Software

GAC	Governmental Advisory Committee (to ICANN)
gTLD	Generic top-level domain, such as .com, .int, .net, .org, .info
IANA	Internet Assigned Numbers Authority
ICANN	Internet Corporation for Assigned Names and Numbers
ICC	International Chamber of Commerce
ICC/BASIS	ICC Business Action to Support the Information Society.
ICT	Information and communication technology
ICT4D	Information and communication technology for development
IDN	Internationalized domain names: Web addresses using a non-ASCII character set
IETF	Internet Engineering Task Force
IGF	Internet Governance Forum
IGOs	Intergovernmental organizations
IP	Internet Protocol
IP Address	Internet Protocol address: a unique identifier corresponding to each computer or device on an IP network. Currently there are two types of IP addresses in active use. IP version 4 (IPv4) and IP version 6 (IPv6). IPv4 (which uses 32 bit numbers) has been used since 1983 and is still the most commonly used version. Deployment of the IPv6 protocol began in 1999. IPv6 addresses are 128-bit numbers.
IPRs	Intellectual property rights
IPv4	Version 4 of the Internet Protocol
IPv6	Version 6 of the Internet Protocol
IRA	International Reference Alphabet
ISOC	Internet Society
ISP	Internet Service Provider
ITAA	Information Technology Association of America
ITU	International Telecommunication Union
IXPs	Internet exchange points
LACNIC	Latin American and Caribbean Internet Addresses Registry (Member of NRO)
MDGs	Millennium Development Goals
MoU	Memorandum of Understanding
NAPs	Network access points
NGN	Next generation network
NRO	Number Resource Organization, grouping all RIRs – see below
OECD	Organisation for Economic Co-operation and Development
Registrar	A body approved ('accredited') by a registry to sell/register domain names on its behalf.
Registry	A registry is a company or organization that maintains a centralized registry database for the TLDs or for IP address blocks (e.g. the RIRs — see below). Some registries operate without registrars at all and some operate with registrars but also allow direct registrations via the registry.
RIRs	Regional Internet registries. These not-for-profit organizations are responsible for distributing IP addresses on a regional level to Internet service providers and local registries.
Root servers	Servers that contain pointers to the authoritative name servers for all TLDs. In addition to the "original" 13 root servers carrying the IANA managed root zone file, there are now large number of Anycast servers that provide identical information and which have been deployed worldwide by some of the original 12 operators.

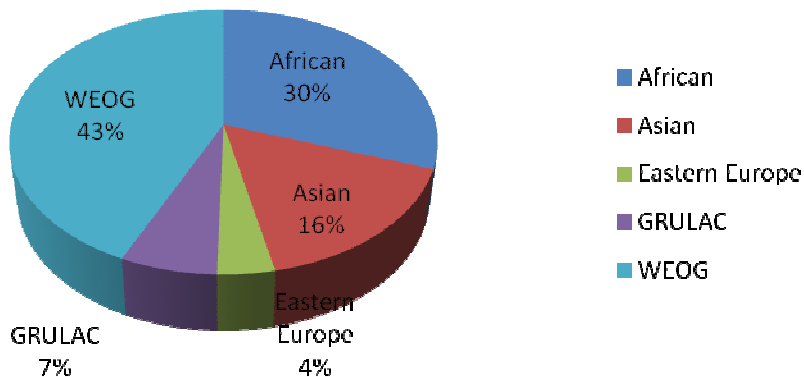| Root zone file	Master file containing pointers to name servers for all TLDs
SMEs	Small and medium-sized enterprises
TLD	Top-level domain (see also ccTLD and gTLD)
UNESCO	United Nations Educational, Scientific and Cultural Organization
WGIG	Working Group on Internet Governance
WHOIS	WHOIS is a transaction oriented query/response protocol that is widely used to provide information services to Internet users. While originally used by most (but not all) TLD Registry operators to provide "white pages" services and information about registered domain names, current deployments cover a much broader range of information services, including RIR WHOIS look-ups for IP address allocation information.
WSIS	World Summit on Information Society
WITSA	World Information Technology and Services Alliance
WTO	World Trade Organization

IGF 2011 Attendance Statistics
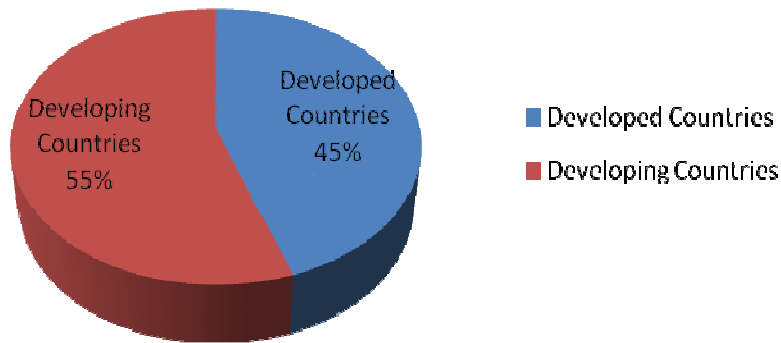
Stakeholder representation in Nairobi

The IGF Nairobi meeting enjoyed a more balanced participation of multi-stakeholders compared to the previous meetings. Civil Society, Private sector and Academic and Technical Communities had the highest ratio of participants, while the Intergovernmental Organizations had the lowest attendance ratio. The participation of Academic and Technical Communities at the IGF meeting increased by 6% compare to last year's meeting, and had the highest ratio of stakeholder attendance.

Overall representation in Nairobi by region

The participation of Africans at the meeting was impressive, compared to the previous years' meetings, with 30% of participants from Africa. This increase was in part due to the fact that the meeting was held in Kenya. With 43% of the participants from Western Europe and Other Groups (WEOG), WEOG had the largest turnout at this IGF meeting. 7% of the participants were from GRULAC and 4% from Eastern Europe.

Overall representation in Nairobi by developing and developed countries

In comparison to the last year's meeting, there was an impressive increase of 23% in the participation of developing countries. The Nairobi meeting had one of the highest percentages of participants from developing countries during past five years.

This publication chronicles the proceedings of the sixth Internet Governance Forum (IGF), held in Nairobi, Kenya from 27 to 30 September 2011 at the United Nations Office at Nairobi (UNON). The theme of the meeting was: 'Internet as a catalyst for change: access, development, freedoms and innovation'. The IGF is the preeminent global forum for multi-stakeholder policy dialogue on public policy issues related to key elements of Internet governance, to foster the sustainability, robustness, security, stability and development of the Internet.

In Nairobi, over 2,000 high-level stakeholders from all over the world convened to discuss, debate and build global consensus exchange views on issues such as the role of ICTs in social and economic development, the management of critical Internet resources, security, openness and privacy on the Internet, and access and diversity of on the Internet usage sage and consideration of its use as a human right, among a variety of other related topics. Parallel to the main sessions, 122 workshops, best practice forums, dynamic coalition meetings and open forums were held around the main themes of the annual meeting and the broad mandate of the IGF.

The transcripts and reports contained herewith are essential readings for individuals and organizations both experienced and new to the Internet governance policy space. During the IGF meeting, representatives from various stakeholder groups from around the world congregated to contribute to the global policy dialogue on Internet governance. The discussions revolved around issues ranging from innovation on the Internet, social participation and reform through the Internet, cyber-security, online privacy and critical Internet resources, among other fascinating and critically important emerging issues in the field.

This publication intends to provide an accurate written account of the many sessions that took place in Nairobi, and includes transcripts of all of the main sessions and the reports of the workshops and other events. Following traditional IGF practice, to ensure full transparency, the IGF Secretariat and the United Nations Department of Economic and Social Affairs invite all interested stakeholders to visit the IGF website (www.intgovforum.org) for further information on the proceedings from Nairobi and future IGF meetings, news and events.

United Nations

IGF Internet Governance Forum