IGF Internet Governance Forum

Internet Governance

for Sustainable Human, Economic *and* Social Development

The Seventh Internet Governance Forum

Baku, Azerbaijan · 6-9 November 2012

IGF 2012 – 'Internet Governance for Sustainable Human, Economic and Social Development'

The Seventh Meeting of the Internet Governance Forum

Baku, Azerbaijan

6-9 November 2012

DESA

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Editor's Introduction

Editorial approach:

This is the sixth volume of the annual Internet Governance Forum (IGF) proceedings to be published by the United Nations, and I have had the privilege of being the editor for three consecutive years. The production of this book is part of the IGF Secretariat's mandate, which was established during the creation of the IGF itself. This book continues the strong IGF tradition of maintaining institutional memory of the discussions and debates during the now thousands of sessions that have taken place within the IGF over the last seven years.

The first step in the development of the book is formatting, organizing and performing a preliminary edit of the 'verbatim' transcripts from the main sessions and from the submitted reports of workshops and other sessions. Once this was finished, the next task was moving slowly through all of the text, eliminating introductory statements, thank you remarks, repetitive and off-topic comments and opinions, personal stories and exchanges and breaking up long strings of text into paragraphs. During this phase, it is also necessary to carefully edit the statements and reports, in particular, from those speakers or authors who spoke or reported on their sessions in English, despite it being their second, third or even fifth language.

A primary challenge, then, was to tidy up the language, grammar and syntax to create a clear and concise record of what went on while not losing any of the good messages that were delivered. Some of the discussions may have been hard to understand because of the language barriers and other obstacles. For these reasons, just as in the previous publications, some statements may be easier to understand and have better grammar than others. But we hope what was captured, most significantly, was the exchange of opinions and ideas that make the IGF discussions so exceptional.

In Baku, particularly, the transcribers sometimes had a difficult time hearing the proceedings for one reason or another, and this was also reflected in their outputs. Thus, in some instances, the full discussions were not captured.In these cases, I edited the best I could to try and capture the various messages and statements from the participants; however, the reader will notice that I had to insert 'inaudible' at times. For these reasons, we invite everyone to visit the IGF website (www.intgovforum.org) to view the webcast videos of the sessions.

Only reports that were submitted on time to the Secretariat by the session organizers are included herewith. They are, for the most part, included as submitted by the organizers though some light editing and formatting was performed to keep them consistent. All of the transcripts from each workshop and event that took place during the IGF, in addition to the full and un-cut transcripts from the main sessions, can be found on the IGF website.

About the Book:

The book, for the most part, follows the chronological order of the four-day meeting. The reports of the workshops and other events are grouped thematically and follow the edited transcripts from their corresponding sessions. A foreword from the host country sets the stage for the rest of the publication. Next, the reader will see the final program paper of the meeting, as formulated throughout the 2012 preparatory process by the Multistakeholder Advisory Group (MAG) and other IGF stakeholders through a year-long, open and inclusive process. Here, one can find detailed overviews of each of the main sessions that took place as well as other information about the meeting itself.

The second part of the book contains the Chairman's Summary of the meeting. Devotedly prepared immediately after the close of the meeting by the IGF Secretariat, this brief yet ample summary is included for ease of reference and to give the reader a fuller view of what took place throughout the week in the main session hall before the in-depth transcripts of the proceedings are presented. The full proceedings come next which contain the transcripts edited as described in the section above and reports of the workshops and other events. The appendix provides a glossary of Internet governance terms to give better definition to much of the sometimes complex technical language that is used at the IGF each year. Some attendance statistical graphics give a breakdown of those who participated in person in Baku. But we should remember that thousands of others substantively and actively participated remotely throughout the week.

Acknowledgements:

Putting this book together would not have been possible without the help of the fantastic IGF Secretariat team, in particular Chengetai Masango and Laura Vuillequez. I would also like to thank Victoria Ceban of UNDESA for all of her support along the way.
Brian Gutterman, Editor

INTRODUCTION by Host Country, the Republic of Azerbaijan

The Seventh Annual IGF Meeting, Baku, Azerbaijan 2012

This book is the publication that documents the proceedings of the Seventh Annual Internet Governance Forum (IGF) Meeting. The meeting was convened in Baku from 6-9 November 2012 under the overall theme of *"Internet Governance for Sustainable Human, Economic and Social Development"*.

Development and growth in the modern age is directly associated with the application of Information and Communication Technologies (ICTs). At present, the level of application of ICT is among the main indicators of intellectual and scientific potential, transparency in the public administration and the solution of social and economic problems. ICTs are playing an increasingly important role in the achievement of Millennium Development Goals (MDGs), as a powerful tool to fight poverty, empower women, increase the education level, and improve environmental management.

Considering this pivotal fact, the Government of Azerbaijan pays special attention to the development of information technologies. Azerbaijan's National ICT Strategy (2003-2012) has promoted the widening use of ICT tools to raise efficiency and transparency in the public sector, and recognizes innovation as one of the underlying principles for ICT application. Azerbaijan is also well-known regionally and internationally for its promotion of the information society as a national development priority. Azerbaijan hosted the 7th Internet Governance Forum in 2012 and declared 2013 the Year of Information and Communications Technologies.

Concerted national efforts invested by the Government of Azerbaijan have enabled the country to become one of the best performers among the CIS countries according to the 2012 Global Technology Report by the World Economic Forum. The ICT sector grew twice in size, on average, in the span of every 3 years covering the period of 2004-2013. The Republic of Azerbaijan is a leader among CIS countries when measuring the density of Internet users during the last three years. In 2012, this figure increased from 65 % to 70%. Likewise, the quality of internet services as well as external internet connectivity increased by 2.2 times in 2012. Prices also reduced by approximately 35% compared to 2011 according to the World Economic Forum.

Consequently, given Azerbaijan's success in creating an enabling ICT policy environment and its demonstrated effectiveness in e-government over the past decade after the establishment of the Ministry of Communications and Information Technologies of the Republic of Azerbaijan (MCIT), the Internet has slowly become an integral part of individual, private and public/state activities. Azerbaijan ranks very high in the region in terms of Internet access. On behalf of the Government, MCIT was fruitfully involved in all IGF events that took place. An up-to-date e-governance portal has been created by the Government of Azerbaijan, which connects 40 line ministries that provide online services to citizens as well as the public and private sector. This enables the government

institutions to facilitate fast and quality delivery of e-government services and is considered as a huge step towards the formation of an e-society in the country.

Based on the leadership and effectual state policy of the President of the Republic of Azerbaijan, the dynamic economic development of the Republic of Azerbaijan in recent years, its active representation in international organizations and history of long term collaboration with the United Nations and the United Nations specialized agencies, on December 28, 2011, the United Nations Department of Economic and Social Affairs (UNDESA) responded positively to the offer of the Government of Azerbaijan to host the Seventh meeting of the Internet Governance Forum, IGF 2012. The proposal was first made by Azerbaijan's delegation at the IGF meeting held in Nairobi, Kenya in September 2011.

Considering the above-mentioned fact, and based on past successful partnerships with the United Nations, the Ministry of Communication and IT proposed the implementation of a joint "Establishment of the Internet Governance Forum (IGF) Secretariat" project with United Nations Development Programme (UNDP) in Azerbaijan. The Ministry of Communications and Information Technologies of the Republic of Azerbaijan and UNDP were designated as competent bodies for the organization of the Forum. When the IGF 2012, based on past experiences in prior host countries, a set method of the organization and management of the IGF meeting was obvious. The IGF 2012 Baku was convened by the mandate to discuss public policy issues related to key elements of Internet governance in order to foster the sustainability, robustness, security, stability and development of the Internet in the developing world.

The participants of the IGF 2012 event, compared to previous years, consisted of many more multiregional representatives. Thus, within the frame of the Forum, over 1600 delegates from 128 countries attended. Participants represented included: 429 government representatives, 161 academic and technical societies, 96 international organizations, 268 private sector, 541 civil society and 123 internet users and mass media groups. Meanwhile, since IGF 2012, compared to the previous forums which was was completely streamed online, the event registered participation via 3800 unique IPs. In addition, the meeting consisted of 42 ministerial level delegates from 19 countries, 12 ministers, and 11 official delegates from the Government of Azerbaijan.

Staff members at the meeting included: 27 IGF Baku Secretariat, 53 IGF Geneva Secretariat, 200 Ministry of Communications and Information Technologies and related agencies, and 250 local volunteers participated as main and technical personnel.

Throughout the Forum a record number (over 120) of workshops were organized and 49 expert remote participants and panellists participated via video and audio during the week. Workshops were focused on foremost and absorbing topics, such as advancing global internet governance for consistency, development and security of the world Internet, finding the best mechanisms for international participation in Internet governance, Internet adjustments of developing markets, Internet's economic and social

implications for political governance, and so forth. In addition propitious offers for the realization of joint projects on ICT were proposed at the workshops.

Considering the involvement of UNDP at the IGF 2012, special attention was given to the inclusion of themes on impact of Internet access and governance on human development in Azerbaijan and globally. The purpose of this initiative was to highlight the importance of human development issues at this very high level event where the special session about Azerbaijan was convened.

It was stressed throughout the Forum that we are living today in a rapidly changing world, as ICTs continue to transform our day to day lives and bring our society many opportunities as well as challenges. The annual IGF, and increasing numbers of national and regional IGF initiatives, bring stakeholders together to discuss potential opportunities that the Internet presents as well as the many challenges it Internet creates. A collective affirmation of the necessity of the multi-stakeholder model in handling Internet governance issues was continually stressed throughout the IGF 2012.

A call was made by many speakers to strengthen efforts to ensure the protection of basic human rights and fundamental freedoms in the online world. There was an underlying message delivered regarding the supreme importance of securing a safe and secure Internet for young people and the generations to come. Online privacy and safety were also discussed in depth throughout the IGF 2012. It was agreed that certain new cyber threats such as identity theft needed special attention and innovative regulatory and legal policy solutions. It was emphasized that these emerging challenges would only increase as we move farther and farther into the digital age and that they will need to be addressed with wide ranging and diverse solutions.

A day prior to the IGF 2012, on 5 November, a High-Level Ministerial Meeting based on "Addressing the Challenges of a Hyperconnected World" theme was convened as a high level dialogue. Mr. Wu Hongbo, the United Nations Under-Secretary-General for Economic and Social Affairs, Dr. Hamadoun Toure, Secretary General of the International Telecommunications Union and Mr. Janis Karklins, Assistant Director-General for Communication and Information, UNESCO, had the floor at the Meeting. As a conclusion to the High-Level Ministerial Meeting the *"Baku Declaration"* was adopted.

Simultaneously during the IGF 2012 an *"IGF Village"* was made up consisting of 24 booths of governmental delegates, international companies and organizations including the Ministry of Communications and Information Technologies of the Republic of Azerbaijan. The "*IGF Village*" was at the centre of interest of many participants where they were informed about past and contemporary projects in the ICT area including those of Azerbaijan.

All in all the organization of the IGF 2012 considerably contributed to the global development of the Internet and significantly enhanced cooperation among ICT actors.

It is my hope that this particular book will help inform interested readers to obtain comprehensive information regarding the IGF 2012 Baku. On behalf of the management and staff of the Ministry of Communications and Information Technologies of the Republic of Azerbaijan and personally I would like to extend my deepest appreciation to all those stakeholders, particularly to UNDESA, ITU, IGF Geneva Secretariat, ICANN, ISOC, ICC, APNIC, ARIN, UNESCO and OECD, as well as to all individuals who engaged so actively and passionately, who made outstanding contributions and provided generous support in the proper and successful convening of the IGF 2012 Baku.

Prof. Ali M. Abbasov
Minister, the Ministry of Communications and Information Technologies of the Republic of Azerbaijan

Internet Governance Forum (IGF)

Program for the 2012 Meeting

I. Program Overview

The Seventh Annual IGF meeting was held from 6 - 9 November 2012 in Baku, Azerbaijan at the Baku Expo Exhibition and Convention Center. The objective of this program 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 build capacities amongst all stakeholders; 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.

This was a rolling document that was updated as the planning progressed. An initial working draft of the program for the IGF meeting was released after the open consultations held on 14 February 2012 and the MAG meeting held from 15-16 February 2012. The open consultations and MAG meeting held from 15-17 May Year have further informed the document as have online discussion and planning by the MAG and other stakeholders since then.

The initial formulation of the IGF 2012 program was based on the programs of the previous meetings and especially the program for IGF 2011 in Nairobi, Kenya. It included 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, 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 IGF 2012 meeting in Baku

The theme of the meeting: '**Internet Governance for Sustainable Human, Economic and Social Development**'.

The open consultation and MAG meeting in February 2012 accepted that the key sub themes proposed would follow the structure of previous years. Thus the following key themes will provide the basic architecture of the detailed program plan at the IGF in Baku:

- 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 main sessions have been organized by thematic working groups made up of MAG members. Each session is slightly different as a result of this in regards to the amount of sub-themes the sessions will address, the number of questions that will be asked, and the specific roles of the moderators and panelists. Each session will also have selected 'feeder' workshops. Conclusions and discussions of these workshops will, if time permits, be woven into the broader debates of the main sessions.

When the February 2012 MAG meeting concluded, it was agreed that like the previous year the main sessions should be organized around key questions. It was agreed that these questions, as set out below, remained viable and provided a useful structure on which to develop the detailed program for the IGF in Baku. The basic questions that each session would address and the proposed structures of each session are as follows:

Internet Governance for Development (IG4D)

The IG4D session will be split into three thematic 'clusters'.

IG4D Thematic Cluster 1 "Pending Expansion of the Top Level Domain Space"

Question 1:How do various actors in the developing world - governments, industry groupings, the technical community, civil society-perceive the relative costs and benefits of expanding the domain name space to the end-user; Are there any issues on which greater clarification and mutual understanding would be helpful?

Question 2: What kinds of support may be required to help communities, NGOs and businesses from the developing world in bridging the potential inclusion gap of TLD space?

IG4D Thematic Cluster 2 "Enabling Environment"

Question 1: What does it take to attract investment in infrastructure and encourage innovation and growth of ICT services, including mobile technology and how can these technologies best be employed to address development challenges?

Question 2: What are the challenges and opportunities for the participation of stakeholders in developing IG policy, legal and regulatory approaches?

IG4D Thematic Cluster 3 - "Infrastructure"

Question 1: What are the key concerns regarding Internet infrastructure from developing countries' experiences and how can new technologies and the Global Internet Governance mechanisms address limitations, offer opportunities and enable development?

Moderators:

Alice Munyua (Kenya), Chair, Kenya Internet Governance Steering committee, Government of Kenya, Africa
Carlton Samuels

Panelists:

Ms. Carolina Aguerre, General Manager, LACTLD, GRULAC, Technical Community, (Confirmed)
Mr. Philipp Grabensee, Chairman of the Board of Afilias, WEOG, Private Sector, (Confirmed)
Mr. Rohan Samarajiva, founding Chair and CEO of LIRNEasia, Asia Pacific, Civil Society, (Confirmed)
Mr. Carlos Lopez Blanco, Director of the International Office of Telefónica, GRULAC, Private Sector, (Confirmed)

It is envisioned that the following panelists would introduce the following questions:

Question 1 "Pending Expansion of the Top Level Domain Space" from ICANN

Question 2 "Pending Expansion of the Top Level Domain Space" Carolina Aguerre

Question 1 "Enabling Environment" from Private Sector: Philipp Grabensee

Question 2 "Enabling Environment" from IDRC & Civil Society, Rohan Samarajiva

Question 1 "Infrastructure" from IDRC & Civil Society IDRC & Civil Society, Rohan Samarajiva

Remote Moderator: Fouad Bajwa

Feeder workshops:

WS 61: New gTLD program: an opportunity for development or a mean for more digital divide?

WS 68: Multistakeholder Internet Public Policy: Toolkit for Internet public policy practitioners

WS 81: Internet Governance and Sustainable Development: The Case of Small Island Developing States

WS 119: Defining the Successful Factors of Different Models for Youth Participation in Internet Governance

WS 122: The Use of a new gTLD for Community Engagement, Advocacy and Development

WS 142: Inclusive innovation for development: The contribution of the Internet and related ICTs

WS 166: The Impact of the Internet on Sustainable Social and Economic Development

Emerging issues

Article one of the WSIS Declaration of Principles states: “We, the representatives of the peoples of the world, assembled in Geneva from 10-12 December 2003 for the first phase of the World Summit on the Information Society, declare our common desire and commitment to build a people-centered, inclusive and development-oriented Information Society, where everyone can create, access, utilize and share information and knowledge, enabling individuals, communities and peoples to achieve their full potential in promoting their sustainable development and improving their quality of life, premised on the purposes and principles of the Charter of the United Nations and respecting fully and upholding the Universal Declaration of Human Rights.”

This represented a consensus at the highest level in 2003, yet today we see a growing emphasis on technical measures to address concerns about the online market for counterfeit goods and digital copyright infringement, as well as ever-stronger demands to enlist Internet intermediaries as the instrument of law enforcement. These trends are emerging in States of all political persuasions, and are paralleled by longer-standing efforts to limit or control free speech in the political and social realms. All stakeholders have responsibility to ensure that everyone has the right to create, access, use and share information and knowledge in the digital realm. This session should look at the impacts of all topics on the free flow of information in a crosscutting way while engaging participants on the various dimensions of the issues.

Each question will be addressed in approximately 30-45 minute blocks. The session will leave 30-45 minutes at the end to assess what has been learned and how to best move forward.

Question 1: To what extent do Internet based services offer new and radically different opportunities to help families, social groups, communities and broader structures in society organize and re-organize themselves when challenged by natural disaster or strife? Dialogue around this question is expected to embrace a wide range of issues including, *inter alia*, discussion of:

- Internet and traditional media for disaster recovery and management

- Internet Governance for Disaster Reduction and Response – Best practice and possible collaboration frameworks

Question 2: What are the implications of the use of new technical and political instruments on the free flow of information, access to information, and with respect for human rights? Dialogue around this question is expected to embrace a wide range of issues including, *inter alia*, discussion of:

- Access to content, new models, common challenges for old and new media
- Low cost mobile access to the Internet Technical measures and use of intermediaries as instruments of law enforcement and intermediary safe harbors

Question 3: What are acceptable and proportionate measures that offer Intellectual Property protection yet allow for and respect individual users' freedom to express themselves, to access and share content/culture, and to innovate and create? Dialogue around this question is expected to embrace a wide range of issues including, *inter alia*, discussion of:

- Measures to protect intellectual property in balance with incentives for creativity and innovation
- Access to content, new models, common challenges and hybrid television
- Legislative issues
- Creativity and human rights
- Innovation on the Internet
- The networked individual and expanded power of freedom

Question 4: In what ways are new opportunities and challenges being created as the new Internet services and traditional media (such as broadcast TV and radio) are accessed through the 'same screen'? Dialogue around this question is expected to embrace a wide range of issues including, *inter alia*, discussion of:

- Access to content, new models, common challenges and hybrid television
- User generated content: reliability and responsibility
- Low cost mobile access to the Internet

Moderators:

Thomas Spiller, Vice President, Global Public Policy, Europe, Middle East and Africa,

The Walt Disney Company WEOG, (confirmed)

Ana Neves, Director of the Information Society Department at the Science and Technology Foundation, Ministry of Education and Science in Portugal, WEOG, (Confirmed)

Izumi Aizu, Senior Research Fellow and Professor, Institute for InfoSocionomics, Tama University, Asia, (Confirmed)

Panelists:

Question 1: The role of Internet for Disaster reduction

Mr. Ko Fujii, Google Japan

Mr. Valens Riadi, AirPuthi Foundation/APJII, Indonesia, Technical Community, Asia, (Confirmed)

Ambassador Daniel Stauffacher, ICT4Peace, Switzerland, [Civil Society, TBC] WEOG

Questions 2 and 3 - Free flow of Information, Freedom of Expression, Human Rights, Balance with Intellectual Property rights

Ms. Sabine Verheyen, Member of European Parliament, Germany, government, WEOG (confirmed)
Mr. Scott Seitz, CEO of dot.gay, Business, WEOG (Confirmed)

Mr. Frank La Rue, UN Special Rapporteur on Freedom of Expression, Guatemala, Government, GRULAC, (Confirmed)

Remote moderator:

Valeria Betancourt, Association of Progressive Communications, NGO, GRULAC [TBC]

Feeder workshops:

#92 The role of Internet-based services for the Disaster Communications

#146 Intellectual property rights and the freedom to share: are the two compatible?

#138 Internet and human rights: shared values for sound policies.

#185 Criminal law and the free and open Internet: tensions and ways forward in democratic societies

#169 Internet Policy Infrastructure for Sustainable Internet Development: Lessons from Attempts at IP Enforcement

Managing Critical Internet Resources

This main session will explore some of the issues pertaining to Critical Internet Resources, and associated Internet Governance policy frameworks.

Question 1: New gTLDs: How are governments and other actors reacting to the first round of applications? Which character strings have given rise to controversy among

which actors, and why? Do names related to highly generic terms, geographical, or culturally sensitive words raise special concerns for the global community? How should ICANN respond to the concerns being expressed? What larger questions, if any, does this process raise for the governance of domain names?

Question 2: IPv4 markets and the transition to IPv6: Because of the incompatibility of IPv6 and IPv4, networks that adopt v6 must continue to run IPv4. How long before we can shut off IPv4? Since about 1/3 of the IPv4 address space is currently unused, would an efficient transfer market allow the life of IPv4 to be extended for decades? IPv4 scarcity and transfer markets have raised questions about the RIRs' "needs assessment" policies, should we do away these, or rather retain them prevent hoarding and speculation? Could it be helpful to allow organizations holding surplus address blocks to lease them out to other users without formally transferring them? In order to keep IPv4 blocks available for smaller applicants, the RIRs have adopted a "last /8" policy that doles out one small chunk per applicant until the pool is gone. What are the benefits and risks of this policy?

Question 3: There has been much debate in recent months about some of the proposals that have been advanced for ITU's upcoming World Conference on International Telecommunications (WCIT), to be held in Dubai this December. Which of the various proposals for a revised International Telecommunications Regulations (ITR) treaty could directly impact the operation and use of the Internet, whether for better or worse? Would the adoption of such proposals render the ITRs a form of intergovernmental global Internet governance? To the extent that the proposals reflect serious concerns faced by nation-states and stakeholders around the world, are the proposed treaty provisions the best ways to address them, or may there be superior alternatives available?

Question 4: There has been much debate at both successive IGFs and in other international forums about the concept of Enhanced Cooperation that is set out in the Tunis Agenda for the Information Society. Some actors point out that enhanced cooperation is being actively pursued in multiple international bodies and processes concerned with global Internet governance. Other actors maintain that this work has not been sufficient with respect to enabling the establishment of international public policies for the Internet, and that some sort of additional new process or body may be needed. Which issues, if any, might require attention that they cannot receive within the existing institutional ecosystem? Where, if anywhere, should these items be taken up? Could the IGF provide the appropriate multistakeholder setting in which to pursue these issues?

Moderators:

William J. Drake, International Fellow and Lecturer, Media Change & Innovation Division,

The Institute of Mass Communication and Media Research, the University of Zurich, Switzerland

Chris Disspain, Chief Executive Officer of .au Domain Administration Ltd (auDA), Australia

Panelists:

Fiona Alexander, Associate Administrator (Head of Office) for the Department of Commerce's National Telecommunications and Information Administration's Office of International Affairs, Government of the United States of America

Franklin Silva Netto, Head of the Division for the Information Society, Ministry of External Relations, Government of Brazil

Alice Munyua, Chair of the Kenya Internet Governance Steering Committee, Ministry of Information and Communications, Government of Kenya

Luigi Gambardella, Chairman Executive Board, European Telecommunications Network Operators, Belgium

David Gross, Partner at Wiley Rein, Chair of USCIB ICT Committee, and former Ambassador United States of America

Geoff Huston, Chief Scientist, Asia Pacific Network Information Centre (APNIC), Australia

Pedro Veiga, Professor of Computer Networks at University of Lisbon, and President of the Portuguese Foundation for National Scientific Computation, Portugal

Anriette Esterhuysen, Executive Director, Association for Progressive Communications, South Africa

Milton Mueller, Professor, Syracuse University School of Information Studies, and Partner, the Internet Governance Project, United States of America

Feeder workshops:

WS 76: What is the best response to IPv4 scarcity? Exploring a global transfer market for IPv4 addresses (question 2)

WS 140: The International Telecommunication Regulations and Internet Governance: Multistakeholder Perspectives (question 3)

Security, Openness and Privacy

1. Questions

This session will explore a wide range of issues relevant to and impacting security, privacy and openness of the Internet including as they relate to human rights and access to knowledge.

Question 1: What impact can security and governance issues have on the Internet and human rights?

Question 2: Freedom of expression and free flow of information: how do legal framework, regulations, and principles impact this?

Question 3: What risks can Internet fragmentation pose to security, privacy and openness?

Question 4: What impact does cloud computing have on concerns over cybersecurity and cybercrime?

Question 5: What risks do law enforcement, information suppression and surveillance have on security, privacy and openness and how can public and private sector cooperate to conform and observe human rights?

Question 6: What measures can be taken to ensure freedom of expression, access to knowledge and privacy, including for children?

a. What are challenges to protect freedom of expression online and what measures can be taken to better empower citizen's access to information and participation in digital age?
b. "Net Etiquette" and the roles and responsibilities of users as they relate to openness, privacy security?

Question 7: What policies and practices that can assist in making the Internet an effective multistakeholder model to discuss national & regional issues and what best practices developing countries can benefit from.

2. Moderator

- Jonathan Charles, Foreign Correspondent.

3. Panelists

- Zahid Jamil, Barrister-at-law (Confirmed)
- Jonathan Zuck, President, Association for Competitive Technology (ACT) (Confirmed)

- Eleonora Rabinovich, Director, Freedom of Expression program at the Association for Civil Rights (Asociación por los Derechos Civiles /ADC), Argentina (Confirmed).
- Christopher Painter, Coordinator for Cyber Issues, US Department of State. (Confirmed).
- Frank La Rue, UN Special Rapporteur on Freedom of Expression. Invited
- Marietje Schaake, Member of the European Parliament and the Parliament's Rapporteur for Digital Freedom Strategy (Confirmed)
- Sherif Hashem, Senior Cybersecurity Advisor to the Minister of Communication and Information Technology - Egypt (Confirmed)
- Mr. Carlton Samuels, Academia and civil society; Vice-Chair of the At-Large Advisory Committee (ALAC) for ICANN (Confirmed)
- Dr. Kirsty Hughes, CEO, Index on Censorship (Confirmed)

4. Remote moderator:

- Milan Vuckovic, Analyst Wireless Policy, Verizon Communications

5. Feeder workshops

Several themes were developed in order to categorize the feeder workshops.

<u>Moderator to ask a specific question of the representatives of feeder workshops to get input from them.</u>

1. Legal Frameworks
- WS 50: Aspects of identity
- WS 111: Protecting the rule of law in the online environment
- WS: 185: Criminal law and the free and open Internet: tensions and way forward in democratic societies
- WS: 172: Jurisdictional issues on civil and law enforcement access to cloud data

2. Economic Development
- WS 77: Conflict in the Cloud - Policy Challenges for Stakeholders & Practical Solutions for Sustainable Economic Growth

3. Digital / Internet Freedom
- WS 59: Internet privacy and freedom of expression: UNESCO launches a global survey on legal frameworks - contact: Guy Berger, UNESCO.
- WS 94: Social media, young people and freedom of expression

- WS 128: Empowering Internet Users – which tools?

4. User & Norms of Behavior

- WS 96: The Internet of humans: online human behavior and IG policy impacts
- WS 97: Concepts of acceptable behavior to protect and enhance trust
- WS 110: Young People Combating Hate Speech On-line

5. Tech architecture: Cyber Security, Blocking/Filtering

- WS 118: Law enforcement via domain name: Caveats to DNS neutrality

Access and Diversity

This main session will explore a range of access and diversity issues with an emphasis on the social and economic development dimensions. The session will be interactive in nature and should not include any formal presentations.

Question 1: What are the policy challenges around free flow of information, freedom of expression and human rights and the Internet as they relate to access?

Question 2: What are the legal policy and regulatory choices including enabling environments that foster infrastructure investment, particularly for developing countries?

Question 3: How is the increased demand for more bandwidth, lower costs of Internet access and revenue shifts affecting investment in broadband infrastructure and access networks?

Question 4: What challenges do filtering; blocking and the diversity of national legal frameworks more generally pose to ensuring access and diversity?

Question 5: Innovation and opportunities in spectrum technology and allocation---implications for access including mobile?

Question 6: How can women be empowered in all dimensions of their life through access to the Internet and information?

Question 7: How do language barriers impact access to the Internet?

Question 8: What opportunities and challenges are presented by multilingualism?

Question 9: Mobile access: what it takes to create opportunities for entrepreneurs, youth and developing country stakeholders?

Question clusters

A) Questions 1,4: Free flow of information

B) Questions 2,3: Infrastructure
C) Questions 5,9: Mobile and innovation
D) Question 6: Women's empowerment
E) Questions 7,8: Multilingualism

Moderators:

Karen Rose, Internet Society (confirmed)

Virat Bhatia, Chairman, Communication and Digital Economy Committee, FICCI, and President, EA, South Asia, AT&T' (confirmed)

Panelists

Prof. Gustavo Cardoso, Director of OberCom, Portugal (Academia, confirmed)
Janis Karklins, Assistant Director-General for UNESCO's Communication and Information Sector (IGO, confirmed)

Ms. Jacquelynn Ruff, Vice President, International Public Policy and Regulatory Affairs, Verizon Communications (Private sector, confirmed)

Minister Omobola Johnson, Nigeria (government, invited TBC)

Tarek Kamel, Senior Advisor to the President of ICANN and former minister of CIT, Egypt (Internet technical community, confirmed)

Jac sm Kee, Malaysia, Women's Rights Advocacy Coordinator, Women's Networking Support Program, APC (civil society, confirmed)

Russel Southwood, Chief Executive of Balancing Act, a consultancy and online publishing company specializing in telecoms, Internet and broadcasting in Africa (business, confirmed)

Cecil McCain, Director of Post and Telecommunications of Jamaica (government, invited TBC)

Peter Major, Dynamic Coalition on Accessibility and Disabilities (confirmed)

Lead respondents/discussants:

Mr. Satish Babu Director, International Centre for Free and Open Source Software (ICFOSS), India (government, confirmed) [will contribute to free flow and infrastructure questions]

Ms. Sheba Mohamid- Policy Analyst, Trinidad and Tobago (civil society, confirmed) [will contribute on empowerment of women and multilingualism]

Ermanno Pietrosemoli, Telecommunications/ICT for Development Laboratory (T/ICT4D), Abdus Salam International Centre for Theoretical Physics (civil society, confirmed)

Remote moderators:

Claudia Selli, Director European Affairs, AT&T (confirmed)
Raquel Gatto, Member of the IGF Remote Participation Working Group, Director at Internet Society Brazil Chapter (confirmed)

Feeder workshops:

WS 91: Technology, Economic and Societal Opportunities and Women

WS 157: Is access to the Internet a human right?

WS 57: Broadband access and consumer rights

WS 130: Digital Inclusion and Public Access to the Internet: What Policymakers Need and how Libraries and Other Community Services can Deliver

Taking stock and the way forward

Structure: The main session will be divided into three Parts and will involve six moderators in total. Moderators will not give formal presentations but instead set the stage of the discussion and involve all participants for an interactive and constructive debate. For each Part, we will ask several individuals to prepare in advance short statements and questions from the floor to help kick-start the discussion (see details and timeline below).

The main session's moderator (Peter Major, Hungary) and coordinator (Constance Bommelaer, ISOC) will ensure smooth transition between the different parts of the session and assist moderators in rolling out the session (only if necessary).

Timeline:

9:00 – 9:05: Introduction, structure of the main session "Taking Stock and The Way Forward"

Part 1: Synthesis of the entire IGF.

Moderators:

- Bertrand de La Chappelle (ICANN) – Moderator 1

- Qusai Al Shatti (Kuwait) – Moderator 2

Content:

- Highlights from the overall Forum. Summary of the discussions and "messages from the IGF".

- Messages from the "IGF Cloud": A short presentation of what happened in the cloud (Twitter, Facebook, etc.) will also be made. DiploFoundation (Vladimir Radunovic) will work with IGF fellows and ISOC ambassadors to exploit tags/messages (Note: These messages will be put in perspective, as reflecting personal opinions which can be considered for the final conclusions of the IGF, but not necessarily as constituting agreed messages coming out of each main session).

Timeline:

- **9:05 – 9:30:** Moderators 1&2 introduce the discussion and invite other Main Session Moderators to stand up and report on discussions and messages:

1. Emerging Issues
2. Internet Governance for Development (IG4D)
3. Access and Diversity
4. Security, Openness and Privacy (SOP)
5. Critical Internet Resources (CIR)
6. Messages from remote participation and from the "IGF Cloud"

- **9:30 – 9:50:** Moderators 1&2 invite the floor to present their own takeaways from the IGF, Q&A with all Main Session Moderators

- **9:50 – 10:00:** Moderators 1&2 conclude the "Synthesis of the entire IGF"

Part 2: Discussion on Principles and Frameworks for the IGF.

Moderators:

- Nermine El-Saadany (Egypt) – Moderator 3
- Anne Carblanc (OECD) – Moderator 4

Issues discussed:

- Discussion on principles and frameworks: to what extend do the recent initiatives to set principles (OECD principles, UNESCO Code of Ethics, CoE, NATO cyber-security, China-Russia-Uzbekistan, Brazil, etc.) lead to harmonized Internet governance principles?
- Can these principles be compiled? What is their impact on the WSIS+10 discussions?

- How can the IGF be used as a platform to discuss these principles, in light of the synthesis of the IGF 2012 (cf. part 1 of the main session "Taking Stock") (cf. feeder workshops n° 145 and 85)?
- How did IGF workshops address WCIT issues? What topics should future IGFs tackle?

Timeline:

- **10:00 – 10:10**: Moderators 3&4 introduce the discussion and give a brief overview of the different set of principles
- **10:10 – 10:25**: Moderators 3&4 invite UNESCO, Brazil, Russia, the Council of Europe, etc. and the floor to comment, Q&A
- **10:25 – 10:40**: Moderators 3&4 give a brief overview of the issues relating to the future of the IGF and its role in addressing IG principles. They invite moderators of workshop feeders n° 85 (Quo Vadis IGF – or Evolution of IGF) and n°145 (Threats to multistakeholder Internet governance – is it worth protecting?) to stand up and comment.
- **10:40 – 10:55**: Moderators 3&4 invite the floor to intervene, Q&A
- **10:55 – 11:00**: Moderators 3&4 conclude the discussion on "Principles and Frameworks for the IGF"

Part 3: What is the Way Forward?

Moderators:

- Avri Doria (Civil Society) – Moderator 5
- Vint Cerf (Google) – Moderator 6

Issues discussed:

- What is "the way forward" for the global Internet community and for the IGF?
- What is the future of the IGF? How to implement the recommendations of the CSTD Working Group on improvements to the IGF? A possible role for the MAG?
- Looking ahead: Possible impact of upcoming ECOSOC and GA meetings on the Internet governance landscape and on the IGF?
- What to expect from WSIS+10?

Timeline:

11:00 – 11:15: Moderators 5&6, in light of the morning's discussions, expose their "way forward"

11:15 – 11:35: Moderators 5&6 invite moderators 1,2,3&4 to come back and expose their "way forward"

11:35 – 11:55: Moderators 5&6 invite the floor to comment and propose and "way forward", Q&A

11:55 – 12:00: Moderators 5&6 conclude the discussion on "What is the way forward?"

III. Program outline

Flag raising ceremony

On the morning of the first day (6th November), a UN ceremony raising the UN flag will be held. This ceremony will mark the beginning of the IGF 2012 meeting.

Opening Ceremony/Opening Session

The traditional opening ceremony/opening session will be held in the morning of the first day. This is scheduled as a 3-hour event.

Main sessions on key themes

The main sessions will be:

- Access and diversity
- Emerging Issues
- Internet governance for development (IG4D)
- Managing critical Internet resources
- Security, openness and privacy
- Taking stock and the way forward

Each will be given a time slot once the mix and scheduling of the feeder workshops can be done.

Closing Ceremony

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

This session will be informed by the scale and success of closing sessions at previous IGF meetings and be organized in a proportionate manner

IV. Workshops

One of the main objectives of the 2012 meeting is to continue the past practice of creating linkages between workshops and main sessions. It was agreed at the open consultations and at the MAG to maximize the number of workshops.

Workshops are selected for inclusion based 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.

The selection criteria for 2012 workshops was:

- The requirement 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 MAG meeting on 16-17 May, the workshops were critically assessed. Some workshops were fully accepted while others were conditionally accepted. It was agreed that conditionally accepted workshop organizers would need to update their proposals by June 30 if they were to be included in Baku. Those that were updated appropriately by that deadline have hence been included.

Feeder workshops

Selected workshops, called feeder workshops, will, as appropriate, be woven into the proceedings of the relevant main sessions. To the extent possible 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.

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

Other workshops

As in the past, some workshops that don't necessarily fit into any of the main themes specifically, but are still considered to be of relevance to the IGF, will be included.

Background papers

All workshops are requested to provide background papers prior to their sessions and are 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.

V. Proposed Schedule

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

VI. General Principles

The following principles have been used to inform the decision-making and recommendations made for the IGF meeting in Baku:

- 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 2011 event, are not to be included in the schedule;
- Only Dynamic Coalitions meetings which have submitted activity reports or meeting reports 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 2012 will be enhanced based on experience gained in 2011 (and in previous events), in order to enable effective and interactive remote participation;
- Based on the success of remote hubs in 2011, 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 program.

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 program is to maximize the opportunity for open and inclusive dialogue. The types of meetings and their structures are as follows:

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.

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 webcasted.

B. 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 organized. These open dialogue sessions will have neither panelists 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.

C. 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 program was 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 forums is to demonstrate, in a multistakeholder environment, some of the good practices that have been adapted 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.

The duration of workshops and best practice forums will be approximately 90 minutes (tbc based on room availability and overall scheduling).

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

D. Open Forums

All major organizations dealing with Internet governance related issues 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.

E. 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 2011/2012, and their meeting in Nairobi in particular. The reports will be posted on the IGF Website.

Only Dynamic Coalitions that have submitted such a report will remain listed as Dynamic Coalitions on the IGF Website and will be given a meeting slot in Baku. 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

F. 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 Moderation

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.

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 Baku 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 at http://www.intgovforum.org/cms/resource-person 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 Website.

X. Logistics

A. Meeting Rooms

B. Accessibility of the venue

The IGF 2012 venue will be accessible for people with disabilities. Participants are requested to contact the Secretariat and communicate any particular requirement in this regard.

C. Other facilities

Event organizers and participants with special requirements (interpretation, room set-up, etc) are requested to contact the Secretariat and communicate their requirements.

D. Hubs

Hubs were a great part of the Nairobi meetings 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. Information on hubs can be found on the IGF website.
Stylized Timetable of the IGF 2012 meeting in Baku

09.30 – 12.30 Main session			12.30 – 15.00 Lunch	15.00 – 18.00 Main session		
09.00 – 10.30 Workshops held in parallel	10.30 – 11.00 Coffee break	11.00 – 12.30 Workshops held in parallel	Lunch 12.30 – 14.30	14.30 – 16.00 Workshops held in parallel	16.00 – 16.30 Coffee break	16.30 – 18.00 Workshops held in parallel

The closing session will be held during the last session during day 4.
No workshops and any other event will be held during both the opening and closing session.

II. Chairman's Summary

Seventh Annual Internet Governance Forum (IGF) Meeting

Baku, Azerbaijan, 6-9 November 2012

Chairman's Summary

From 6-9 November 2012 in Baku, Azerbaijan, Internet governance experts, civil society, government officials, international development actors, academics, private sector representatives and other inquiring global citizens gathered together for the seventh meeting of the Internet Governance Forum. The theme of the forum was '**Internet Governance for Sustainable Human, Economic and Social Development**'.

More than 1,600 delegates representing 128 different countries spent the week together in beautiful Baku. There was a particularly strong presence from civil society; they were the highest represented stakeholder group at the forum. Participation was regionally diverse and the participation of women at the forum increased significantly from previous years. Youth delegate representation and activity was also sited to be a notable achievement of this year's IGF.

As per now standard IGF practice, the entire meeting was web-cast and participation was offered remotely, more than doubling the active participation in both the main sessions and workshop rooms throughout the week. Real time transcription was also available to enhance the participatory experience for those present in Baku and around the world.

Remote participation has become a major strength of the IGF process as this feature enables unprecedented access to and interaction with experts for any individual with an Internet connection around the globe. It also significantly increases the knowledge sharing, information dissemination, partnership building and capacity building that make the IGF unique. 49 expert remote participants and panelists participated via video and audio during the week. 52 different remote 'hubs' allowed IGF enthusiasts to gather together to follow the proceedings in Baku.

This year's meeting also saw social media activity spike significantly, as participation on social networking platforms allowed the discussions to begin prior to the start of the meeting, continue between meeting rooms and during breaks throughout the week and now extend after delegates leave Baku to return home. There were many hundreds of 'tweets' about the forum each day, which reached millions of followers on the social information-sharing network.

This summary primarily encapsulates the proceedings of the five main sessions, which were organized through a series of open, multistakeholder consultations held throughout the past year. Each main session incorporated the views and exchange of ideas that took place during the many simultaneously held workshops throughout the week and were translated into seven different languages.

In fact, the 7th IGF held a record number of workshops, best practice forums, dynamic coalition meetings and open forum. These sessions allow participants to delve into both complicated and oftentimes controversial issues in an open and intimate manner. Topics at these workshops and other meetings ranged from issues related to cyber-security and child protection online, the rise of social networks, the use of 'big data', and various aspects of human rights as they related to the Internet, among many others.

Opening Ceremony

The opening ceremony formally handed over to the host country the seventh meeting of the Internet Governance Forum and warmly welcomed the delegates to Baku, Azerbaijan.

In his opening address, Mr. Wu Hongbo, the United Nations Under-Secretary-General for Economic and Social Affairs, explained that while it was his first meeting of the IGF, he was greatly impressed with the dynamic discussion space that the forum provided and noted the significant progress the IGF had made since its first meeting in 2006. Mr. Wu expressed his sincere gratitude to the Government of Azerbaijan for their warm welcome and generous hospitality. The Under Secretary General also highlighted the importance of the IGF multistakeholder process and emphasized the importance of open, inclusive and transparent dialogue, which brought all stakeholders together on an equal footing and the remarkable capacity building opportunities the forum provides. Mr. Wu also noted the growing popularity and prominence of the National and Regional IGFs, including the recently launched Arab and African IGFs.

Mr. Wu then invited Mr. Ali Abbasov, Minister of Communications and Information Technologies to deliver the welcoming message of His Excellency President Aliyev. The President's message reminded the delegates that the Internet was not only a space for the exchange of information but also an environment which created new opportunities for public governance and advances in education, health, business, banking and other fields vital for positive human, social and economic growth. Azerbaijan is committed to protecting the civil liberties of its citizens both offline and online, and was working to increase its broadband connectivity throughout the country and to ensure it's Internet remained and open and secure space for all citizens.

Dr. Hamadoun Touré, Secretary General of the International Telecommunications Union, emphasized the importance of the IGF and strengthened his support and commitment to the Forum and its multistakeholder nature. He stated that clearly a balance must be found between protecting individuals, institutions and whole economies from criminal activities online. Dr. Toure announced the date for next years WSIS forum and other upcoming ITU events, and emphasized the ITU's role in growing the Internet, increasing its access, and assuring online safety and security. He assured participants that ITU did not want to control the Internet, but rather wanted to re-affirm its commitment to ensuring its sustainability using the multistakeholder model.

Deputy Prime Minister of Azerbaijan, Mr. Abid Sharifov, was next to address the audience. He welcomed again the delegates to Baku and highlighted the government's commitment to the promotion of ICT, and explained that appropriate governance of this process was crucial. 65% of the country is already using the Internet and new technologies such as 4G are being used in many areas. The country is expanding the Internet and has implemented a program which is guaranteeing the people access and unregulated use of the Internet. The government is also implementing and continually updating an electronic government platform improving public service delivery.

Azerbaijan is also helping to lead the promotion of the Eurasian information superhighway. ICTs, he said, are also fully integrated into the decade long plan for growth in economic development.

Opening session

The 7th meeting of the IGF in Baku appropriately set the stage for the exciting week that was to come. A distinguished expert group of speakers addressed the remote and physically present delegates. It was stressed throughout the session that we are living today in a rapidly changing world, as information and communication technologies continue to transform our day to day lives that bring our society many opportunities as well as challenges. The annual IGF and increasing numbers of National and Regional IGFs are able to best harness together all potential opportunities that the Internet presents us and to address the many challenges that the Internet also creates for all stakeholders in the IGF community.

A collective affirmation of the necessity of the multistakeholder model in handling Internet governance issues was continually stressed throughout the session. The IGF process, it was said, is meeting and even surpassing its mandate to both reinforce and lift the ongoing enhanced cooperation efforts of the multistakeholder Internet governance community. Here at the IGF, the governments are eager to listen to their civil society and business communities. Capacity and partnership building take place in the main session hall, at intimate workshops, in online chat rooms and in the long corridors at the Baku expo center.

A universal call was made by the speakers to strengthen efforts to ensure both freedom of expression and the protection of basic human rights in the online world. As more and more people join this online environment each day, particularly in the developing world, policy makers and law enforcement agencies must ensure that they enjoy the same freedoms online that they do offline. Of course this will be a tremendous challenge as these rights certainly differ culturally at local, regional and national levels. The Internet has become 'life-blood' for many and its 'organic' nature means that new and innovative policies must be crafted to address the new and emerging issues that will certainly continue to arise.

Delegates and remote participants were reminded that soon the center of the Internet would reside in the developing world. As critical infrastructures are expanded and mobile phones become increasingly more available this will soon be our new reality. Internet needs to compliment existing development activities in delivering basic education, health, and public service delivery.

It should also bring new entrepreneurial opportunities and innovative business solutions that can accelerate human, social and economic development. As this transformation is already well on its way, a call was made to ensure that new local content, in local languages that respected local culture and heritage, had both the capacity and resources to be produced and maintained.

Though the session was overwhelmingly optimistic there was an underlying message delivered regarding the supreme importance of securing a safe and secure Internet for young people and the generations to come. Appropriate regulations must be put in place to assure this, while still assuring the basic principals of freedom of expression and human rights. New cyber-security challenges were also discussed and it was agreed that this dangerous threat must be addressed both urgently and collectively.

As the session concluded participants were set to embark on the rest of their weeks; to learn, share experiences, build new partnerships and inform policy making in the exciting and challenging field of Internet governance.

Emerging Issues

The now annual Emerging Issues session addressed two highly relevant and unique topics over the course of the session. The first half of the session examined the extent that Internet based services today offer new and radically different opportunities to help families, social groups, communities and broader structures in society organize and re-organize themselves when challenged by natural disaster or strife. The second half of the session then explored a range of questions and issues related to the free flow of information, freedom of expression and human rights and their respective balances with intellectual property rights.

"Super Storm Sandy", which battered the Eastern seaboard of the United States only days prior to the IGF, set a tragic yet appropriate stage for addressing the emerging issue of using ICTs in natural disasters and other emergency situations. The recovery effort during the recent earthquake in Japan was used as a vivid example of how ICTs can be essential and life saving tools in these situations. Tools to help find people, online transportation and domestic resource data, public alerts and shelter information were just a few of the countless services that various technologies provided the people of Japan in the days, weeks and months after the earthquake hit. Technology helped the first responders respond in the initial phase of the recovery effort and helped the survivors survive in the second phase. In the rebuilding efforts technology help communities rebuild.

The 2004 tsunami in the South Pacific was also revisited during the session, where participants were reminded about the crucial role that civil society plays in disaster relief efforts. Traditional media such as radio was the essential tool used during recovery efforts there, as local civil society organizations on the ground were heavily relied upon to coordinate the first and second phases of the relief efforts. In both examples, it was stressed that public-private partnerships were essential to acting swiftly and effectively during these times of strife. For example, in Japan, You Tube was widely used to broadcast critical information while traditional broadcasting mediums were shut down. Television stations that were up and running ran advertisements to build community trust around the information that was being shared on the Internet.

Looking ahead, critical recommendations were made to best prepare for the next major disaster. While social media is becoming the first source for many in communicating vital information in the aftermath of disasters, and is certainly an essential and oftentimes life-saving service, we must be wary and attentive to the validity of information being shared on the mostly un-filtered public platform. Safeguards need to be put in place to ensure that misinformation that can cause both panic and danger is monitored closely. The major takeaway though was that proper disaster preparation, through education, early warning services, and standing public-private partnerships, all using various ICTs, need to be a top priority for all stakeholders to best mitigate the next natural disaster, wherever it may hit.

The second part of the session addressed a variety of emerging policy questions and concerns resulting from the rapid growth of the Internet. The discussion began by exploring some of the implications of the use of new technical and political instruments on the free flow of information and access to information while still respecting basic notions of human rights. It was stressed that we live in a 'brave new world' where traditional notions of copyright, consumer protection and government and other intermediary regulations of media are being transformed in a variety of ways as a result of the Internet.

While the session certainly built consensus around the notion of the necessity of maintaining universal freedom of expression and limited content regulation on the Internet, there were also some gray areas and debate within this budding policy discussion. What about unique cultural content that is vital to the preservation of National identity and history in many smaller countries? How about hate speech and religious attacks on social networks; shouldn't someone be regulating this? And if so, who should this be? These were only two of many questions and concerns that were raised on this issue throughout the session. It became clear that there would be no single rule or policy choice to address these problems but rather a multi-faceted and flexible approach must be taken that involved all stakeholders.

Next, panelists engaged the audience in a debate on what some acceptable and proportionate measures might be that offer intellectual property protection, yet allow for and respect individual users' freedom to express themselves, to access and share content and culture, and to innovate and create freely. Traditional media representatives reminded participants that while free and open source content and information was certainly valuable; so to was the dissemination of premium quality content newspapers, radio, television, movies and music. A balance needs to be struck which guarantees intellectual property, consumer protection and freedom of expression online.

Online privacy and safety was also discussed in depth throughout the session. Some argued that new regulations might not be necessary to provide such privacy and safety, as consumer protection laws are already in place in many parts of the world. These existing laws together with education and outreach to new consumers of online content, especially using mobile devices, was said to be crucial in assuring privacy and safety. It was agreed that certain new threats such as cyber-crime and identity theft needed special attention and innovative regulatory and legal policy solutions.

It was established that these emerging challenges would only increase as we move farther and farther into the digital age and that they will need to be addressed with wide ranging and diverse solutions.

Managing Critical Internet Resources

The session focused on three main questions and introduced a summary of an important related workshop on enhanced cooperation. The session namely addressed the following issues, among others: the challenges and opportunities of ICANN's new gTLD program, particularly the potential impact on developing countries; the latest situation of IPv6 deployment and issues around the development of secondary markets for address space; and the upcoming World Conference on International Telecommunications (WCIT), helping delegates understand its relevance to the IGF and explaining the WCIT process which cleared up many misunderstandings.

Introducing the new gTLD program, it was noted that it was possible to open up the top level, i.e. what we today see as .COM, .ORG, .AZ, .CN, etc., to an almost unlimited number of suffixes, but before that happened many complex policy and operational issues had be agreed. For example, deciding how to deal with applications to use geographic names as a TLD, what to do if there were competing applications for a name (in the ICANN process 13 different companies have applied to operate the .APP TLD), public policies to address intellectual property claims, trademarks, etc. The role of governments in developing and applying policy advice was also noted.

The audience was told this complex process resulted in 1930 applications, some for the same name (noted above). Only 6% were for IDN TLDs, that is names using scripts other than ASCII characters. Panelists also discussed the low number of applicants from developing regions; there were very few applicants from Africa and Latin America. ICANN's Government Advisory Committee (GAC) was on record as having expressed concern about this problem and that more should have been done to increase outreach and raise awareness. However, at the same time, when the TLD program began it was not a priority for most developing countries, where the concern was more about connectivity and access. Developing countries are now more engaged however, for example African stakeholders are developing a new African strategy for ICANN and this includes supporting the growth of the domain name industry in the continent.

All TLD applications were posted online with a public comment period on all and there are various processes for lodging objections. The applications and any comments on them are now being reviewed by a number of contracted expert review teams, checking, for example, that the applicant has the technical ability and financial capacity to operate part of the Internet's critical infrastructure. Other review teams look at geographic, intellectual property and other issues. Discussion then focused on the role of Governments and their ability to give "early warning" to an applicant of a potential objection. The early warning is intended to flag to an applicant that a government has concerns, and gives (if appropriate) the applicant the opportunity to modify their application to meet those

concerns. Governments collectively, can file an objection on grounds of public interest as consensus "GAC Advice" to the ICANN Board.

Different types of possible grounds for public interest objections were discussed, for example, for a TLD "Amazon", which is not just a river, but also a region spanning a number of countries. Governments should consider if this term can be appropriately used to represent an online commerce service. Panelists and members of the audience also commented on the appropriateness of using a generic term for private use, with one speaker suggesting it was unnatural to assert a worldwide monopoly on a generic term.

Government representatives were at pains to make clear that they did not have a veto on applications, but will use two nuanced and clearly defined processes to present potential objections, neither of which was final.

The second question addressed the issue of secondary markets for IPv4 addresses and the transition to IPv6. Introducing the situation, a panelist reminded the session that every public service on the Internet needed an IP address if end-to-end connectivity was to be maintained, and that the available pool of IPv4 addresses has already run dry, with the remaining reserve expected to be depleted in two years. Yet devices are being added to the Internet at ever increasing rates.

The theory had been to use a new address protocol, IPv6, however these addresses are not being used and the transition is not going well. Many devices now connect to the Internet using what are known as "carrier-grade NATs", which effectively provide a private IPv4 network using addresses that are not visible to the global Internet. The popularity of these services is generally making secondary markets for addresses less necessary.

The final topic was the upcoming World Conference on International Telecommunications (WCIT). WCIT is treaty-making conference organized by the International Telecommunications Union (ITU) to modify the International Telecommunication Regulations (ITRs). The process is not well understood, but had recently received a lot of publicity suggesting current Internet operational and governance models might be under threat. The session broadly agreed this was an exaggeration, but there was reason for concern.
The ITRs are a short treaty document of high-level principles that have flexibly allowed telecommunications regulations to evolve over the almost 25 years since they were introduced. The purpose of WCIT is to consider how to update the ITRs to make them relevant for today's ICT world. WCIT discussions are relevant to the IGF because the modified ITRs might expand the ITU's jurisdiction into issues of Internet policy. But unlike the IGF, the WCIT negotiations will not be multistakeholder, in the WCIT only governments can speak and will vote on their outcomes.

Proposals for revising the ITRs have been submitted to the ITU for more than a year, and some would have a direct impact on the operation of the Internet. For example, proposals to apply telecommunication-style legislation about routing of traffic to the Internet would be technically impossible, and would prohibit, among other things, local web-caching,

proxies, and even the carrier-grade NATs, mentioned above. A number of speakers pointed out that applying telecom mind-set regulations are contrary to many of the fundamental operating mechanisms of the Internet. There was strong agreement that it would not be appropriate for governments in WCIT to give the ITU authority to regulate or oversee the Internet.

A proposal for WCIT by the European Telecommunications Network Operators (ETNO) was discussed at some length. ETNO recommended that telecommunication network operators providing the infrastructure on which the Internet is run should receive fair compensation for their investment. Their recommendations included suggesting a model of "sender pays" for traffic over the Internet, the right to negotiate commercial agreements with content providers and for agreements for end-to-end quality of service.

A former telecommunications regulator now leading a research institute in Sri Lanka noted that investment flows from good business models, and that good business models are supported by demand. Based on research his institute is conducting in places like Indonesia, India, Pakistan, and Bangladesh, demand comes from attractive content. He noted that developing countries face challenges in producing local content, so the send pays model would likely isolate most developing countries from overseas content providers. The proposal risks creating a balkanized Internet where providers will say I am not serving an area too expensive for me.

The final comments on WCIT noted that there were two main concerns: the definition of terms, for example should "telecommunications" include Internet, or processing, if yes then it would mean the ITRs applied directly to the Internet and Internet governance; Second, the scope, deciding which agencies were affected by the ITRs, for example regulatory agencies or all providers of communication services.

The concept on "enhanced cooperation" has been debated in previous IGFs and other international forums. It was also mentioned by a number of speakers during the opening session as an issue the IGF should consider embracing more vigorously. The workshop coordinator noted that except in the IGF, people tend to talk in their own silos; either organizational silos of entities working on related ICT and Internet governance policy, or silos of stakeholder groups. He suggested that this pattern needs to stop and that people and organizations need to share knowledge and experiences. The IGF is an important model for such sharing, but it only happens once each year. A more concerted effort is needed both inside and outside the IGF to improve how we approach and tackle the challenges of enhanced cooperation.

Internet Governance for Development (IG4D)

Development issues were noted to be one of the essential themes of the IGF, more so this year considering its theme was 'Internet Governance for Sustainable Human, Economic and Social Development'. The IGF was praised to be one of the most relevant platforms for influencing ICT policy formulation, specifically in developing countries, due to the

nature of new economic opportunities, and social, cultural and political changes that the Internet creates.

The session was divided into three clusters. The first cluster looked at the "Pending Expansion of the Top Level Domain Space". This section examined how various actors in the developing world (governments, industry groupings, the technical community, civil society) perceive the relative costs and benefits of expanding the domain name space to the end-user. It also assessed what kinds of support may be required to help communities, NGOs and businesses from the developing world in bridging the potential inclusion gap of TLD space.

As the Internet today is the most dynamic factor in global, social, cultural and political development, concerns with the impact of the Internet, as well as with the workings of the Internet were raised. This highlighted that further engagement with policy makers and relevant governance institutions in other policy domains should be further included into future IGFs.

The overall relationship between Internet governance and sustainable development was raised as an issue of concern. Delegates were reminded that the concept of social development was sometimes mis-understood to mean that this development emphasized environmental protection and viability. Sustainable in this context actually means that development progress should ensure that those generations to come enjoy the same benefits and prosperity that current generations are receiving from development activities. Therefore, when using ICTs in development we must keep our future generations at the forefront of our minds.

The idea to create particular gTLD programs for developing economies for a second or third round was raised. This is due to the fact that some regions are lagging behind, and the opportunity must be seized at this early stage, as there are huge market and community opportunities to develop. Another substantive idea that was raised regarding new gTLDs is accessing the Internet through mobile phone devices. Shorter domain names is a feature that needs to be taken into account, as Internet access will be predominantly through mobile phone devices in some regions.

The second cluster was "Enabling Environment". Panelists explored various ways to attract investment in infrastructure and encourage innovation and growth of ICT services, including mobile technology and how these technologies can best be employed to address development challenges. Additionally, it looked at the challenges and opportunities for the participation of stakeholders in developing Internet governance policy, legal and regulatory approaches.

The panel asked the floor to consider how Internet governance can address challenges where the direct impact of the ICT sector and the Internet is substantial and threatening to sustainability. Waste from the ICT sector, including the contribution to greenhouse gas emissions from the ICT sector, are having a negative impact on the environmental sustainability.

Considering this, the question of who bares responsibility of this sector's negative impact was addressed. Would the private sector's self-regulation be adequate? And if so, should environmental factors be incorporated in the physical engineering of the Internet, in network architecture, in the design of devices, data centers or applications? Delegates debated these questions at length.

The pending expansion of the Top Level Domain Space was discussed in detail including reviewing the 1930 applications that have been received by ICANN. Of note is the low number of generic Top Level Domain applications categorized as community-related, as there are 84 applications, representing only 4% of total applications. Discussion then shifted to factors contributing to the low uptake of new generic Top Level Domains for communities. Generally, it is believed that few measures had been taken to facilitate the participation and engagement of communities, particularly those from the developing world. Other contributing factors for low uptake from developing countries were discussed including the barriers posed by the type and level of expertise needed to complete the application, the financial requirement, and the short period of time for applications to be submitted.

The third and final cluster examined the "Infrastructure" theme in greater detail by discussing the key issues concerning Internet infrastructure from developing countries' experiences and how new technologies and the global Internet governance mechanisms address limitations, offer opportunities and enable development. This session highlighted the significance of Internet governance for development, not as a fringe activity but as a core element of the development agenda. An important message to take to the next IGF was to bring more specific case studies and concrete actions to the forum.

Access and Diversity

The session addressed five main themes: infrastructure, the mobile Internet and innovation, human empowerment, the free flow of information, and multilingualism. These five themes were used to look at Internet access and diversity as a value proposition and the issues that needed to be addressed in order to transform the unconnected into empowered users, users into Internet creators and Internet creators into the innovators who would fuel the economic transformation and international development we desired.

The first question asked who should pay for the infrastructure needed to meet rapidly growing demand. Government representatives on the panel, supported by others and comments from the audience, highlighted the importance of public-private partnerships. Four years ago when the situation of broadband in East Africa was poor, the government of Kenya in particular supported and led initiatives to land fiber optic submarine cables and cheaper international bandwidth. This has since been the foundation of new national Internet infrastructure. Governments in the region also worked with the private sector to build a national broadband network between major cities and towns, extending to rural areas and across to land-locked neighboring countries. Where demand did not exist (or

did not yet exist) to entice private sector partnership, the governments worked alone, for example Kenya fully funded a national research network providing broadband to universities, which is now being extended to high schools and secondary schools.

Another example that was raised was that of the Jamaican government acting as a catalyst for investment by producing favorable licensing and regulatory regimes that allowed private sector investment. However, a number of comments noted that to be sustainable investment must be demand driven. Investment should be encouraged across the infrastructure chain, inter alia, from international and local bandwidth, to Internet exchange points, as well as favorable tax regimes, easing of import restrictions, and national policies that brought together agencies to support a common goal.

An intervention from the floor emphasized that access needed to be addressed in a bottom-up approach to ensure all the diverse elements of a country and culture were considered. For example, India, with 18 official languages and many millions of people with very dramatically different skills in terms of literacy are living in very different economic conditions.

UNESCO noted the results of a recently completed survey that found a positive correlation between volume of local content and access prices: the more local content you have, the quality of service will be better and the access price will be lower. The speaker noted this might seem paradoxical, but is what happens.

Open government data was presented as an effective stimulus for mobile application development and innovation in services. Innovation hubs where young engineers and entrepreneurs can meet have sprung up across the African continent and are new ecosystems supporting mobile development and start-up businesses. There was agreement that mobile Internet had opened up opportunities for micro-enterprises and micro-entrepreneurs. They come from the grassroots, but are increasingly supported by sophisticated infrastructure such as 4G networks and high quality handsets and other mobile devices such as tablets as well as open software development kits. Responding to a question from the floor, a panelist stated that with the quality of high-speed networks and new mobile devices, the mobile Internet was a satisfactory replacement for wired. The issues of women's rights and empowerment stimulated interesting debate, asking how access to the Internet can help women realize the full range of their rights. The session heard that around two thirds of the world's population of illiterate adults is made up of women and that literacy is clearly a big issue in terms of access to the Internet. A panelist noted programs were needed that provided technology to women not as passive users, but as active participators and creators.

One of three feeder workshops for the session reported on technology, economic and societal opportunities for women. Their discussions had focused on what was required to get women to have access; on education and skills building to empower women to get online; the challenges of cyber-crime and violence directed at women and how these can force women to stay offline, and, empowering women to overcome these challenges.

A second feeder workshop described how libraries and other community services can deliver public access to the Internet. Their discussions had explored how public access solutions could meet community needs and solutions that took advantage of existing infrastructure, expertise and partnerships with the private sector. A third workshop reported on consumer rights and consumer protection, moving from the issue of gaining access to ensuring the quality of that access and asking if access to the Internet should be considered a new human right.

Access in terms of accessibility for people with disabilities, including aging populations, was raised as a global challenge. It was highlighted that approximately 1 billion people were living with disabilities and this number is going to increase, particularly as population's age. Reference was made to a study by the International Labor Organization, which showed that the disabled people are more likely to be unemployed than able-bodied people.

The English language dominated the Internet of the 1990s and early 2000s, but recent efforts were described that had given rise to a more multi-lingual global Internet. Most obvious has been the rise of Chinese Internet users, which has given Chinese language very strong prominence. The use of Chinese, Arabic, Cyrillic and other non-ASCII scripts has also been supported by technical developments such as internationalized domain names; speakers noted IDNs as an important facilitator of language diversity on the Internet.

A panelist described his government's efforts to preserve local, indigenous and endangered languages. The Public broadcaster had long preserved content in different indigenous languages, but for many years had no platform to make them available. Digitalization and online services are able to make such content available. However, conservation of local languages needs indigenous people to come forward and help the government and other bodies. The drive to preserve endangered languages has to come from people themselves, not left just to government to respond in a top-down manner.

In closing the session, the chair presented research that a 10% increase in broadband penetration can lead to a 3.2 per cent increase in a county's GDP, along with a 2 per cent productivity increase. She noted broadband Internet can play important role in boosting the economy of a country as well as the well being of citizens.

Security, Openness and Privacy

The security, openness and privacy session examined and questioned a wide range of rapidly emerging controversial issues relevant to and impacting online and offline security, privacy, and notions of identity as they relate to concepts of human rights and freedom of expression. As more and more individual lives and societal groups are moving into the online world, traditional safe guards, legislation and various regulations to protect both individual rights as well as national security are being re-examined.

In the past year Internet users around the world have become more aware of new perceived 'dangers' of this online world. The concept of 'big-data' has become a major issue of concern as we learn more and more about how our personal information is being extracted and retained by companies when we are online going about our now daily lives. Users are also learning about how we are now often times being watched through satellite and hidden camera surveillance techniques.

Companies argue that users need to be responsible and wary of their behavior and safety online, and governments justify surveillance for national security reasons; however, this does not bring comfort or satisfaction to most. Panelists engaged one another and the audience in a debate on what rights users should have online in this regard, taking into consideration the vital and usually over-riding importance of national and global security as well as existing human rights treaties.

Policy issues regarding both domestic and trans-border cyber-crime were also discussed in depth during the session. Subject experts emphasized the increasing complexities of such attacks, noting also that the technology enabling this behavior is only going to become more sophisticated and harder to combat. Who should bear the responsibility for preventing these attacks? Arguments can be made that this responsibility should fall on government policy makers, national militaries, Internet intermediaries, or individual users themselves. Some consensus was built that it was not one actor but rather the multistakeholder community that should be addressing this dangerous and burgeoning threat.

Strong calls were made by both panelists and participants in the session about guaranteeing individual human rights and freedoms of expression in our collective societal transition to life on the Internet. These rights have been traditionally granted and sustained for the betterment of society at large, and this should not change when individuals go onto the Internet, whether it's a rural villager on a mobile phone, a child interacting with new friends on a Facebook account or a priest communicating to followers on a blog.

It was argued that access to knowledge and the right to speak one's mind freely is essential for pursuing human, social and economic development. It was said too that surely we need to watch for abuses of these rights, that we must not be harming one another and that the rule of law must always be kept in mind and assured, but we also must build a level of trust and mutual understanding about using the Internet so that we can use it freely and openly to best harness its potential.

Rousseau's social contract was used as a metaphor during the session as a way that we could re-think public policy on these emerging and sensitive issues. To obtain certain individual rights, it was said; we must also perhaps hand over certain freedoms to others to guarantee such rights. In the online world this might mean that we need some safeguards or regulations in place to maintain our security and safety on the Internet. As a result of our rapidly globalizing society Rousseau's contract which was meant for the

individual and the sovereign state might now apply to the individual Internet user in the online world.

Examples of hate crimes happening online and the appropriate way to deal with such crimes were examined as well. More and more instances of 'cyber-bullying' are arising on social media sites as young people see themselves often as having autonomous identities in cyber-space. Should they have the right to be invisible in this space? Who should be held responsible when a child uses a social media platform to cause emotional harm to a classmate; the social media platform, the parent's of the child or nobody at all? This debate had no easy answer aside from that education was absolutely essential. Internet users of all ages but be trained on the risks of going online, about the risks and about basic human responsibilities and that the same un-written rules of how we should treat one another should apply online that do offline.

The inclusion of developing countries in the debate was stressed throughout the session. Oftentimes in this new policy domain laws or regulations established in more developed countries or regions can affect other countries. Developing countries need appropriate autonomy to be able to formulate policies that are unique to their social and economic development paths and national or regional cultures. Developing countries now also have the most to gain in their policy formulations as they are sometimes starting from scratch, meaning that assuring access and openness to the Internet, to best harness the potential for entrepreneurship and to give their people empowering rights and freedoms that the Internet can provide.

A conclusion that did emerge was that the inclusion of youth, in formulating policies on all issues, was absolutely essential. Young people represent the future and are already the most tech savvy generation in most countries. This trend will only continue to increase and hearing their voices and following their lead is certainly the optimal path for us all, using the multistakeholder model, to ensure our respective security and privacy while also maintaining and growing an open Internet available to all.

Taking Stock and the Way Forward

The 'Taking Stock and the Way Forward' session reflected on the experiences of the participants and allowed the stakeholders to discuss their observations and conclusions stemming from the workshops and main sessions during the week. Delegates also shared lessons learned in Baku that could be used to improve the forum in years to come. It was generally agreed that the 2012 Baku IGF had been a significant success and step forward for the IGF.

The Azeri government was praised for organizing and hosting the well attended and substantively active four day meeting. In particularly, participants discussed the Forum's contribution to the development agenda, as it was core to the meeting's theme. The forum was also lauded for its contribution towards broader enhanced cooperation efforts amongst the various multistakeholder Internet governance policy making foras.

Speakers from all stakeholder groups recommended that the IGF should be used to advance the work done over the past year in other fora to advance discussions on enhanced cooperation. These recommendations echoed similar calls for the IGF to take up discussion of enhanced cooperation made by a number of speakers during the opening session of the 7th IGF 4 days earlier.

There were many useful suggestions from participants as to how the forum could be improved. It was noted that while the participation of youth had increased, there was still much work to be done in including more youth, as active participants with speaking and teaching roles and in planning the IGF itself. The IGF exists to help shape policies for the generations to come and thus youth should be at the heart of the discussions.

The pending recommendations of the CSTD working group on improvements to the IGF were also brought up as another point of guidance for improving and planning future meetings. Integrating the outcomes of the National and Regional IGFs into the annual meetings should also be priority to capture the activity of the broader IGF community that takes place between the annual global gatherings.

The first part of the session looked back at the other main sessions that had taken place throughout the week. Rapporteurs reported back on the main themes that emerged from each of the sessions and informed delegates and remote participants on these themes and new questions that had been brought up as a result of the respective discussions and debates. This exercise is crucial in ensuring that the substantive debates that take place each year at the annual IGFs continue to evolve and build on each other, keeping up with the rapid expansion of the Internet and the new challenges that are coming up as a result of this.

The rise of social media activity amongst the IGF community was highlighted as being a significant achievement and step forward. In this regard a short presentation was made on the activity of the 'IGF cloud', as analysis of what was said on social networks such as Twitter and Facebook can reveal a lot about the thoughts and ideas of participants, especially those contributing remotely. It was noted that ideas shared on social networks are often more revealing and personal than those that are shared in actual session halls and workshop rooms and thus are important to explore.

There were more than 3,000 tweets about the forum's activity during the week that reached approximately 2.8 million people online. It's clear that the social network activity significantly increases the information sharing reach of the IGF and contributes to capacity building and partnership building outside of the annual meetings. The report of the cloud activity is available online at igf2012.diplomacy.edu.

The second segment of the session discussed recent initiatives by various government and non-government actors to set principles and new frameworks and the both positive and negative implications that such initiatives might have. Delegates also questioned what role the IGF should have in formulating such new principles and frameworks in the Internet governance policy making sphere. Delegates counted more than 25 different sets of principles that exist in some form or another, as proposals or drafts, some coming from

groups of states others unilaterally. Some are proposed by organizations like the OECD or Council of Europe, by government-led initiatives such as Brazil's multistakeholder developed Internet Bill of Rights and others by civil society organizations.

Delegates debated how the Internet governance community should move forward with all of the various principles and if the IGF should also try to develop its own set of principles. Consensus was reached that regardless of what next steps are taken in formulating or building new principles and frameworks, they should be grounded and built using the multistakeholder model. The IGF is the ideal setting for comparing and contrasting such principles, to see where there is consensus amongst the various groups but also where there is divergence. Where there is clear divergence the IGF platform can be used to bring all stakeholders to the table to rationally discuss differences and find compromise.

Though it was mostly agreed that the IGF should continue its role as a non-binding discussion and policy formulating platform, it was emphasized that the outcomes and trending topics of the annual meeting should be documented and disseminated into other Internet governance foras in a more effective way.

The third and final part of this session examined the way forward for the IGF. Specifically, delegates examined the role of the global Internet community in the IGF, how the IGF should evolve, and the impact of upcoming ECOSOC and General Assembly meetings on the Internet governance landscape and on the IGF. Funding of the IGF was discussed at length and all agreed that funding must be increased to ensure the forum's sustainability and relevance. Traditional funding must be maintained and new sources must be sought out. In-kind contributions must also increase and innovative new sources of funding should be explored.

Much momentum was gained and it was agreed that all members of the IGF community should continue and even increase their efforts towards growing and enhancing the IGF between the actual annual meetings. Capacity building, knowledge sharing, outreach and awareness and other activities need to continue to take place throughout the year and stakeholders should work closely together with the MAG and Secretariat to play their part.

Closing Session

A diverse group of speakers representing the multistakeholder IGF community addressed the delegates on the afternoon of the last day of the forum to wrap up the 2012 meeting. The session allowed for a collective reflection by all participants on some of the key themes that had emerged from the main sessions and workshops and allowed the IGF community to look ahead to the next cycle of important work to ensure that the IGF continues to improve.

The speakers noted in particularly that the IGF had successfully evolved and progressed from previous years. The IGF community was lauded for many of the forward looking sessions and workshops that had been organized throughout the week. This magnifies the

uniqueness of the IGF as it is able to evolve to keep up with the fast pace of emerging policy debates stemming from the rapid growth of the Internet. It's clear that the IGF is delivering in the larger enhanced cooperation efforts of the global multistakeholder Internet governance community and is well positioned to continue doing so moving forward.

Representatives of the host country were both pleased and honored to have hosted the 7th IGF. It had raised public awareness of the importance and growth of the Internet in the country and surrounding region. Azerbaijan is in the midst of a significant economic transformation, and ICTs and Internet connectivity are the tools that are aiding its development into a knowledge-based and innovative society. Businesses across the country are booming as a result of the growth of the Internet in Azerbaijan and the commitment on behalf of the government to enable access to the global online world. The youth of Azerbaijan are benefitting in particularly from Internet technologies and significant government spending on initiatives supporting youth and ICT. Integrating ICTs into education at all levels and enabling young people to become innovative entrepreneurs is a top priority of the government.

Reference was made by many speakers to other upcoming international high-level gatherings where Internet governance policy issues will be discussed and existing frameworks and regulatory measures will be reviewed. It was said that the multistakeholder model must be maintained at these various foras and that the Internet governance community must be cautious and comprehensive in considering any alterations to current governance and policy models that have allowed the Internet to bring so much positive social and economic development in recent years.

A strong call was made by the civil society representative for the IGF to continue to be a forum which promoted human rights and freedom of expression on the Internet. Users must feel safe on the Internet regardless of where they live and should enjoy the same freedoms as they do offline. This will certainly be a controversial and increasingly important policy debate in 2013 and beyond and the voice of civil society must be heard on an equal footing at all of the various international Internet governance foras where these issues will be debated and discussed.

Representatives of the Internet and business communities emphasized the importance of the multistakeholder, bottom-up Internet governance model championed by the IGF to ensure that the Internet fairly advances social and economic development around the world. The Internet is a hugely powerful economic force and has a direct positive impact on job creation, trade, and market competition, both for small and large enterprises, and for mature and developing economies. In shaping policy, attention must be given to advocating fair market entry and investments, promoting innovation and eliminating economic barriers for companies looking to invest in new markets from the developing world. Thus, the IGF must emphasize in the years ahead the increased participation of new stakeholders from the developing world.

Finally, the Government of Indonesia expressed its intentions and willingness to host the 8th IGF in 2013. This statement was met with enthusiasm and positive expectations by the delegates in Baku.

III. Proceedings

IGF 2012 Opening Ceremony and Opening Session

Seventh Annual Internet Governance Forum (IGF) Meeting

6-9 November 2012, Baku, Azerbaijan

6 November 2012

Speakers - Opening Ceremony

Mr. Wu Hongbo, Under Secretary General, Department of Economic and Social Affairs (UNDESA)

Mr. Hamadoun Touré, Secretary-General, International Telecommunications Union (ITU)

Deputy Prime Minister Abid Sharifov, Government of Azerbaijan

Speakers - Opening Session

Mr. Ali M. Abbasov, Minister of Communications and Information Technologies, Republic of Azerbaijan

Ms. Alice Munyua, Chair of the Kenya Internet Governance Steering Committee, Ministry of Information and Communications, Government of Kenya

Mr. Carlos Affonso, Executive Director, Núcleo de Pesquisas, Estudos e Formação (NUPEF)

Mr. Denis Sverdlov, Deputy Minister, Telecom and Mass Communications, Russian Federation

Mr. Eiichi Tanaka, Vice-Minister for Policy Coordination, Ministry of Internal Affairs and Communications (MIC), Japan

Mr. Andreas Reichhardt, Vice-Minister, Federal Ministry for Transport, Innovation and Technology, Austria

Mr. Lawrence E. Strickling, Assistant Secretary for Communications and Information, National Telecommunications and Information Administration (NTIA), U.S. Department of Commerce, United States of America

Ms. Lynn St. Amour, President and CEO, Internet Society (ISOC)

Mr. Janis Karklins, Assistant Director-General for Communication and Information, UNESCO

Mr. Jean-Guy Carrier, Secretary General, International Chamber of Commerce (ICC)

Mr. Eligijus Masiulis, Minister of Transport and Communications, Republic of Lithuania

Ms. Zsuzsanna Nemeth, Minister of National Development, Hungary

Mr. Genc Pollo, Minister for Innovation, Information and Communication Technology, Republic of Albania

Mr. Alan Marcus, Senior Director, Head of IT& Telecommunication Industries, World Economic Forum (WEF)

Mr. Amirzai Sangin, Minister of Communication and Information Technology, Islamic Republic of Afghanistan

Mr. Edward Vaizey, Minister for Culture, Communications and Creative Industries, United Kingdom

Mr. Hany Mahmoud, Minister of Communications and Information Technology, Arab Republic of Egypt

Mr. Žiga Turk, Minister for Education, Science, Culture and Sport, Republic of Slovenia

Ms. Amelia Andersdotter, Member of the European Parliament (MEP)

Mr. Vinton Cerf, Vice President and Chief Internet Evangelist for Google Inc.

Mr. Kapil Sibal, Minister of Communications and Information Technology, Republic of India

Mr. Fadi Chehadé, President and CEO, Internet Corporation for Assigned Names and Number (ICANN)

The following is the edited output of the real-time captioning taken during the Seventh Meeting of the IGF, in Baku, Azerbaijan. Although it is largely accurate, in some cases it may be incomplete or inaccurate due to inaudible passages or transcription errors. It is presented here as an aid to understanding the proceedings at the session, but should not be treated as an authoritative record.

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WU Hongbo:

Your Excellencies, Vice Prime Minister, colleagues, ladies and gentleman, colleagues and friends, on behalf of the Secretary General of the United Nations, Mr. Ban Ki-moon, allow me to welcome you all to the 7th annual meeting of the Internet Governance Forum, and to thank his Excellency President Aliyev, the Vice Prime Minister Sharifov, the Government and the people of Azerbaijan for hosting this event in the beautiful city of Baku. This is the first time for me to attend the IGF as Under Secretary General of the United Nations and I look forward to meeting, listening to you and learning from you throughout the forum.

As you all know, the Internet Governance Forum was convened by the United Nations Secretary General in 2006 as multistakeholder forum for policy dialogue related to Internet governance issues. The congregation here of all these stakeholders represents the most valuable asset of the IGF which is a dynamic discussion space where every voice has the same. The IGF is an open, inclusive and transparent forum. It welcomes governments, intergovernmental organizations, business representatives, the technical community, Civil Society organizations as well as any individual Internet user who are interested in Internet Governance Forum.

Thank you for joining us here this week. A special thanks also goes to everyone participating today and throughout the week. The United Nations is committed to preserving and improving the core ideals of the IGF and its inclusive multistakeholder makeup. Year by year the IGF has gained prominence among Internet governance stakeholders groups providing all with an opportunity to contribute to debate and exchange views on various Internet related issues.

Although this is my first IGF with you, I have long been impressed by the success of this initiative. Despite extremely scarce resources, the forum has continued to grow both in prominence at a global policy making level and in its extent of participation and public interest around the world. The popularity of the IGF is reflected also in the growing number of regional and the national IGF initiatives around the world. In fact, the African and Arab IGFs have just had their first meetings last month in October.

The capacity building opportunities the forum provides are truly remarkable. Such a vast variety of stakeholders are able to learn from one another and to build long standing partnerships that are so crucial for development. My department, working with other United Nations entities, is committed to continuing and strengthening the IGF capacity building activities and to help provide training on the use of ICTs for development for those in need.

Let me take this opportunity to thank wholeheartedly the Multistakeholder Advisory Group or the MAG, which provides extensive leadership and guidance to this forum. For several MAG members here physically or participating abroad, this is their first IGF as members of the MAG. I welcome you all and look forward to working with you. I also thank our generous donor community whose contributions to this IGF trust fund have helped enable us to engage in capacity building programs such as the IGF fellowship program. The fund provides travel support to under represented groups and the participants from developing countries.

We look forward to your contribution in the future. This year the IGF theme as determined by the MAG is Internet governance for sustainable human, economic and the social development. This theme reflects the increasing role of the Internet in the evolution of the various aspects of development across all countries.

Clearly, the Internet is the important tool for development. It is utilized in multiple sectors including health, education, agriculture and industry, disaster relief and

environmental protection among so many others. Worldwide communications is now faster and easier than ever. Telemedicine and e-learning are available to persons in remote areas and the mobile phone technologies are empowering millions of women in developing countries creating entrepreneurial opportunities. The use of ICTs in providing vital Government services is on the rise.

Internet penetration rate has accelerated. According to the ITU, there were 2.3 billion Internet users by the end of 2011. Mobile broadband reached more than 1 billion subscribers, while the use of fixed broadband was estimated at 590 million subscriptions.

While the progress is purely significant, we have a long way to go in our collective efforts to bridge the digital divide. Only a quarter of the inhabitants in the developing world were online by the end of 2011. This low number of Internet users in developing countries calls for increased efforts in shaping and implementing appropriate policies to assist everyone to harness the benefit of the Internet and advance sustainable development.

This is a task for all of us. The Internet Governance Forum is an important venue for raising awareness, initiating discussions, identifying ways to address digital divide and informing the policy making processes.

I invite all of you to actively take part in the discussions. Let us also use this opportunity to discuss the critical issues before this forum in the broad context of the implementation of the action plan, of the World Summit and the information society, the Rio+20 conference and the preparation for the post 2015 development agenda.

Excellencies, colleagues and friends closing wish to thank once again his Excellency President Aliyev, Vice Prime Minister Mr. Sharifov and their excellent team for making this forum possible. Thank you all for being part of Internet Governance Forum. I wish you a fruitful and enjoyable week in Baku. Thank you very much.

Ali Abbasov:

To participants of the 7th Internet Governance Forum in Baku, we are thrilled to welcome you, the participants of the 7th Internet Governance Forum in Baku, organized by the United Nation and the Government of Azerbaijan. Internet is not only a space for exchange of information but it also serves as an environment that creates new values and encompasses public governments, education, health, business, banking and other fields. Protection of human liberties is one of the vital activities of the modern Internet network. Development of Internet based media, freedom of ideas and speech on the Internet and enlargement of social networks, ensuring open and transparent activity of the Government, and involving citizens in governance are the new opportunities provided by the global network for people. Azerbaijan pays special attention to the development of information and communication technologies and the Internet. Around 65 percent of the population of the Republic of Azerbaijan uses the Internet. The most recent technology, 4G, has already been introduced in our country.

It is also important to note that Azerbaijan enjoys the freedom of the Internet: Internet based radio and TV programs, electronic newspapers and journals, external and internal social networks have been widely spread out in Azerbaijan. Thousands of bloggers freely operate in the Internet space of Azerbaijan. We welcome all the goodwill aspects of the Internet which are aimed at developing friendly relationships among people and the nation and creating the relationships based on equal and mutual respect. I wish you good luck and success during the forum and believe that the forum will contribute to global development. (On behalf of Ilham Aliyev, President of the Republic of Azerbaijan.)

Hamadoun Toure:

Your Excellency, Deputy Prime Minister, Excellencies Ministers, Excellency Minister Wu Hongbo Under Secretary General for Economic and Social Affairs, ladies and gentlemen, distinguished guests, it is a great pleasure to be here with you today for the opening of the 7th annual meeting of the Internet Governance Forum, which is taking place here in this wonderful city of Baku alongside the 18th edition of BakuTel, the largest ICT event in the Caspian and Caucuses region.

The IGF is an excellent example of multistakeholder in action. This is hardly surprising as the IGF was one of the outcomes of the World Summit on the Information Society, the WSIS, which was the most wide ranging, comprehensive and inclusive debate ever held on the future of the information society, organized by ITU.

For the first time governments, the public sector, the private sector, intergovernmental organizations and Civil Society all worked together hand in hand for the common good. ITU remains firmly committed to the multistakeholder WSIS process and has been afforded the leading manager role in terms of responsibility for the WSIS plus 10 review processes following the endorsement by the United Nations Chief Executive Board of the plan of action for the overall review of the implementation of the WSIS outcomes.

I therefore look forward to welcoming you all to the next year's WSIS forum which, once again, will be the main forum for multistakeholder dialogue on the future of the information society. The forum will be held in Geneva from 13 to 17 May 2013. Distinguished colleagues, the 2013 forum coincides with the 5th World Telecommunications Policy Forum, WTPF13. This event will be of very special interest to IGF participants as the forum will focus on international Internet related public policy matters.

The WTPF exists so that ITU membership can debate key issues in the world of ICTs in a low pressure setting. WTPF13 therefore represents a tremendous opportunity to air the issues among fellow experts and I look forward to seeing many of you there. In July this year, ITU council agreed that all 11 stakeholders should participate in the informal group of experts that has prepared the content for the discussion at the WTPF. As a result, participation in the work of this expert group is now open to all stakeholders and many

ITU non-members, such as ICANN, Google and PayPal, to name just a few, they are now actively participating in the WTPF expert group meeting.

With regards to ICANN, I would like to offer personal congratulations to Mr. Fadi Chehade, the new President and CEO of ICANN. Mr. Chehade is well known and highly respected by the ITU membership. His appointment represents a new era and I look forward to the exciting opportunities that lie ahead and all that can be achieved together and in a positive spirit of collaboration. Ladies and gentlemen, we are now less than month away from the start of the Conference on International Telecommunications 12 which runs from 3 to 14 December in Dubai. WCIT 12 will review the international telecommunication regulations, the ITRs, which date back to 1988. The current ITRs set the stage for the mobile revolution and the information society and we are confident that the 2012 ITRs will help assure us in the knowledge society.

Simply put, WCIT 12 is about putting ICTs in the hands of all the worlds' people. It is about the free flow of information, promoting affordable and equitable access to all, including people with disabilities; the continued development of broadband, including an increased focus on energy efficiency, and combating climate change; it is about continuing investment in network, services and applications and perhaps, more importantly, in this very fast moving world continuing to promote a harmonious and conducive international environment that drives innovation.

Governments who implement new provisions that might be provided by updated ITRs would help to stop fraud and other crimes, but some commentators have suggested that they could also legitimize censorship and we have to be very careful about that too. The fact is, however, that ITU Member States already have the right, as stated in Article 34 of the Constitution of ITU, to block any private telecommunication which appears dangerous to the security of a State or contrary to its laws, to public order or decency. The ITRs cannot overwrite the constitution and many authorities around the world already intervene in communications for various reasons such as preventing the circulation of pornography or extremist propaganda, racist behaviors or the promotion of genocide.

Clearly a balance must be found between protecting people's privacy and the right to communicate and protecting individuals, institutions and whole economies from criminal activities. WCIT 12 is where these fundamental issues can be openly debated in search of a solution that is acceptable to all and let me remind you that no proposal can or will be accepted if they are not agreed by consensus. This is the ITU way and it has proven to be extraordinarily successful and durable over our long history dating back almost 150 years.

Other important barriers to connectivity that will be addressed at WCIT 12 are the serious obstacles faced by the 1 billion people with disabilities in the world today. The ICT sector needs to step up to its responsibilities in this regard and find workable solutions that fully include all people and recognize everyone's potential in our shared need to be connected. Indeed, this right to be connected is in itself enshrined in Article 33 of ITU

constitution which is directly supporting to the critical use of freedom of expression and the right to communicate.

This is paralleled in the universal declaration of Human Rights. Indeed, let me quote you Article 19 of that declaration. Everyone has the right to freedom of opinion and expression. This right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers. So let me be absolutely clear: WCIT 12 is not in any way going to be challenging Article 19 or indeed any other Article in the Universal Declaration of Human Rights and I hope to see that in the preamble of that document.

Distinguished colleagues, concerning WCIT and the Internet, you will have seen misleading stories about ITU and the United Nations taking over the Internet. This is of course ridiculous. ITU continues to play its role in the reality of the Internet and, as we have done since the Internet's inception, for example, through ITU broker and ITU approved global standards for the critical transport layers of the Internet and Internet access technologies. But this does not mean that ITU wants to take over the Internet or control the Internet. Indeed, I don't even know what that might or would really mean in practical terms. In any case, I can tell you, I welcome again the opportunity with organizations such as ICANN and the new leadership to fulfill our different mandates that are different but complementary for the good of human kind.

Before I close, ladies and gentlemen, let me say once again that ITU has been and will continue to be an active participant in the IGF. We continue to be working with the stakeholders and we are pleased to be able to offer a multistakeholder forum for open discussion of these and any other issues. So let's continue working together to ensure that the entire world's people can benefit from equitable, affordable and safe access to the Internet.

Abid Sharifov:

Allow me to warmly welcome you and to wish you every success in the forum, this is the first time we are hosting such an event in Azerbaijan, and this is a reflection of our accumulated knowledge and our commitment to the promotion of information technology in our country. Information and communication technologies and Internet governance are key areas of focus for us.

Thanks to the decisions that have been taken place in this area in particular, in the area of translation of ICTs as well as the involvement of states in governance activities and the establishment of governance structures, we have moved forward with the state agenda.

The economic and social development that results from the Internet is indeed a testament to its prominent role, in this world, which is rapidly globalizing. This forum is of key importance because it reflects a number of key elements in Internet governance.

There are a great number of participants in this forum who represent state entities as well as NGO's and other entities as well. In recent years, we have been involved in the entire range of activities involved in information and communication technologies and technologies at a modern level. We have been able to improve Internet access as well as improve the facilities for its use. We are committed to the initiative that we have launched as a government. We have also adopted a program to guarantee access to information through an electronic government platform.

As of next year, Azerbaijan will be launching its first communication satellite, which will represent new possibilities for using modern services in the region and this will include the countries of Eastern Europe as well as those of central Asia, the Middle East and Africa. Azerbaijan is also planning to launch an initiative at the Eurasian level for an information superhighway. This will be supported by a special resolution of the General Assembly. In this way this project will respond to the needs of the region and meet the needs of some 20 countries. This will ensure rapid Internet access. We are also launching a project to improve access to all sorts of services in the region. This will enable us to ensure that each household is part of the telecommunications network and infrastructure. All of these examples are a reflection of our willingness to develop a policy that creates a space in which Internet use is easier for all.

This is part of our larger effort to develop society. Among other initiatives we are also seeking to ensure that the measures taken as part of the decade long plan are fully implemented. We are trying to create results that will resolve a number of issues that are stemming from the rapidly globalizing world that we live in. The guarantee of freedom of access to the Internet at the international level and nationally also guarantees the respect for human rights. Part of this effort involves the establishment of norms and standards and regulations and this requires a sustained effort. With regard to security in the private sector and personal data, for example, security on the Internet for our children, these are just some of the issues that are of great importance.

We cannot make the Internet a tool that only creates problems or that promotes Xenophobia, racism or other types of intolerance. We must rather develop principles for international cooperation that reflect all of these global concerns. We are organizing these activities in Azerbaijan, a range of activities, and we believe that these will help to develop a platform to ensure that a number of procedures are fully implemented in this globalised world.

Finally, with regard to regulation and development of Internet, these are also very important. I wish all participants my best wishes for every success in this conference. We believe we have created the conditions that will ensure for constructive participation for all and conditions that will bring results. I would also like to ensure that you have an opportunity to get to know the ancient culture of Azerbaijan and its people as well. I hope that you return home with very positive impressions of my country and I welcome you all again here to Baku, thank you.

WU Hongbo:

On behalf of the United Nations once again, a warm welcome to you all to the opening session. I would like to take this opportunity to thank His Excellency, President Aliyev, for his insightful remarks delivered through His Excellency Minister Professor Dr. Abbasov. There is no doubt that we are holding our forum in the most appropriate country as Azerbaijan is leading the way in the region in the future of ICT.

My thanks also go to Secretary General Mr. Toure for his very important message and his continued leadership of ITU. In accordance with the customs of the Internet Governance Forum, I now have the honor to invite His Excellency Professor Dr. Ali Abbasov, Minister of Communications and Information Technologies, Republic of Azerbaijan, to assume the chairmanship of the meeting on behalf of the country. Your Excellency, you now have the floor, thank you.

Ali Abbasov:

Ladies and gentlemen, first of all with great pleasure I welcome you all, guests of Azerbaijan and participants in the IGF, and express the gratitude of my government to all United Nation officials who had a hand in the decision to hold this high level event in Baku. Today and over the next 3 days we will be discussing very important problems of the virtual world. The online fate of nations and relationships between them may well depend on the solutions of these problems.

We all, humanity as a whole, pay great attention to the Internet and related issues because the global network has become a real environment in which people live and work. Government's function, companies do business and nations interact without borders. The main topic of our forum is to find answers to the questions of how to improve the quality of Internet governance, make it democratic, effective and reliable, ensuring all rights of nations to participate in this process.

In order to be part of the global network, every country has to provide its people with quality access to the Internet, with a wide range of local content and high speed International activity. In Azerbaijan, the government attaches great importance to the development of ICT and the Internet. State programs brought us to Internet penetration of 65% and 30% broadband by the end of 2011. With the implementation of 3G and 4G LD technologies, mobile broadband is speeding up and covering the whole country. To breach the digital gap in the provinces and especially in the rural areas the government has had to realize a broadband strategy. At a total cost of more than 100 million USD the project will expand ICT markets, giving opportunities for private business. Demand is growing due to the government projects on e -government, e -health, education, and has expanded private sector online activity such as e -commerce and trade and eBay business and banking.

On the other hand, civil society is taking up Internet radio and TV broadcasting, e-newspapers and magazines, online conferencing and group discussions and social networks. The number of Facebook users alone in Azerbaijan is operating near 1 million

and in terms of activity rate, for this indicator, Azerbaijan is one of the leading countries in Asia. There are more than 20 Internet television broadcasters and tens of thousands of bloggers. No authorization or license is required for any activity conducted over the Internet, be it media or business activity. The Internet in Azerbaijan is not controlled and regulated by government.

The digital divide is, from our point of view, one of the important problems requiring our attention, especially in developing countries. To breach the digital gap in Eurasia, Azerbaijan has initiated the project, Transnational Eurasian Information superhighway, connecting Europe with the Asia Pacific and bridging connectivity. The project has been supported by the United Nations General Assembly. A second project on connecting Europe with the Middle East via Russia is the Europe Persia Express Gateway, which is under construction.

A second problem for consideration is global cyber-security. Internet cybercrime is covered by countries' domestic criminal codes, including Azerbaijan, but more frequent and dangerous are cases of cross border cyber crime, when hackers from one country attack the digital resources of another. It is especially dangerous when threats are the results of internationally organized crime, unfortunately sometimes supported by governments. Therefore, we really need to work on the International Cyber Crime Treaty authorized by the United Nations. Also the condition of the Council of Europe on cyber crime now has 46 signatories. We need a document committing all countries to respect norms of cyber security. Another important aspect of the Internet is the online rights of people. We all have to make sure that online rights are respected in every country, but online rights to freedom of expression are very sensitive with regard to privacy and information security and the right balance between these three concepts must be ensured.

Finally, there is the technological control and governance of the Internet. We have all been working on the new principles of Internet governance. WSIS helped Indonesia in the 2005. Now the most discussed topic for IGF is the question of how to modernize and internationalize Internet governance but, first of all, we have to thank the US because they brought the Internet to the world. We have to thank ICANN for its long -term efforts on Internet governance and very effective democratic governance. The Internet is borderless and there will be no borders in Internet governance; however, the presence of internationalization of Internet governance needs to continue without any side effects which could lead to the technological falls and organization of violation of the work of the Internet. From my point of view this process should be gradual and considered by a working group that should work closely with ICANN.

Finally, once again I would like to thank you all supporting Azerbaijan as hosts of the IGF and I hope despite the very busy agenda of the forum you will be able to get to know Azerbaijan's culture and history and all the treasures and will enjoy Azerbaijan hospitality.

Alice Munyua:

It a great pleasure to be in Azerbaijan today for the 2012 IGF. Kenya had the pleasure of hosting last year's, the 6th IGF, in 2011, whose theme was Internet as a catalyst for change, access, freedom and innovation. We are very pleased to have welcomed a large number of various stakeholders to Nairobi and we thank you very much for having made it into one of the most successful meetings.

We support the IGF multistakeholder model and we are very proud in Kenya to have this as a very active and successful process, which in our context is a successful example of enhanced cooperation. The IGF as you all know has helped Kenya and the East Africa region to build a foundation, a multistakeholder foundation. For example, the Kenya international IGF was established soon after Kenya attended the India IGF and Kenya went on to also lead the process at the regional East Africa level, what we called the East African IGF, which has had a successful history of multistakeholder , bottom-up Internet governance discussions.

It has also helped us to implement several other initiatives including the Kenya Internet exchange point which is a very good successful case study of the multistakeholder approach, our open data initiative, our fiber optic cable teams and others and also other mobile applications for development, among others. So I hope that this year's IGF will provide similar benefits to all participants and to other countries in terms of understanding the multistakeholder model and also being able to implement it at the national level.

I apologize that my permanent secretary Dr Bitange Ndemo is not here. He would have wished to be here and we are still expecting him to be here to share with us a little bit more of experiences we have had at the national level on implementing the multistakeholder model.

I wish to thank Azerbaijan for providing this opportunity and to United Nations and the IGF secretariat for again providing this opportunity for the IGF to continue the great tradition of multistakeholder discussions.

Carlod Afonso:

I have been assigned the honorable task of speaking in the opening ceremony of this IGF in the name of civil society organizations, social movements and NGOs active in Internet governance processes, many of them involved in these processes since the inception of WSIS nearly ten years ago, several of them collaborated with me in drafting the following statement.

We believe that the access of gatekeepers in the open global communication enabled by the Internet is crucial to realize the promise of Article 19 of the United Nations Universal Declaration of Human Rights. To impose the restrictions, legal or otherwise, to the free flow of information is and has always been contrary to the individual Human Rights to freedom of expression. We therefore oppose efforts to create national Internets or to block and filter Internet access in ways that deny individuals access to applications,

content and services of their choice. All attempts to deem certain forms of communication and information illegal and to restrict or block them must follow established transparent due processes of law and should not involve prior restraint.

We oppose efforts to militarize the Internet or any actions that would foster a destructive and wasteful cyber arms race among governments or private actors. We consider the covert use of exploits and malware for surveillance or attacks to be criminal, regardless of whether they are deployed by Governments, private corporations or organized criminals. We are skeptical of efforts to subordinate the design and use of information and communication technology to national security agendas.

We believe that Internet security will be achieved primarily at the operational level and that the national security and military agendas often work against rather than for users' security needs. In the processes of policy formulation, we emphasize the need to prioritize dialogue with policy makers over their subordinated law enforcement agencies. Global governance institutions should not be restricted to states so we welcome the additional participation and global policy making that multistakeholder processes provides but we caution that multistakeholder participation is not an end in itself. Opening up global governance institutions to additional voices from Civil Society and business does not by itself ensure that individual rights are adequately protected or that the best substantive policies are developed and enforced.

In the informal spaces created by pluralist institutions it is possible that corporate actors can make deals contrary to the interests of Internet users. Multistakeholder processes, while involving all interest groups must incorporate and institutionalize concepts of due process, separation of powers and users in a learnable, civil and political rights and governmental decision, making or to take into account all participants of such pluralist processes. Let us remind ourselves that participation goes beyond representation and participation in decision-making, goes beyond just debates and dialogues. Regarding the ITRs, the International Telecommunications Regulations review process to be concluded in Dubai, and here I use the standard terminology the technical community defines to refer to the different components of the network, we agree that the Internet layer and the layers above it, transport layer and applications layer, should not be included in any way in the regulations while the free flow of Internet packets should be guaranteed in the link layer in line with network neutrality in which Internet packets are never touched by the operators providing the physical connectivity infrastructure. Let the Internet flourish freely to the benefit of those who live at its edges, which are all of us.

Kapil Sibal:

The Internet has evolved into a powerful, ubiquitous, empowering and liberating medium even though only a fragment of its full potential is known and has been exploited by us so far. In its borderless cyberspace the Internet provides limitless opportunities for freedom of speech and expression. Internet perhaps is the nearest approximation to the utopian world of freedom envisioned by one of our greatest poets and I quote:

"Where the mind is without fear, where the head is held high, where knowledge is free, where the world has not been broken into fragments by narrow domestic walls", Internet is greatly significant for India and we believe India is greatly significant for the Internet. These twin beliefs stem from two simple propositions: firstly, Internet with its immense transformational potential can provide the means for sustainable and inclusive development in a country of 1.25 billion people in areas such as education, healthcare, agriculture, financial inclusion and service delivery.

Secondly, with an Internet user base of over 125 million, which is likely to grow to half a billion over the next few years, and an established mobile base of 950 million, coupled with a large and talented pool of human resources, India will be a key player in the cyber world of tomorrow. In view of these two complementary and mutually reinforcing positive externalities, India is deeply committed to the free and unbridled growth in development of the Internet and is determined on its own and to persuade others to exploit this tremendous opportunity. At the outset, let me state that in the true spirit of the vision outlined in the Tunis Agenda, the issues of public policy related to the Internet have to be dealt with by adopting a multistakeholder, democratic and transparent approach. It is my belief, and my personal belief, that the term "Internet governance" is an oxymoron. Internet by its very nature cannot co-exist with the concept of governance, which relates to a system designed for dealing with the issues of the physical world. The term "governance" immediately invokes concept of those who govern and those who are governed, which have no relevance in cyberspace.

Semantics apart, what we need today is to put in place a system designed for cyberspace, a system which is collaborative, consultative, inclusive and consensual for dealing with all public policies involving the Internet. Such a cyber paradigm should, to my mind, rest on four pillars that are rooted in the fundamental principles of democracy, inclusive growth, transparency and accountability.

Firstly, it should be consultative including all stakeholders in the decision-making process. The medium of Internet providers provides voice to the voiceless as never before in the history of mankind. This potential can be realized only by providing universal access and affordable devices. The digital divide must be relegated to the past. Instead, our communities must reap the benefits of the digital dividend. Such a consultative process should also factor regional and national sensitivities besides vast diversities in language and culture. Secondly, it should be evolutionary with a process evolving through a dialogue that is continuous and continuing. This is in keeping with the very nature of the Internet, which is multi-dimensional, dynamic and evolving. A set of static frameworks is inappropriate for meeting the ever changing requirements of the Internet space.

Thirdly, it should put in place a mechanism for accountability in respect of crimes committed in cyberspace such that the Internet is a free and secure space for universal benefaction. A new cyber jurisprudence needs to be evolved to deal with cyber crime without being limited by political boundaries and cyber justice can be delivered in near real time. Lastly, it should be duly reflective of the ground realities as to the manner of

representation of stakeholder's at all consultative forums. In order to deliberate on the approaches to the design and establishment of such a cyber paradigm, India recommends the constitution of a working group on enhanced cooperation. If we put together our collective wisdom, I am sure that we will be able to soon make a transformational shift from the Internet of today to the equinet of tomorrow.

Denis Sverdlov:

Mr. Under-Secretary-General of the United Nations, Minister(s), distinguished guests, distinguished participants in the forum, ladies and gentlemen, I am pleased to greet you on behalf of the Government of Russian Federation.

As you know, recently Russia has become one of the leading Internet powers of the world. Today in the terms of the use of users of the Internet we're first in Europe and for 4G we're fourth in the world in terms of the numbers of users. We're also very actively developing Russian domain names; already today we have more than 5 million Russian domain names in the Internet. Of course we recognize the importance of the development of the Internet because it's one of the most important levers in our economy. We all know development of the Internet increases labor productivity, increases access of small and medium enterprises to trade and many processes, but we need to recognize that there are threats in the Internet and we as officials who are responsible for policy, we are obliged to see those challenges, see those threats and make real efforts to counter them.

We see that different countries of the world have adopted different measures to ensuring security but we need to recognize underlying all of these measures the state is playing a leading role in promoting security working with other stakeholders, with the business sector, with Civil Society and with the community of experts. Today we need to focus on three specific areas. The first is the sustainability of local segments. Today I believe that this is true for all countries of the world because of the trans-boundary nature of the Internet we need to make great effort and pay special attention to the sustainability of local segments in order to ensure the security of those systems.

The second element is fighting cyber crime. Here again because of the trans-border nature of Internet it is extremely important for us to find ways of working together in order to see that the crimes recognized as crimes in the courts of particular countries should be accepted as crimes in other States too.

We need to develop an international mechanism that will allow us to pursue policy in this area of combating cyber crime. The third area that is very important for us is the international recognition of electronic signatures. Today in Russia we are developing electronic services very quickly and we already have a large number of citizens and enterprises that have electronic signatures on the basis of our standard. It very important for these electronic signatures to be recognized by other countries of the world but we need a mechanism that would allow us to exchange electronic documents with electronic signatures under local jurisdictions.

The diversity of the objectives facing us means that on our agenda we need to look at lessons learned. Our dialogue today should also have a practical purpose and we greatly expect from this forum practical results in the areas I have outlined earlier. We need to come out with specific recommendations, which we can all use so that we can apply them in all our countries so that together we can resolve these problems. In conclusion I would like to say it should be based on a collectively collaborated on systems of measure of confidence and a multilateral consideration among all countries of the world in order to develop the global network. Thank you very much. .

Eiichi Tanaka:

First of all, I would like to thank the Government of Azerbaijan for hosting this forum. I also commend the tremendous effort of the IGF secretariat and of the other supporters for organizing this. As we all know the Internet is a vital engine for economic growth and innovation. To sustain this Internet economy I believe it is essential to protect the intellectual property, personal data and youth while ensuring freedom online. To facilitate these protective measures it becomes more important to incorporate various stakeholders in the policy making process.

Since last year, the number of smart phone users has been growing at a very high speed. On the one hand, this device makes our life more convenient; on the other hand applications of the smart phones sometimes breach user's privacy. To cope with this new problem, my ministry organized a study group with academia, about industries and consumer associations last fall and this August the group released a set of guidelines for industries to follow when they have the smart phone user's personal information.

So, the guidelines are not to legally binding. The relevant industries have already started materializing them in their daily operation. Guidelines may not be the perfect solution but they are practical and promptly implementable for the relevant industries. As the Internet related technologies evolved first I believe it is essential to incorporate various stakeholders' views in their policy to make it properly implemental. It becomes also important to protect the industries, societies and ourselves from malicious use of the Internet. The threat arrives via servers located in foreign countries regardless of the origin. Therefore, international cooperation is becoming much more essential to effectively cope with the issues and to protect ourselves.

Japan has already participated in several international dialogues and in regional initiatives. These dialogues often deal with more than one topic. Further, we need legally binding Internet rules. Japan's standpoint on this matter is clear, first, existing treaties should be effective online. Regarding new rules, as a treaty making process cannot run at the same speed of the evolution. We don't have enough time. Threats are coming now. We need to take joint protection measures as soon as possible based on common understandings.

IGF provides us an opportunity to have condensed discussion on the Internet with various stakeholders. The Asia Pacific IGF this July will get us ready for this opportunity.

Internet governance and cybersecurity are the hottest words today; therefore I believe discussion here in Baku is much more important than ever. Let's have a fruitful discussion.

Andreas Reichhardt:

It is a great honor to speak at the 7th Internet Governance Forum today. I want to thank the Government of Azerbaijan most warmly for hosting this important event. When the idea of the Internet Governance Forum was born in 2005 at the World Summit of the Information Society by the Tunis Agenda nobody was aware that it will develop into one of the most important instruments of shaping the environment of the Internet.

Since the development of the Internet was mainly privately driven it was necessary to find a form of cooperation between the different stakeholders. The aim is to combine all forces towards the development and improvement of the functioning Internet infrastructure, the provision of services and the working Internet policing.

The Internet Governance Forum is a perfect example of the multistakeholder approach. It includes NGO's, the industry and public forces such as international organizations and governments. The Internet Governance Forum was not created to adopt any final acts but it became a platform to learn from each other, thus to propagate best practice all over the world. It is however important that governments in cooperation with the respective stakeholders play an active role in promoting the Internet policy to meet the requirements of a modern society.

First, there has to be a safeguard against all sorts of threats against the infrastructure, the whole world relies on. By the end of the day, governments will be asked to provide for these safeguards and, second, there has to be an imposed for increased use of the Internet for public welfare, for instance, by means of e -government. Austria pursues both targets by maintaining an Austrian computer emergency response team and by successful efforts to implement all forms of e-government; e-inclusion is also is one of Austrian main targets on the ICT agenda. This also requires to role out broadband connectivity which is part of the Austrian government programming, especially mobile broadband is quite popular in Austria and partly substitutes fixed lines. This means that broadband is available almost everywhere in Austria, even most of the rural regions. This is for the benefit of both the citizens and the enterprises and therefore the economic welfare in Austria.

I see that developments are already taking place everywhere on this planet but there is still a long way to go. It is up to us, both the governments and the civil society, to find ways to close the digital gap and to foster access to all means of communication for all people, especially in the developing countries. It is up to us to face upcoming challenges by furthering resilience and sustainability of the Internet. I wish the 7th Internet Governance Forum all the best and I am looking forward to the next four days of exciting workshops and discussions.

Lawrence Strickling:

Today is Election Day in the United States. Through the miracle of the Internet and modern communications people in every corner of the world know how partisan and contentious this election has become. Yet, on one issue, all Americans stand shoulder to shoulder. That is how essential it is that the Internet remains stable, secure, and free from governmental control.

Earlier this year, members of both political parties, Democrats and Republicans in both houses of Congress, unanimously passed resolutions stating that the consistent and unequivocal policy of the United States is to promote a global Internet, free from governmental control and to preserve and advance the successful multistakeholder model that governs the Internet today, so why when our Congress finds little to agree on, does it unanimously support the multistakeholder model?

The reason should be obvious to all of you who have worked so hard to preserve and expand the multistakeholder model here at the IGF and at organizations such as the Internet engineering task force and ICANN. The multistakeholder model has enabled the Internet to flourish. It has promoted freedom of expression online. It continues to provide an environment for economic growth and the creation of wealth in the developing world. The strength and power of the multistakeholder process arises from the engagement of all interested parties, including industry, civil society, technical and academic experts in governments.

By encouraging the participation of all parties, multistakeholder processes encourage broader and more creative problem solving and this is essential when dealing with the Internet, which thrives only through the cooperation of many different parties. We have many serious issues to discuss with respect to the Internet ranging from economic matters regarding the sustainability of the Internet; to basic rights such as freedom of expression and the free flow of information. We need to ensure that these issues are taken up but it is just as important that we find the right venue, a multistakeholder venue in which to hold these discussions.

A treaty conference in which only member states have a vote is most definitely not the right venue for such discussions. No one should mistake such a conference for an open multistakeholder process. Certainly, much could be done to improve the transparency of treaty conferences such as the WCIT and a number of important suggestions to that end were made yesterday by civil society groups attending this forum. But even if the ITU takes seriously the suggestions of civil society and improves the transparency of the Dubai deliberations, at the end of the day only the member states will have a vote. In addition to being slow and bureaucratic, a treaty conference never can be a true multistakeholder process where all interests are fairly represented. Issues that affect all Internet stakeholders should be debated where all stakeholders have a voice.

When I appeared before you at last year's IGF in Nairobi I asked all of you to work to ensure that the multistakeholder model continues to define Internet governance. I think

we have established a lot in these past months to build a global consensus with stakeholders around the world on this critical issue but there is much yet to be done. We must continue to support and strengthen the IGF and other multistakeholder organizations such as ICANN. We must continue to engage all stakeholders, especially those representing civil society. We must continue to build bridges to the developing world and ensure that their voices are heard and their needs are met.

If we do these things we will ensure that the Internet continues to flourish and brings the benefits of economic growth and human rights and freedoms to all citizens of the world.

Lynn St. Amour:

It is again a great pleasure to be here in Baku for the seventh Internet Governance Forum and I would like to thank the Government of Azerbaijan for hosting this conference and thanks to the United Nations Department of Economic and Social Affairs as well as to the IGF Secretariat and of course the MAG for all their hard work over the last year.

The work and the collaboration that occurs in this venue are extremely important to all who are committed to an open, thriving and accessible Internet. The IGF has shown us the power of multistakeholder dialogue. All the national and regional multistakeholder IGF and IGF type meetings that have sprung up across the world have proven the validity of the concept. The latest additions being the African and the Arab IGFs, as well as the Internet Governance meeting held in India last month.

The idea of creating the Internet based on open standards, and I will note this was over 30 years ago, reflected a philosophy that encompassed open, participatory management and government structures and principles of freedom of expression and access to information, as well as other democratic processes with a broad community of stakeholders, a shared ownership with all the responsibilities that that implies but without central control. This approach was first institutionalized in the Internet Engineering Task Force, the IETF, which continues to lead in the development of Internet standards today. This also gave rise to the recent open stand campaign led by the IEEE, IETF, IEB, W3C and ISOC and highlights the principles behinds some of today's most important standards organizations.

In addition to these organizations we all also rely on a number of organizations managing or overseeing some key Internet resources for and on behalf of all of us. I would like to recognize the very central efforts of these other Internet bodies, inter alia, the regional Internet registries, RIRs, route servers, GLD operators and ICANN.

Of course, the Internet would not be what it is today without all the efforts of the private sector or without the support of governments and intergovernmental organizations. All these organizations work together in a distributed collaborative effort, each with their broad multistakeholder communities and based on expertise and trust. We all work together; nobody and no one body controls the Internet or should control the Internet.

As we all know, the Internet's impact on the world economy is staggering and more importantly, developing countries and emerging economies are at the forefront of Internet growth, with many experiencing some of the fastest rates of GDP growth in the world. As more Internet users come online, the centre of the Internet will shift more and more to the developing world and this will significantly influence the future of the global Internet.

These new users are rapidly developing the innovations, efficiencies and opportunities that will help fuel the next wave of growth investment and prosperity. While the Internet governance arrangements of today have served it well over the years, the proof point is the Internet itself and its undeniable economic and social benefits. There are challenges and forces at play that have the potential to undermine the Internet's benefits, for those of us today and for the billions of people to come online. Let's look at just a few of these as there is a lot of work we need to do together.

For example, the advent of big data and the ways it affects the nature of digital identity, increasingly third parties are more likely to rely on low assurance data from many sources, to establish a reliable idea of who we are, some of which we, as a data subject, may not even know they have. Taking this a step further, our privacy and individual liberties can be significantly infected by inferences about us drawn from data about others.

Privacy, trust and identity are social constructs that are very highly contextual, that makes them difficult problems to solve. We could also turn to the Universal Declaration of Human Rights, which still needs attention and support in different parts of the world. The Internet is an essential vehicle for promoting freedom of expression and opinion and Article 19 of the Universal Declaration of Human Rights encapsulates the very essence of the Internet and its nature.

Yesterday the Internet Society co hosted a pre -event, where the Association for Progressive Communication and the Internet Chamber of Commerce faced this group to discuss enhanced cooperation. Enhanced cooperation was one of the outcomes of WSIS. Since 2005 we have all repeated our different and diverging interpretations of what we felt the negotiators had in mind when they coined the term. In other words, we had a deadlock. Yesterday's event was meant to bring us from deadlock to dialogue and succeeded. We did not reach agreement of any sort, in the spirit of IGF, we talked and listened to each other and believe we continue the dialogue with within the framework of the IGF, this week we will discuss further. The IGF can play an essential role, and collaboration is essential to ensure the continuation of the Internet. Thank you for the opportunity to address you here today.

Janis Karklins:

UNESCO is for the 7th time actively participating in the Internet governance forum and I am pleased to represent this organization today at Baku. Allow me to join the speakers who expressed gratitude to the Government of Azerbaijan for a warm welcome and hospitality. UNESCO has been at the forefront of efforts to promote freedom of

expression and cultural and linguistic diversity both offline and online. Therefore, it is most fitting for the organization to be given a platform at this multistakeholder forum to foster comprehensive and meaningful dialogue around these talks.

For UNESCO the principle of freedom of expression, cultural and linguistic diversity and universal access to information are essential to build the inclusive knowledge societies. These principles must also be safeguarded on the Internet. Whereas the Internet can provide open channels for users to freely express their opinion, it can also be used as a tool to restrict and control information flows. We need to apply the existing international human right law including Universal Declaration of Human Rights to the cyberspace and ensure protection and promotion of the freedom of Internet to foster democracy and accelerate economic growth.

At the heart of the Internet governance framework is the need to provide universal access to information and knowledge. UNESCO has therefore taken up the mantle to promote access for all in all languages. As language is the primary vector for communication it is incumbent upon us to ensure that citizens in all parts of the world are given the possibility to access information in every language. No citizen should be left out or behind. After all, if some are unable to access information they will not be able to successfully surf on the information highway and actively participate in the socio -economic development of their countries.

Without the access, the possibility of the widening of information and knowledge the divide becomes more pronounced. Ladies and gentlemen, the technological development offers unprecedented opportunities for digital knowledge creation assimilation. UNESCO believes that the digital continuity, the assurance of the long-term accessibility to digital content to support economic development, good governance, transparency, protection of rights, cultural awareness and identities and thus contributes to the building of equitable knowledge societies. However, the ability of citizens in the rest of the world to access this knowledge is being compromised by the accessibility of digital records which are extremely fragile and can be easily lost, deleted, corrupted or altered. Preservation of digital heritage is more complex than traditional and requires a different approach.

In light of the need to develop digital preservation policies to ensure long-term accessibility to digital heritage, UNESCO in September this year held a conference in Vancouver, Canada, to explore ways of preserving mankind from the development of digital amnesia. More than 500 participants from 110 countries discussed the key factors of acting digitization of analogue materials and the long-term preservation of digital content. Experts pointed out that the current understanding about digital preservation is not keeping up with the pace of technological development. The Vancouver declaration adopted by the conference called on stakeholders to combine energy and work towards global long-term accessibility of digital heritage. The success of the forum was a result of the commitment of many partners, including the Ministry of Communication Information Technology of Azerbaijan, which supported this initiative.

Ladies and gentlemen, in concluding, let me touch upon the preparations for the business plus 10 review. UNESCO will host the first review conference entitled "Towards knowledge, societies for peace and sustainable development." The event will give us an opportunity to review the implementation on the decisions of the summit, analyze trends of social and technological developments and forecast evolution of knowledge societies beyond 2015.

The event will take place in UNESCO headquarters in Paris on 25-27th February 2013. One of the highlights of the event will be the UNESCO Internet Forum looking at Internet freedoms, multi-lingualism and different aspects of use of the Internet. In conjunction with the conference, UNESCO will host the consultation meeting following this Internet Governance Forum in Baku and the MAG meeting also will take place in the conjunction of the event. I would like to reiterate my thanks to the IGF secretariat and IGF community for having supported and accepted our invitation and we're looking forward to continue working together on key topics of the Internet to develop all our future.

Jean-Guy Carrier:

I am honored and also on behalf of the business action to sustain support the information tech New York to be able to address you today. Many of you are aware of ICC Basis from its record of action and organization within the context of the IGF. The ICC is a very large network of companies around the world in 120 countries. It is comprised of course international companies but also one key reality of ICC is that 90 percent of our members companies are small and medium sized enterprises. What they have in common, big, small, medium, is that they're involved in cross-border trade that they are part of the drivers of the global economy and the global trading system.

For many of these companies the Internet is not a tool, it is the life's blood really of their business and so they are very much interested and engaged in the development of that particular medium. It is one reason why at the ICC we are very solid in terms of our support for IGF. We see it as a form of international governance that actually is delivering results. When we look at the situation in the world crisis that we have been experiencing economically in various parts of the world for the last several years, many of our models of governance have been found wanting certainly in terms of delivering progress and results. We look at the world trade system and the frustrations and stalemates that are part of that particular engagement. We look at the world economy and the difficulty of countries even within a G20 grouping to act decisively together. We look at the world environment and again governance is found to be slow in terms of its possibility to deliver results.

The IGF for us as a business community is a model that works. It has delivered stability, it has delivered confidence, and it has delivered growth, growth in terms of the number and spread of users but also in terms of its impact on the world economy, individual and national economies. So it is, from a business perspective, a model of governance that needs to be supported and developed. In the current economic crisis, again, it has been

underlined to us how crucial this model needs to be supported, how crucial it is that we are able to make sure that trade through the Internet, that activity through the Internet of all kinds is built on the respect for the rule of law and on regulatory predictability and on stakeholder participation from all the communities that need to be involved.

We at ICC believe that the IGF is that vehicle. It provides a fair, balanced and effective approach to Internet governance. The ICC was founded by business people 100 years ago who called themselves the merchants of peace because they believed that the world of business went beyond the horizon of the bottom line, that it involved contributing to peace and prosperity in the world. It is a firm conviction of the ICC members in this modern day world of the 21st century and the Internet and the developments that have taken place that we are all called upon to become, in terms of the cooperation that is required to use and develop the Internet, we must all become modern day merchants of peace.

Eligijus Masiulis:

First of all, I would like to thank the Government of the Republic of Azerbaijan for their hospitality and their initiative to organize the 7th Internet Governance Forum in Baku. Lithuania, as the former host country of the 5th IGF, which took place in Vilnius in 2010, understands the responsibility as well as the opportunities that go to the organizer of the IGF. I greatly appreciate this opportunity to address such a wide and respectable audience. Today, we can say with certainty that the IGF has proved itself as an able global platform for discussion between the various stakeholders from all levels, governments, inter-governmental organizations, private sector and academic communities. The proposed theme of this meeting, Internet governance of sustainable human, economic and social development, is a perfect continuation of last year's topic which emphasizes the key role of Internet as a catalyst for change.

Today, nobody doubts that Internet and other modern information and communication technologies have changed people's lives radically all over the world. We all are witness and participant of the process of information technology's penetration to all spheres of human activity: work, leisure, and human communication. The Internet is now the driving force that helps to transmit large amounts of information, promote innovation, create jobs, and advance human development and creativity, thus contributing to sustainable human economic and social development.

Being a minister responsible not only for ICT but also for transport, I can say with certainty that Internet has a great influence on the development of the efficient transportation corridors and the logistics streams. Internet facilitates trade, export of services, and improves the business environment and promotes competitiveness, thus contributing to the country growth, GDP growth.

Speaking about Lithuania's experience, I would like to say that Lithuania is the 7th country in the world regarding the use of Internet in business; also the number of public and administrative services in Lithuania has been transferred to the electronic

environment. For example, due to the rapid development of innovative mobile banking service, 61 percent of all Lithuanians use electronic banking and 86 percent of the population submit income declaration by Internet. Also, there is the possibility of interactively setting up business companies, arranging public procurements, as well as using other mobile public administration services interactively. Among the main factors determining the rapid penetration of the Internet in the private and public sector of Lithuania are the high Internet communication speeds and the high Internet connection data download speeds, together with the low cost access.

Another crucial factor is the rapid penetration of global Internet. Lithuania is in the first position in Europe and sixth in the world regarding the development of broadband Internet. The development of broadband networks is identified as one of the factors ensuring the economic success of different countries as well as other reasons. For example, it is a statement by the European Commission that the increase of growth and penetration by 10 per cent results in an economic growth from 1 to 1.5 per cent.

The influence of ICT on social and human development is worthy of special attention. The promotion of Internet infrastructure forces the communication between different social groups and also improves the local applications system. However, the access to the Internet is still not sufficient in some developing regions of the world. I wish that here in Baku we will have useful discussions and constructive ideas regarding the promotion of ICT in the developing world and these ideas will turn into the real world in the nearest future.

Alan Marcus:

I am responsible for the ICT agenda at the World Economic Forum which largely looks at how ICT impacts global issues, particularly around economic benefits, and one of the things that we have been looking at and understanding and hearing is this notion is that in the Internet space, particularly around the idea of governance, no one organization, no one person, can solve this problem on their own, that in fact as we look at these issues we notice this concern of interdependency, we're all interdependent with each other. Every business leader, every civil society leader, every citizen and every government leader.

We need to work together more as a community to understand these interdependencies and when we make our decisions we make them with the notion of what is best for the overall community. When we look at the Internet and recognize that 80 to 90 percent of the infrastructure is privately owned, is owned by the enterprise, we have to understand the role, therefore, of the leader of the enterprise and the responsibility that we have in terms of protecting both the freedom of the Internet and the security necessary for the infrastructure and the information. This leads to a new kind of leadership.

Historically, information has been a tool of power, the leader being the arbitrager of that power. In the Internet space we have a more networked effect and in that network effect, power and information flow in very different ways and so as leaders we need to rethink our position and what the opportunity is. When we look at this notion of how others are

doing it and I hear this certainly in the halls here, what is the best practice for such an idea?

The best practice is an interesting experiment but what we need to really be thinking about is who or the results we're looking for. If we're talking about things like cybersecurity it's not who's got the best security paradigm. It's how do we measure the immunity and the resilience we have to such threats. How do we understand these sort of responses, I think becomes a much more productive and cooperative opportunity. We need to remove the fear, what drives a lot of decisions is the fear of the unknown and in this hyper-connected world, in this very fast moving space, unknowns will be prominent and we'll continue to be in a world of unknowns. We need to get more comfortable that that's okay and we need not fear that, in fact, working together as a community we can remove a lot of the fears.

As someone said to me once, if someone wants a law or a policy badly, one will get a bad law or a bad policy. We need to make sure that fear does not drive that idea, that in fact we work better together and understand and cooperate we can help each other through this rather complex but incredibly powerful medium known as the Internet.

Amirzai Sangin:

I think we all agree that ICT plays an important role in the lives of the people. There is no doubt about that. That means that it is very important to promote and protect the Internet and that is why we are all here participating in this IGF meeting. I think I find this IGF forum a very good forum for discussing issues related to the Internet because here all the stakeholders are present and they can debate and discuss the various issues, and I am sure that this discussion and dialogue will lead to a consensus among all of us to make sure that the fantastic Internet that is being used by many in these developed countries and also trying to ensure that this Internet is always available and we can all make good use of it.

I think the state of ICT development is different from country to country. This is dependent on many factors including the policies of the governments which are very important. For example, in the case of Afghanistan, where before the year 2002 we had the Taliban regime and what was their policy? Well their policy was that the Internet was forbidden, it was not allowed. Nobody could use the Internet. TV was forbidden. Music was forbidden, photography was forbidden. So what was the result? The people of Afghanistan were completely isolated. Actually the people of Afghanistan had to travel to the neighboring country to make a simple phone call, this was the situation. Today in Afghanistan we have more than 90% of the population under the coverage of mobile services. 20 million mobile phone users and there has been more than 2 billion dollars of investment in the ICT infrastructure.

As a result of this success in Afghanistan, in the short period of 10 years, despite the huge challenges that we have in our country, it was a great honor to receive the Association Government Leadership Award 2011 in Barcelona. Our current efforts are to promote

broadband. For this, we are building optical fiber, which is connecting major parts of Afghanistan and also Afghanistan is connected by wire optical fiber to all of our neighboring countries. We have already issued 3G licenses and more than 11 cities have come under the 3G services. We plan that in the next two years; more than 80 percent of the Afghan population should have access to broadband services.

We will continue to follow the ICT development and whatever technological developments, whatever technology, whatever services that are available to the people of the developed world, it is our goal that this should also be available to the people of Afghanistan. That is why I am here to hear your experiences and to share with you our experience and to use this forum for the mutual benefits of our people.

Edward Vaizey:

It is a great privilege to be here in Azerbaijan, my first visit, and to visit Baku, to the very beautiful city. I was at my first IGF last year in Nairobi and the Kenyan government did a fantastic job in organizing it, and this year your government has done an equally superb job in organizing this very, very important conference. I was struck by what the Indian minister said about Internet governance being an oxymoron. I say that to show that I am listening to the speeches but also because I thought it was a pretty important phrase that encapsulated really what we are doing here. The Internet seems to have done pretty well without too much help from people like me, politicians. Civic society and private business worked together to put together the protocols that allow the Internet to work. Civil society and private business have built the networks that people use and civil society, private business and of course the British Broadcasting Corporation have put this superb content, by and large the superb content, that we all benefit from, on to the Internet.

That is really what the IGF is all about. It is a vital forum for stakeholders in every community to discuss the opportunities for the Internet as it continues to evolve. It is unique, it is precious in facilitating this aim and it is now seven years since the IGF concept was launched. It is difficult to imagine life without the IGF. It is unrivalled in terms of stakeholder engagement and it is rightly the hub of the global Internet landscape. This brings me to my first substantive point, which is the select group of experts in the Multistakeholder Advisory Group, the MAG. They have a crucial mandate to assist the IGF secretariat to achieve its aims. I am disappointed as a donor government that we still don't have a fully effective government structure for the IGF in place. I very much hope, therefore, that the United Nations Secretary General will appoint a new special adviser soon to oversee the MAG's immensely valuable hard work associated with preparations for the IGF. It is also important that a new head of the IGF secretariat is appointed as soon as possible. I seem to remember making a similar call last year in Kenya and I hope very much that I don't have to make a similar call when we reconvene next year.

Now when I repeated what the Indian minister had said about Internet governance being an oxymoron, of course there is a role for government in the Internet and in fact it was a great honor to follow the minister from Afghanistan and his remarks because there can be

no one who is facing a tougher job in terms of doing the job that he is doing in Afghanistan. He reminded us that government simply allowing the Internet in many countries is an important step for government. Governments sometimes seek to control the Internet and a government that allows its citizens to use the Internet freely is to be applauded.

Of course there are huge issues in supporting the build out of networks, issues like intellectual property, cyber crime, cyber security, data, privacy and the protection of our children, where governments of course have a role. When people call for enhanced cooperation that of course echoes the calls made in Tunis at the World Summit for the Internet Society. We know that the United Nations Commission on Science and Technology for Development has been asked to consider how the provisions on the enhanced cooperation in the Tunis Agenda might be taken forward. Our view is that a key task for any working group on enhanced cooperation should be to map what has happened and is happening in terms of the initiatives that rely on cooperation between different stakeholders, different governments and intergovernmental organizations. This mapping exercise will ensure we have a full understanding of whether there are any gaps that should be addressed and what might be the best way of addressing them. The next four days, I am sure, will be inspiring with a series of debates and discussions about the Internet. Keep in mind that the Internet has been created by many bodies, it is fast moving and transformative, and let us all keep in mind that we want it to stay that way.

Hany Mahmoud:

It gives me great honor to stand here today addressing this distinguished gathering at the seventh meeting of the Internet Governance Forum held in the beautiful Baku. Allow me, like everybody, to start by thanking the Azerbaijani government for they’re warm hospitality and excellent organization of this event. As well, I would like to extend our special thanks to UNDESA and the IGF secretariat for their excellent job and effort.

The Internet today has transformed into a genuine platform where real innovation emerges. Mobile technologies and applications, social and economic services are more and more prevailing over the World Wide Web. As a result, the Internet nowadays is considered to be a tool for creating opportunities and reaching out for new horizons. This is why the developing countries are looking up to what such a vibrant platform could provide to them. They are noting with care that the expansion of the Internet and its next billion users are asked to recognize from within, I mean from the developing countries.

At the same time, those same regions are anxious about the currently evolving international discussions around Internet governance and want to help their developing countries and communities be more integrated. That is why serious efforts should be extended by the international community to find ways and means to stimulate the emerging markets' interest and actively engage them in the discussions.

The forum of Internet governance is an ideal platform for that. One way of doing this is through looking at key issues that could help emerging countries better participate from

developing countries to our forum. Among those issues is the development of local content. The Internet is a vital tool that could be utilized in reaching out to rural and remote areas, providing them with real opportunities and more integration, nevertheless, the absence of localized content stands as an obstacle in that regard. Egypt believes that it is our responsibility together to further dig into current mechanisms and propose creative models to address policies that encourage the creation of multilingual content. We believe as well that access should remain on the discussion table. It is noticeable that, despite our collective efforts, the current distribution of access to Internet needs to be readdressed, especially with regard to the developing world.

National broadband strategies and sound infrastructure are important options to solve access concerns. Fiber optics and submarine cables are one of the ICT critical infrastructure issues that need the collaboration between governments and the private sector together. Appropriate tools and applications need to be developed so that all members of society can benefit from Internet service. On another hand, enhancing security and building confidence and trust in the use of ICTs are among the vital issues that need collaboration of regional and international efforts from all stakeholders. The IGF has always been the key platform for open discussion among all stakeholders. The flexibility it provides and dynamic nature it introduces is helping participants to converse freely in order to achieve the full realization of Internet potential.

The era we are living in nowadays obliges us to extend our hands to one another and look at our partners along the road. We therefore need to see more involvement from developing countries on the IGF platform. We need to see real collaboration between government and other stakeholders, engaged more freely in open discussions and constructive dialogues. In conclusion, looking at the future of IGF, we believe that we should put forward all efforts to maintain its multistakeholder nature in order to continue its mobility and dynamism with its regional and national impacts, so we could all work together for better integration.

Ziga Turk:

I would like to congratulate Azerbaijan not only for the splendid organization of the IGF and other events but also for its policy to develop the ICT sector in this country, the ICT infrastructure and in particular the policy to turn, as they call it, the black gold into the human capital by developing the school infrastructures, universities and of course what connects them, and that is the Internet. In fact, it is impossible to imagine the development of human capital without the Internet. The IGF is discussing the public policy issues relating to key elements of Internet governance, in order to foster sustainability, robustness, security, stability and development of the Internet and, of course, to protect the freedoms of the Internet.

One of the key factors in the development of the information society is the availability of broadband infrastructure for all users. It is becoming one of the fundamental and most significant public infrastructures. At the end of the day, like for all other infrastructures, the citizens expect the governments to ensure that it works. But like the citizens expect

the government to make sure that roads are open in spite of flooding and hurricanes, the citizens do not the expect the government to inspect the trucks, what the trucks are carrying or what kind of music the people are listening to in the cars or on the roads that the government is supposed to keep open.

Slovenia operates a new policy, the digital agenda. Following, from our point of view, quite ambitious aims of these policies, we estimate there will be larger investment into the IT infrastructure required to achieve those policies. Right now, about two thirds of the households in Slovenia have broadband access, but Internet opens also business opportunities. At the Baku Expo next door, there are quite a number of Slovenian companies exhibiting, from those who provide infrastructure to those who provide government services and medical services.

Internet indeed improved how we can collaborate at a distance but the fact is that events like this one present an appropriate and necessary platform for the exchange of views and direct communication between participants. The Republic of Slovenia supports the principles of openness, transparency and the existing way of Internet management based on the democratic cooperation among stakeholders in compliance with the EU and CEPT. The Internet, ladies and gentlemen, owes its success to engineers, civil society, entrepreneurs, NGOs and, last but not least, the governments and inter-governmental organizations.

We should all be committed to support the model that works and I am happy to hear at this forum that some of the key players understand this, I close with these words, they did not relate to the Internet but hold true for the Internet as well: "The best is still yet to come."

Amelia Andersdotter:

I am a member of the European Parliament on behalf of the Swedish Piratpartiet since December 2011. I am mindful of the fact that I am one of only two women speaking in the opening session. Also, I am probably the youngest person speaking. I am only 25 years old. The Piratpartiet wants to change the legislative framework for communication, interaction, innovation and culture. We formed around the idea that communication technologies and culture present fantastic ways of building broad global communities.

We want interactions, social, cultural and economical to be determined and under the control of the people interacting. When information, communication and culture can be freely accessible and used, which on the Internet is basically always the case, this should be allowed and any exceptions or deviations to that general rule must be kept exceptional.

Unfortunately, laws at both nation state level and the international level are very ill - equipped to achieve these goals. Direct interventions by nation states into communication and cultural flows of their citizens are ubiquitous in the world. More insidious are the restrictions on communications imposed on users by private network operators or intellectual property rights holders. We hear words like "freedom of speech" and "Human

Rights must be respected online" but actually so far very few top political figures in the world have acknowledged, or are willing to acknowledge, that this will require regulatory intervention on some private sectors and also letting go of some of the regulatory hinders that we're currently putting in place to block communications between people.

It is clear to me both at the personal and at the political level that we need to fundamentally reconsider our approach to communication. We need communication to be open and accessible. This is how we make friendships, it is how we make societies, and it is how we form words. The control over communities and the ability to shape them must be with the communities themselves. Infrastructure must be regulated to enable that ability and such autonomy. The raw material for cultural identities, the culture itself, must be made more accessible than is currently the case. Copyright is not only an untimely instrument for the 21st century; it is doing active harm to culture and to communities around the world.

During one of my travels this summer I met a young man who told me with a straight face that he liked open torrent trackers because he wants to be able to see the unpopular files. I want to see the unpopular files. I want to see the unpopular torrents and I want to live in a world where a social network, a community on its own initiative preserves the cultural wealth through the spontaneous contribution of all its members. All of the changes that are needed in our laws to ensure that these communities can exist must be undertaken and now. To all of you here and to all of the Governments and to the public officials and lobbyists that haven't been able to bring themselves to support these actually very extensive reforms that are necessary for these places and creative communities to exist, I would like to paraphrase George Michael, from I think 1992, "f*** you, this is my culture and if copyright or telecommunications operators are standing in the way, I think they should go." Thank you.

Vinton Cerf:

It is an honor and a privilege to participate in this 7th Internet Governance Forum. I am grateful to the organizers, the Secretariat of the IGF, UNDESA, the sponsors and most of all to all of you who are participating in these important discussions.

The Internet is more than a unique and distributed amalgam of computers, networks, software, institutions, applications and content. It is a concept and a technical design that has persistence beyond any one component. Networks and their associated computing devices come and go but the Internet abides. It is organic in the sense that it evolves as new technology, applications and business models arise and new players enter into its provision and use. It is open in the sense that anyone is free to contribute to its development and expansion. It is unlimited, in the sense that the medium that the Internet creates can be expanded in capacity at will and new applications can augment or supplant old ones.

The Internet is collaborative in many dimensions. In principle, anyone can create and share information in its global information commons. Billions of users, millions of

networks large and small, hundreds of thousands if not millions of operating entities cooperate to maintain, manage and contribute to the information infrastructure arising from the Internet's design.

The Internet is a remarkable artifact that creates a borderless medium through which people, devices and applications and their contents can and do interact. The complex interactions that take place on the Internet challenge conventional wisdom and experience. Actions taken in one part of the Internet can have impact virtually anywhere in the system. The very notion of Internet governance transcends historical theories of sovereignty and demands that we develop thoughtful, global and cooperative practices that reinforce the communal utility of the Internet while protecting the rights, freedoms and safety of its users.

The Internet Governance Forum emerged from the world summit on the information society as an expression and recognition of the roles and responsibilities of multiple stakeholders with an interest in the Internet's growth, operation, accessibility and use. It is founded on the belief that policies associated with the Internet should be informed by the views all parties affected by and benefiting from its operation.

To the freedoms articulated in the Universal Declaration of Human Rights, we must aspire to add "freedom from harm". The Internet cannot fulfill its promise unless its users feel and enjoy a genuine sense of safety. To this sense of stewardship that should guide the actions of providers and users of the Internet must be added the commitment to defend against abusive and harmful practices. The challenge to achieving this objective is to succeed without irreparable harm to Human Rights. Here then lies our challenge as participants of the Internet Governance Forum. We must assure that the IGF dialogue continues and that all stakeholders can be heard. We must not only highlight problems arising in the use of the Internet's unique medium but also seek solutions to them in appropriate forms and institutions. We must be candid in our discussions and in our assessment of our progress. We have collectively benefited from the respectful, thoughtful and constructive engagement of the Internet Governance Forums of the past and must affirm our commitment to continuing and evolving this process to preserve the unique value of the Internet medium. While we may not be able to predict with precision the course of the Internet's evolution, we can and must do our best to preserve and enhance its utility for those who come after us.

Fadi Chehade:

Okay, so I'm the new ICANN president and I'm new and so it's a new beginning and a new season at ICANN. I say it's a new season because one of the things we are committed to do at ICANN is to open ICANN to the world and to bring ICANN to the world. So the first things we are doing are to demonstrate our commitment that ICANN is not an organization that is limited by its geography. On a practical level, we are getting out of Los Angeles and we're going to the world, we're going to be opening offices around the world, sending our people around the world and reducing our focus from our internal operations to focusing on engagement.

So we brought on board new colleagues based in Europe and in the Asian region so we can bring what we do and who we are closer to you, our stakeholders, and the people we're supposed to serve and we're committed to do that. The second thing we're going to do is to stop being a fortress. ICANN should be an oasis that people find as a great place to get their business done, to get their work done. We are going to remove the walls; we are going to make it easier to engage. One of the ministers here asked me, "How do we work with ICANN? Tell me how. We want to engage." We're going to make that possible by engaging, by inviting, by facilitating, by making our structures easier to understand so that all of you can be part of this great mission that we were entrusted with.

On that point, I want to be clear, I am now clear after having spent a couple of months on this: our mission is a limited mission. It is an important mission but it is a limited mission. We belong to an ecosystem of organizations that have roles in the Internet. We do our part, they do their part. You saw a beginning of this new season today when Mr. Toure brought up how we will work together in this new season. His work at the ITU, the work that our friends at ISOC do, the work that our friends at the IETF do, the work that happens in all the organizations that coordinate together to make this possible is important.

My commitment as ICANN is to make sure we're open and we remove the walls and we're truly an oasis of partnerships of real work, of committed work. Finally, I just want to remind us why we're all doing this. We're doing this for two reasons: (1) I'm an Internet entrepreneur and for 25 years I've built Internet based companies and I've benefited from the Internet. We should make sure that this opportunity that I had is available to all the children and all the youth on the planet who have the possibility to build their dreams on the Internet today. This is why I am here because I want to allow others to benefit in the same way I was lucky to benefit from this great enterprise.

The second reason we're here is best embodied in the little girl Malala. Malala, at the age of 11, decided to write a blog and because of it today she lies in a hospital bed trying to live. It is for her that we need to keep this open, we need to work with all the organizations with a deep commitment that young people like Malala can continue voicing what is on their mind, what is in their heart and what they believe and together with all the organizations that I mentioned (the ISOC, the ITU, the W3C, the IETF), all the organizations of goodwill, we are going to make this happen.

Main Session: Emerging Issues

Seventh Annual Meeting of the Internet Governance Forum
6-9 November 2012, Baku, Azerbaijan

6 November 2012

Chair
Mr. Philip Verveer, Deputy Assistant Secretary of State, Department of State, USA

Moderators:

Mr. Thomas Spiller, Vice President, Global Public Policy, Europe, Middle East and Africa, the Walt Disney Company

Ms. Ana Neves, Director of the Information Society Department at the Science and Technology Foundation, Ministry of Education and Science in Portugal

Mr. Izumi Aizu, Senior Research Fellow and Professor, Institute for Info Socionomics, Tama University, Asia,

Panelists:

Ms. Sabine Verheyen, Member of European Parliament, Germany
Mr. Ko Fujii, Google Japan

Mr. Valens Riadi, AirPuthi Foundation/APJII, Indonesia

Ambassador Philip L. Verveer, Deputy Assistant Secretary of State, United States

Mr. Patrick Ryan, Policy Counsel, Google

Mr. Giacomo Mazzone, Head of Institutional Relations and Members Relations, European Broadcasting Union

Mr.Toru Nakaya the Director General, Institute for International Communication Policy, Japan

Remote moderator:

Ms. Valeria Betancourt, Association of Progressive Communications

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The following is an edited output of the real-time captioning taken during the Seventh Meeting of the IGF, in Baku, Azerbaijan. Although it is largely accurate, in some cases it may be incomplete or inaccurate due to inaudible passages or transcription errors. It is

compiled here as an aid to understanding the proceedings at the session, but should not be treated as an authoritative record.

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Philip Verveer:

Excellencies, ladies and gentlemen, it's my great pleasure to open this first main session of the 2012 Internet Governance Forum. Welcome to Azerbaijan and welcome to the IGF. For the next three hours, we will be discussing a number of emerging issues focusing on various aspects of the free flow of information. We will be guided through the session by three moderators: Ms. Ana Neves of the Government of Portugal, Mr. Izumi Aizu of Tama University in Japan and Mr. Thomas Spiller, Vice President of the Walt Disney Company. Our moderator for remote participation is Ms. Valeria Betancourt from the Association of Progressive Communications.

There will be four parts to the session, each discussing different topics. First, the role of information and communications technology in disaster relief and mitigation and the possible policy frameworks to enable collaboration; second, the core issue of this session, the free flow of information and Internet governance and Human Rights; third, protection of intellectual property online and appropriate and proportionate measures for protection while maintaining the ability and rights for people to share cultural assets and content and to be able to innovate and create; fourth, the opportunities and challenges arising as traditional media are increasingly accessed over the Internet, for example, new models for accessing content, user generated content and so forth.

Izumi Aizu:

We are really glad to see that our session around the emerging issues is now beginning and as Ambassador Verveer told us there are four parts, but we are largely breaking this into two different parts. The first part deals with the role of the Internet and ICT and the traditional media for disaster recovery or disaster management. We will spend the first 45 minutes on this subject. Then we combine the questions two, three and four, and make it one large section under the theme of free flow of information, freedom of expression, human rights, balanced with intellectual property rights and possibly some other dimensions.

(Video Played of Japan Earthquake/Tsunami in 2011)

Now I would like to introduce Mr. Toru Nakaya the Director General, Institute for International Communication Policy, to say a few words only about this disaster.

Toru Nakaya:

As you just saw on the video, on 11 March 2011 the earthquake of magnitude 9.0 hit the north-eastern coast of the Japanese mainland. About half-an-hour later a giant tsunami

arrived at the coast of the area. As it was announced, approximately 20,000 lives were lost. In the aftermath of this disaster, Japan received assistance from many countries, in total 163 countries or regions and 43 international organizations. On behalf of the Government of Japan, I express my sincere gratitude to those countries and regions that extended assistance to Japanese people and victims. As you may easily anticipate, the telecommunication infrastructure in the devastated area was severely affected, firstly by congestion because many people wanted to check if their friends were safe or not and, secondly, by physical damage either by the earthquake itself or tsunami and, thirdly, by black out. That means loss of electricity supply. ICT doesn't work without an electricity supply.

The tsunami washed away everything, including mobile communication stations; so it was really, really difficult to communicate to each other in the devastated areas. On the other hand, in the outside of the devastated areas, people tried to save or assist those victims making use of ICTs and some went very well but some didn't. We learned a lot from this disaster and I believe it will be the same for the panelists sitting here on the stage and that they have something to talk to you so that you can learn something and use it for the future disaster. I sincerely hope that this first session is very useful for you.

Izumi Aizu:

Now we would like to have two speakers. First one is Mr. Ko Fujii from Google Japan. Mr. Fujii will elaborate their crisis responses, not only confined in Japan but touching upon other global crises and how the ICT and their services are used or utilized or not.

Mr. Fujii, the floor is yours.

Ko Fujii:

Thank you for giving me this opportunity to speak about the role of Internet for disaster reduction. This was a very difficult time for us in Google Japan. I was there in Japan when the disaster struck and we went through this operation of several months of disaster relief as well as disaster, rebuilding the economy. So I would like to first tell a little bit about the history of Google's disaster response. When disaster strikes, people turn to the Internet for information. Technology first helps first to responders to save lives, so technology doesn't save lives per se but it helps the first responders save lives.

You didn't hear about the role of Internet in disaster relief until about ten years ago but in Google it all started in 2005 when people spontaneously started using Google Earth as a clearing house for information and idea-sharing. This was a very good platform because it can visualize a lot of data and people can exchange ideas on the map. Then during 2010, during the Haiti earthquake, Google developed the person finder. This is a registry for missing persons. As you can see on the green (Presenter shows slides) it says "I'm looking for someone" and on the blue on the right it says, "I have information about someone". People can exchange information about their loved ones, people they are looking for, through this platform. After Hurricane Katrina, a lot of websites created

person registries but the idea of Google person finder was to create a common data format so we could centralize and accept data from different registries so these registries do not get fragmented. That was the whole purpose of person finder.

Haiti was another watershed moment for us because we saw that maps could be combined with other disaster relief tools. Responders used maps to plan and choose medical evacuations, locations. It proved to be a very useful tool. Then Google created a disaster response crisis response team explicitly dedicated to disaster relief. Since then we have responded to about 28 disaster cases including, most recently, Hurricane Sandy which was late last month.

Now I am going to talk about the great East Japan earthquake of March 11, 2012. Obviously, this was not just an earthquake; it also involved tsunami as well as the nuclear disaster so it was a triple disaster. (Showing Slides) This was actually a picture taken from our office. You can see the smoke by the horizon. It is actually an oil refinery by Tokyo blowing up in the sky. It was a really scary moment. Within an hour after putting up the person finder we were able to establish the crisis response portal site which after this moment helped many people go through these difficult times by providing various information. I am going to talk about Google Japan's operation, not in a chronological order but I am going to pick up different themes so that we can flow directly into the next part of the discussion, which are the various emerging issues such as issues having to do with mobile devices, connectivity, social media and our relationship with traditional media.

The first thing that we did was we aggregated and visualized data from public sources. This is like the ABC of crisis response. This is the first thing that you would do. You would visualize data from public resources, usually on maps. This is the data of drivable roads. (Showing Slides) We got this data from probe data, Honda originally provided this data. After that we got similar data from the ITS Society of Japan which is a publicly affiliated organization. Drivable roads are important, to know which roads can be driven for disaster relief purposes.

A similar map, the planned power outage map, we had a rolling power outage and different blocks of the city went through power outages at different times and people wanted to know the plans. We got this data from the electricity company through the cooperation of the Ministry of Economy and Trade and we created these maps. What is important about this operation? Access to data and open Government, we talk about open Government, but this is really crucial in times of disaster. Uniform standards in machine readable formats are also important because in a lot of cases in Japan the Government provided the data in PDF or they would just have the information in hard copies, which are not useful or not readily usable and so this was actually a lesson learned. Machine readable format is very important.

In terms of collaboration with traditional media, something really phenomenal happened. This is actually the news of TBS. TBS is a big television broadcasting station in Japan. Immediately after the earthquake they started broadcasting TV news on the Internet

through YouTube. This is not something that would happen normally because at normal times we would have to go through loads of copyright restrictions and business transactions and contracts to make this happen but in a crisis situation Internet companies and broadcasting companies really cooperated to make this happen. The same with YouTube person search channel. People were searching for people and TV broadcasters interviewed and we put it up on YouTube immediately.

We also did TV advertising. This may sound odd but TV can really reach a lot of people and a lot of people don't know what information is out there on the web so we actually ran TV ads to show what information you can find on Internet portal sites that are responding to crises. The same thing, we had information up on mobile and then the next week we did newspaper ads to tell people that you can find this information on mobile. Infrastructure, connectivity, data traffic and devices, these were the physical layers of the Internet but these were also very important. For example devices, people didn't have PCs and they didn't have connectivity because the devices were washed away and cables were cut and the only devices that people could rely on most of the time were their mobile phones in their pockets so we enabled person finder for mobile. We also enabled the crisis portal site for mobile and so our devices, the choice of devices also play a crucial role when you are responding to disasters. This is also an infrastructural problem. Government websites and public utilities websites started going down because there was so much traffic going there so they could not just hold off the concentration of traffic. The Government and Internet companies such as Google, Yahoo and other companies collaborated to mirror government and public utilities websites so that vital information was always up there on the web.

Another issue that was really interesting for us was digitizing real world information. When we talk about the Internet you sort of assume that the information is already up there on the web and it is just a matter of how to corroborate and curate that information but in a crisis situation, especially in times of natural disaster, a lot of the information is actually in the real world, it not even on the web. It is not digitized. How do you do it? This was an interesting case. There was online sharing of refugee rosters in shelters. What happened was we had the person finders and those who had digital access to the Internet were able to use person finders, but in the core regions of the disaster, people only had pencils and paper and markers so what they would do is they would scribble their names on these pieces of paper and post them up on the walls of the hospitals and the shelters hoping that somebody will find out that they are alive. But somebody started tweeting this information on the walls, and why not take pictures of them and if you have a web enabled digital phone then you can put it up on the web. Volunteers started taking pictures of these lists of names and put them up on the web and volunteers from all over the world who could read Japanese actually started entering this information on to person finder. We had about 5,000 volunteers in a matter of a few days that entered about 140,000 names onto the web. This was a real case of online/offline collaboration.

(Showing Slides) This was a health and hygiene map. This information had to be collected by foot, by nurses and doctors and then once they were collected we were able to digitize them but the next time, you know, hopefully we will have devices, mobile

devices, which will enable doctors and nurses to be able to collect this information more easily. (Showing Slides) Satellite images and aerial images, these were also real world information that needed to be put up on the web. These are actually a costly and heavy operation but when the Government will not do it you have to do it yourself. We also ran a Street View digital archive project. This is also a powerful tool. For example, this is the scenery before the earthquake and this is after the earthquake (indicated in slides). You can see that whole rows of houses are just gone on the left side, so these are powerful tools.

I said in the beginning of this presentation that technology helps first responders respond. After the first responders we get into a phase where the technology can help the survivors survive on their own. We provide them information about where they can get food, shelter, or where they can take a bath, where are the toilets, where can they store garbage, things like that. After that phase, in the third phase we really start helping communities rebuild, that is rebuilding the business, economically, socially and also culturally. What we did after a month and a half after the earthquake is that we put up business finder. This is not person finder; it is business finder. A lot of factories were gone and shops were gone but people throughout Japan and across the world wanted to know where their suppliers were, if their clients were okay so we put up a business finder to enable business to know, to reconnect again with their business partners.

YouTube business support channel was also collaboration between web and business trying to help the community rebuild. I am getting close to the end of my story. What are we going to do for the future? Google, Twitter and other web companies, we discussed and we decided to do a big project calling Project 311. It is a big data workshop, a post-mortem for the future. What the idea was is we wanted to know what we did right and what we did wrong and we wanted to know how we can improve in the next disaster. What we did was, since we don't have a time machine we cannot go back into the past but we can replicate the flow of information from March 11. We gathered information from various partners, one week of newspaper articles, text of TV coverage, one week of entire Tweets, travel, roads information, people location information, railroad operation information and we did a series of 50 workshops, various data analysis, and brought scientists to try to analyze and assimilate this data.

This is actually a media coverage map. (Showing Slides) The red is where the traditional media was able to cover the reporting and the yellow is where we saw a concentration of Tweets. As you can see the traditional media does not necessarily correspond to the location of where the Tweets were happening. These are powerful tools that can give lessons to the traditional media where reporters and correspondents should go in the next disaster. This is another example, overlying data from various resources. The green is real time population based on GPS enabled mobile phone data and the red is Government's radiation detector network system. You can see how people were exposed to radiation.

This is a still picture but it actually moves, you have a time slider on this slide so it is really neat to watch. This is the end of my slide, so record, share and simulate and build new tools for the future.

Izumi Aizu:

It is not what Google did but what the larger community, Yahoo or many others, it is something like 300 different websites came up in a week or two to help the victims all share information about radiation or about power stoppages and other crises.

Now I would like to introduce our second speaker, Mr. Riadi, He is from Indonesia and worked right after the Aceh tsunami, flew with the military airplane and helped build the Wi-Fi centers in 2004. Since then they have started for the preparation or relief works using ICTs for any other large-scale disasters in Indonesia, including volcano eruptions and so on and so forth.

Valens Riadi:

Thank you for the opportunity to share our experience when we faced several disasters in Indonesia. Maybe I can preface the presentation talk about how we cooperate to do something for the disaster but what I want to share here is more from the civil society, how we can work hand-in-hand together to do something for the disaster relief.

I will start from 2004 where we got hit by the tsunami, especially in the Aceh area, and also several areas on North Sumatra. It was quite a big earthquake, 9.1 Richter, and the tsunami got more than 30 meters high in some areas. After the tsunami hit, most of the people in Indonesia didn't know what really happened in the disaster area. We lost contact to the area. Some friends had family there and they didn’t know what was really happening there until after several days and we sent people to do a site survey and we knew that the condition was. At the time, the ISP association thought it would be better if we send some engineers to the disaster to help on the IT programs. At that time we sent six people and I was one of the six people who flew to the area just three days and five days after the tsunami. Of course we still saw all of the terrible things there, dead bodies everywhere, and everything. After that we established the foundation because we got some donations from big corporations, for example, from Intel. They give us several laptops and also some networking support.

We created also a website, Aceh media centre, and it gave information about what really happened in the area so the journalists from everywhere could understand what really happened there. We also make short code SMS and people in the area and also people outside the area were able to communicate with each other. I think it is in the tradition of the people finder that we have seen in the previous presentation. After that we created an early warning system application and this application connected through the meteorology system. Where we got the information about the earthquake, it analyzed the information and if we had a tsunami warning it will go to the television and also a radio station, so the television can initiate information if the Government thinks that it will be a tsunami warning.

(Showing Slides) We made public computers available, public access Internet and also we had to clean up several satellite dishes to create Internet access there. This is the plan we make for Banda Aceh. It is the city of Aceh. We made very nice wireless networks and we deployed three access points and also 50 CPE with the WIMAX technology. At the time the WIMAX technology was one of the new technologies we had to deliver the Internet. This is a photo when we deployed the access points and also a photo of when we deployed CPE. We make also several media centers and several other things, also of course community development. The program we do in Aceh has not stopped there. There are still several disasters after Aceh. We worked at Nias, Wasior, Patang and several other disaster areas.

The last disaster experience I want to share is from Yogyakarta. It is from October until November 2010. We have a volcano. The volcano is located only 30 kilometers from Yogjakarta city. Yogjakarta is not a very big city, only 3 million people live there, and the volcano is located only 30 kilometers away and it is an active volcano. There are several eruptions that happened that year and after the first eruption on October 26, almost 50,000 people from the ten kilometers radius were evacuated by the government. You can imagine we had to make all the settlements for 50,000 people. We also had real time life report using communications radio. It is 149 megahertz and it is also related to several Internet-based radio streaming; so people from everywhere in the world, they can hear what is happening in the area.

Then we had a second eruption on November 4th. It happened at 1 a.m. and the government extended the evacuated area, to 20 kilometers and from 50,000 people it went to 100,000 people. You can imagine we already have 50,000 and after the government extended the evacuation area, it goes to 100,000 and it is 1 a.m. in the morning. We deployed several Wi-Fi areas for the government building and refugee camps but half of the area was swept by the second eruption. Then we thought how we could reach the people in the refugee camp? They don't have Internet, they don't have electricity. So we initiate to build the FM radio station. Of course, this is not very high-tech but it was very helpful. We made it on air 24 hours a day for 30 days for the eruption. It was operated by almost 60 volunteers, including an announcer, script writer, IT support and other functions. Also we did live streaming for this radio on a website. This website had a lot of information about the area. Also, they had feeding from Twitter so people could exchange information related with this disaster on Twitter and also displayed on this website.

From my experience I think there are three important things. One is the communication, information dissemination and also disaster management. The most important thing is the communication. Once the disaster happens sometimes all the communication brake and people cannot call, people cannot do texts, and people cannot access the Internet. That is why we have to be able to make very fast Internet access with the special mobile telecommunication unit and several other special equipment available.

We can also deploy open DPS to make special and small GSM networks in the disaster area. It is very useful when you don't have any ideal infrastructure. Also, social networks like Twitter, Facebook and YouTube can provide important channels.

Of course, about information dissemination, this is for the people in the disaster area, sometimes government's need to tell something to the people in the disaster area and also we need to bring the information from the disaster area to the world. For example, if some other country can help or somebody can with the disaster relief. Also, the disaster management, it is about coordination, data collection, relief supplies, missing persons, humanity programs and other things.

(Some Audio Issues Occurred)

Giacomo Mazzone:

Yes, I have two questions from the remote audience. One is about these experiences, the forums for exchange of information about intervening in an emergency for communication. There is coordination within the ITU and there is another one within the UNESCO, is there is any relation between these experiences? The second is, what about the cooperation with broadcasting?

Sabine Verheyen:

Yes, I think one of the most important issues that came out was to get early technical support for building up a new net after a disaster. The second is the question of warning before a disaster happens and for me the question would be, how do you avoid an uncontrolled mass panic caused by, let's say, information that is not correct or information that are not let by the government via the Internet, via Twitter and via the social networks and how to build up after these infrastructural issues to come to the places to build up the networks, the capacity of these networks, can it deliver all the people who want to use their mobile devices so that they can use the services you offer?

Thomas Spiller:

I have a follow up question to Sabina's question: in the recent case of Sandy in the US we have seen false information on Twitter that were put by individuals and that actually diverted needed help to other places, so in the case of use of social network how do we ensure the information is as accurate as possible?

Remote Moderator:

There is a question from Joseph Webbe from Uganda. The question is: is the program about the disaster still ongoing and how can they measure the success of the radio station, especially the new network?

Ko Fujii:

Why don't I start with the question of social networking services and the risks of false information, misinformation and false rumors? I think the Japan earthquake was the first disaster in which the social media was probably used so extensively. As I said, in many parts of the region it worked to cover the holes, where the traditional broadcasts were not able to cover, so it proved very useful. We did have cases where there were risks of people panicking due to misinformation. One typical case was that, as I said, oil refineries near Tokyo, they blew up and somebody started tweeting that they should not go outside because of poisonous rains due to this burning oil refinery would fall and you would get poisoned by this poisonous rain. Scientifically, this seems to be false information and so a lot of this information got panic tweeted and people started panicking.

The government, especially the National Police Agency, did issue warnings and take down requests to many social networking services and other Internet forums to remove harmful information and information that caused people to panic. However, the industry took the position that more information is better than hiding information because once you start hiding information under the instructions of a government people do not know which information to trust so we took the position that more information, more accurate information, is better so that we can crack that misinformation. We actually worked with the Ministry of Communications and Ministry of Industry and Economy who sided with the Internet industry, so the industry and the two ministries worked together to form a web platform, which is kind of like the chillingeffects.org in the United States. Whenever we would get a removal request from the police agency we would post that information on to the website and we would choose or not choose to remove it but the process is all transparent so that is how we kept the right balance.

Valens Riadi:

Of course, we have to train the people before the disaster. People have to know each other before the disaster, like the one portal I described before, about 800 volunteers trained on how you manage disasters. They know how to report and not make panics in the people. That is why if there are several Tweets from someone we don't know, there will be volunteers that will re-check the information and if it is valid it will go to the Twitter or other social media. It is not an instant process. We need the training, we need collaboration with several bodies, several institutions, to be able to use social media in an effective way.

Ko Fujii:

I wanted to respond to the question about broadcasting as well, I said that the collaboration between Internet and broadcasting is very difficult in Japan. I think it is that way in many of the other countries as well because media conversions between traditional media and the Internet is a difficult topic. Traditional media complementing the information on the Internet, this was easy to achieve. As I said, for example, we would air commercials about what information is on the web, so the lack of information

by the various information platforms and media; they complement each other, this is easy to do. The most difficult part is getting traditional media content directly on the web. In Japan, we have always had difficulties with the broadcasters because of issues with copyright and other business issues, but in this exceptional instance of disaster relief, the broadcasters were okay with airing their content on the Internet. I think what is important is that the next time a disaster happens we will already have concluded such an MOU that in these exceptional cases such broadcasting would be permissible.

Philip Verveer:

Can someone answer to Sabina's question about two things? One element is early typical support after the disaster, how do you build the infrastructure as quickly as possible? The second question is how do you manage to deploy the early warnings before the disaster happens? Any ideas or lessons learned?

Ko Fujii:

I think on the issue of how to build the infrastructures as quickly as possible, I think that is all preparation and logistics. In Japan, the large telecoms such as NTTKDI, they were able to get up there using the vehicles very quickly and resume communications. That is due to their technical expertise, I think. I don't think it is something that an Internet company can do. It's not in the web data.

Public alerts are also a disaster preparation tool that Google has. There is a lot of public information that is out there. For example, in the case of Japan we have the Japan Meteorological Agency which gives you alerts about not necessarily earthquakes but storms and typhoons. But such information, we need partnerships with these organizations and government agencies so that such information can be quickly deployed on the web. There are issues with data formats and there are also contractual issues but these are things we need to work on before the crisis happens.

Philip Verveer:

There is one question from Uganda about the ongoing disasters and how we measure the success of the radio services. Okay, anybody can pick up and how do we measure the success?

Valens. Riadi:

Yes, it is difficult to measure what we do in a disaster area. The conditions usually are not ideal; the most important thing is how you save lives, how you can make the condition more comfortable for the refugee and how you can support all the relief programs.

Philip Verveer:

I think they all emphasize the importance of information, not necessarily the information technology. Whatever information you have, whatever information you have inside the devastated areas that work, that is what they need. The sometimes lack of infrastructure may cause some disruptions, electricity, but sometimes that is human error or misinformation could be troublesome but with a combination of the conventional medium and the new media that may address some of the areas which we've never been able to cover before.

Also, the question of free flow of information versus some kind of a social constraint, if not IPR but they are having some IPR or copyright issues of the government and other websites during the earthquake in Japan, for the public use can you use them without granting the right, some brave guys did that anyway for the radiation and the other areas. How much are they tolerated? Under the circumstances only or could we have measures prior to these so we can have no frictions on the fly, when something of that magnitude happens? We will have these speakers on board until the end of the session because some of the questions we may have later in the second part of the question about free flow of information versus some other rights or medium, the traditional medium, the Internet questions, might be relevant from the lessons we learned from the disaster areas.

Ana Neves:

The main points here that we are going to put on the table for discussion are what are the implications of the use of new technical and political instruments in the Internet age? The dialogue around these questions should embrace a wide range of issues such as: the free flow of information; the human rights; the freedom of expression; access to information; new business models; are there common challenges for old and new media; the user generated content online, how much is it reliable; the impact of the low cost mobile access to the Internet; and, the use of the same screen by the new Internet services and the traditional media, such as broadcast TV and radio but with different rules.

Thomas Spiller:

I will co-moderate this session from the private sector angle. What I would like to say is in addition to what has been said already, this is a brave new world outside, a brave new world for all of us, a lot of new things happening and for companies this brave new world has real implications and those questions we are going to deal with now affect not only the large companies that you can see on the table here but small and medium companies as well. Not only in the region of developed countries but all over the world and, in particular, more and more in emerging companies.

Sabine Verheyen:

I think we have a wide range of questions about what Internet governance should look like. If we want to ensure that we have an open and free Internet, that we respect the fundamental rights of freedom of speech, freedom of information, free flow of

information, the technical things, but also to make the Internet a safe place for people and to ensure, yes, also intellectual property rights in the new medias.

The question we have to deal with is to bring all these different interests together in a very balanced way, in a cultural surrounding, in a cultural environment that is very, very different and specific in each country. But the Internet is not just to be local, it is not just there to find local solutions but it is there to find global solutions. That is the reason why we need a wide and big exchange between different stakeholders and this multistakeholder approach we have here. I think we have to find a wide range of solutions and to discuss this very intensively.

There is one point, for example, the question of net neutrality that will be posed in the next years and months, not just on the European level but also on the next WCIT we will discuss these things. Net neutrality is important in order to guarantee equal access to high speed networks which is crucial to the quality and legality of online audiovisual services. The problem is even where legal alternatives do exist, online copyright infringement remains an issue, and therefore the legal online availability of copyrighted cultural material needs to be supplemented with smarter online enforcement of copyright while fully respecting fundamental rights, notably freedom of information and speech and protection of personal data and the right to privacy. The digitization and preservation of cultural resources along with enhanced access to such resources offer great economical and social opportunities, therefore we don't need a system where, for example, Internet providers and service providers and the telecommunications companies decide which data package is delivered fast, which is slow, so we have to find solutions to have really a net neutrality so that also small and medium enterprises and also individuals can offer their services and their content.

A very important thing is the accessibility of the net. One point is the question of the financing, financing the infrastructure, financing and finding technological solutions for different ways of building up infrastructure, to have worldwide quality access. Especially in Europe we have problems with the rural areas where you don't have the same high speed accessibility of the net in many areas. We had a big discussion also on the spectrum debate on how to deliver broadband and fast Internet access via LTE and other technologies, and I think we should be open to other technologies too because we found out that in a long term view, the LTE technology will not deliver all the needs we will have if we have e-health, e-government, e-skills, in many, many ways learning electronically through social exchanges we have and there will be a wide range of data.

If this technology alone will deliver the capacity we need in the future is the big question. I think we should be open in the technology debate, which kind of technology combined, combining for example, wireless systems, LTE systems, glass fiber systems, these are questions we have to solve with a very wide approach and not just on a specific point of view, because spectrum, for example, is not too widen up, we just have a separate quota of spectrum that is available and we have to be careful because it is a public good and cannot be just taken for just commercial use.

There are many, many questions on free flow of information but I want to give also the other colleagues the opportunity to get an entrance to this and I think I will come back to some points afterwards when it comes to intellectual property rights.

Patrick Ryan:

My focus is going to be on question 4, the opportunities and challenges about accessing content over different sources. Increasingly users are getting content from apps, mobile apps on their mobile phones and on their tablets. There have been calls to regulate apps in a new way, like the Cloud, a few years ago there were calls to regulate the Cloud, if it was something new and shiny, it was the bright shiny object that everybody wanted to regulate because it is new but now we of course know that the Cloud is the Internet and it is impossible to pass rules that specifically regulate the Cloud without regulating the Internet at large.

That is what is happening in many cases with apps today. What are apps? At its core, all apps are is software. That's it. We don't have any special regulation for software on floppy disks, software on CDs, anything that's installed on the computer per se. There's no Software Act, there's no software legislation. There were experiments in the 1970s to look at software as a special thing but in the end law makers realized that consumer protections that already exist apply to software just like they apply to any other product that any other company sells. As to apps, should we regulate them in a special way even though software is not regulated in a special way? Software is software is software is software. It doesn't matter where it runs, whether it is in a data centre or on a mobile phone or rendering through an HTML page. So the challenge before us in the course of the next few years is going to be to come up with common rules that apply across platforms to devices, regardless of how they may be labeled, Cloud, desktop or mobile.

So, as I mentioned, at the core of all of these devices is code and software. All of our devices that we use, and many of us have multiple devices, phones, tablets, PCs, they are all supercomputer. Why should it matter how the device connects to the Internet, whether it's connected by fiber, by copper wire, by Wi-Fi or by license spectrum. All of these things are very important in order to be able to assure that consumers have access but, as to the data themselves and the regulation of the software itself, consumers don't know the difference and they don't care how their devices are connected to the Internet. Since the user doesn't care, why should regulators? In some of the calls for regulating apps, some have suggested that location is a differentiator. Because people are on the move, we therefore need to regulate the software that moves with them differently. This just is not the case. Computers that connect to the Internet online through their IP addresses already provide information about location of the user and, in fact, when users access the Internet on their mobile phone, most providers allow them to deactivate the location sensitivity so that they can essentially hide where they are located from whoever it is that wants to find them.

It is not that these things should be un-regulated; it is that they already are regulated through consumer protection laws and other things that are cost cutting. For example, the

Fair and Deceptive Trade Practices Act in the United States applies to any product, as I mentioned earlier, across companies and these regulations do have teeth. Finally, in regulating apps, some say that the screen size matters, that smaller screens mean that consumers need more protection. In fact, again, this is the opposite of what is in fact true today. If anything, the smaller screen sizes are helping consumers. Consumers still need a contract in order to purchase software in order to download apps but rather than having to read a very thick terms of service book that come with shrink-wrapped software that very consumers read, what is happening is companies are providing their terms of service on one very small screen size. And it is working. According to the Pugh Internet Research Report 50 per cent of all app users have decided not to install an app on their mobile phone after they discovered how much personal information they would have to share in order to use it. So they read it on their small screen size and then decide not to purchase. That is a sign that things are improving, that contracting between providers and consumers is getting better and, in fact, the smaller screen size helps with that because it makes it simpler for people to understand and they are reading contracts that they may never have read previously.

So, rather than passing new laws for apps, we should regulate the abuse of technology not the use of it; to the extent possible, rely on existing laws on our books, cyber crime is one example, and the many criminal laws on the books all around the world have been used to put bad guys in jail for fraud and for theft and for many other things, both in the real space and in the virtual space. We should be legislatively agnostic about which ecosystem is better and not create rules that support one ecosystem over another. Finally, we should encourage innovation and change allowing the market to develop and for users to tell us what they love and we shouldn't regulate based on technical categories, whether it is mobile or Cloud or apps. It may be convenient for us to think of things in this way. I can tell you as a lawyer it is sometimes convenient to say I am a specialist in a particular area of law and to hold myself out as that specialist and charge premium rates but if you agree with me that the main difference between these devices is their screen size or whether or not they have a keyboard, it is simply harder and harder to justify separate regulation for these things because of those physical characteristics.

Thomas Spiller:

I just want to agree with Patrick on one particular point which is that indeed more and more content, in particular for kids, is consumed through apps. That is a very clear trend that we are observing all over the world. So that is a fact of life and that's only the beginning. That is how we see it.

Giacomo Mazzone:

The media people are rare at the IGF. There are two at this table. That is quite an exceptional average. You talk about contents. We don't call it contents, we call it newspapers, we call it radio, we call it TV programs, and we call it movies because this is our reason to be here and to be in the market. So content is quite indistinct and you don't know what it is about, it is something that flows quite naturally. It is not the case in my

opinion and there is behind a lot of reflection and a lot of rights incorporated, not only rights of the owner of the holders but also rights of the citizen in terms of how they access these contents, how they can use it, how they can make better the life using this information. We have seen how important it is in the case of the emergencies to have access to traditional media because there is data that was missing before that was important when Izumi last year presented us the results of the inquiry about the situation in Japan, that the flow of information to the citizens about the emergency came through mobile telephones for the first six hours when the battery's ran out. Then the next 24 hours the only source of information was radio filled by batteries. That was the only way for people to get information in disaster areas. So the traditional media outlets have an important role to play and a complementary role to play that is distinct and has to be considered.

Coming to the emerging issues I think that the most important issues that we have today to consider is the fact that there are walls that are coming in and marching on the same path. There is the area of the traditional media, the television, for instance, and the area of the Internet that are going to insist probably at the same time the attention of the citizen, but they are regulated very differently. This regulation in Europe, for instance, or in North America or in Japan, it is a fruit and is the rival of dozens of years of social fights or acquisitions of new rights from a certain part of the population. So the day that we say that we use all these different sources in a distinct way because there is no more distinction between the device and there is no more distinction in the kind of connection, we have to be aware that this means that the different levels of protection that we are having in a certain environment or in another tends to vanish because when you put it all on the same level, of course the lower level of the protection applies.

The connected TV that is the new phenomenon of the last year is a typical example. As broadcasters, we have in Europe a certain number of obligations about the TV, for instance, when there is an electoral campaign we are very heavily regulated about the time constraints, about how to split the time between the different actors in the field. We cannot have campaigning in the last days before the elections, different from the US; we don't have advertising or regulated advertising.

Today, we do connect TV where regulation applies. The last election in France was a typical example. In France they banned on TV and radio, on traditional media, the possibility to announce beforehand the results before the ballots were closed but this was completely messed up because on the Internet this information was already there, available four hours before the ballots were closed. Okay, it is right or it is wrong but it is a regulation of the French State that they decided not to protect the right of the citizen to express their vote without it being influenced. This regulation now is vanishing because of the news question, so we need to find a new level of protection and regulation but it should not be the lowest possible because the lowest possible means that part of the world gets the benefit today, tomorrow will be less protected.

Ana Neves:

Don't forget that we are here discussing emerging issues, so it was very interesting to hear that global challenges deserve a wide range of solutions, that net neutrality is important to have equal access, that fundamental rights, freedom of expression, privacy and personal data, they cannot be forgotten, that accessibility of the Internet is very important and in Europe, for instance, to the rural areas. Then in the part of the opportunities and challenges it was very interesting to hear that if you want to regulate the Cloud you have to regulate the Internet. Do you agree with that or not? The user doesn't care how he is connected to the Internet, so why regulate it? Do you agree or not? Then it was very interesting what Giacomo said that media normally actors are rare in the Internet governance fora of discussion despite its complementary role. It is very interesting to see that TV is much regulated and Internet is not.

Jeanette Hoffman:

My name is Janet Hoffman, I am a German researcher. I have first a question to Giacomo. I wonder if you argue for sort of regulating Internet content the way we have used to regulate traditional media, would you be prepared to accept that this could mean that we will also get more territorial national borders on the Internet as we used to have as a requirement for national regulation of traditional media? That would be my first question to Giacomo. Then I have also a question to Patrick. There has been a discussion where people ask about more transparency as with regard to what content providers, service providers, do with the data of the users they collect. Do you agree that this is a good idea, that users should know in greater detail what companies do with the data of users?

Giacomo Mazzone:

I am not seeking more regulation, I simply say that the regulation is the crystallization of a civilization so in Europe we arrive to a certain regulation or in Japan and other countries because there has been years and years of events that have brought us to that regulation in order to set up the rules that there is a judge in Berlin. This was fundamental for creating Europe, to where the rules were even the King has to answer to the last of the citizens of his kingdom. We need to have this kind of regulation. If we give up with the current regulation we need to know where we go and which level of lower regulation we are ready to accept knowing that each regulation means we renounce a certain level of rights for the citizen and for the economic subject and for all people that are concerned. Coming back to the point of the territories, yes, we have already a lot of examples in which, for instance, programs are sold or rights are sold but Thomas can know better than me for languages. The satellite distribution, for instance, is typical because if you are a program for the German language market usually you sell also Austrian and German Switzerland because they go together.

Thomas Spiller:

I just want to add to that point that the language issue is about really cultural diversity in one aspect and the other one, as for the Disney Company, when it comes to kid's, parents

want their kids to learn first their national language and then maybe another language like English. The point of delivering content in your national language is very strong for kids' education and that doesn't mean it prevents other languages to be also fed through this process.

Patrick Ryan:

Absolutely no question, more transparency is a very good thing for users and I would even add that users should be asking questions not just about transparency but even more so about security and how the stewards of personal data, the companies that end up collecting personal data from users in various different tools and products that are used, to make sure that the companies are held accountable for how that data is kept secure. So, for example, one of the things that we have been talking about a lot is educating users about authentication and ways to make sure data on our products, on Google's platform, are secured not just by a single password but by having an additional factor, an additional security layer, that provides an additional wall in order for the user to access even their own data which by proxy also helps make sure that others can't get into it. The privacy issue is an important one but the security issue is I think something that needs to be discussed a lot more in this context.

Sabine Verheyen:

I just want to make some remarks to the question of hybrid TV or connected TV. I think consumers have access to a much regulated audio visual content and a non-regulated online content on the same screen. You sometimes have a problem that not all of the users can defer while watching a movie whether it is regulated, or watching a TV program or broadcast program and beside on the same screen you have other offers and especially in questions of child protection and other things, we need solutions to make clear that you are dealing with different systems on the same screen. At the moment, for example, the European Commission makes a consultation on this question of TV, connected TV, and at the end of the year they will offer a green book and show us how the outcome of this question was and would be and we will discuss it in the Parliament during the next month.

The main questions the policy makers need to solve will be which degree of regulation and minor protection consumers can expect when using connected TV and how can fair competition be ensured between providers of regulated and not regulated content. I think it is a question of how both these players deal with each other and how would a new qualitative minimum standard be designed and implemented in order to comply with the obligations of public interest. The protection of minors, media pluralism, cultural diversity, consumer protection, promotion of European cultural content, there are so many questions we have to solve and there is not a fixed solution yet, but we have to work on this and we have to find a way to get a big impact from many sides so that we find a fair and good solution for the new technology and the new challenges and chances that are combined with this.

Jeanette Hoffman:

I have been encouraged to ask a follow-up question. That would be actually about the "we" you have mentioned. Who is actually the agency that should set the rules? Is it, when it comes to private content, the terms of services of content producers who should set the rules or should also sort of, with regard to the multistakeholder process, should the users who buy or consume the content, should they also have a role in this and I would like to come back to the issue of several languages.
I know, for example, lots of German users would access content in English if they could but very often they can't and it seems right now that nobody asks them. In Europe I don't need a passport any longer to go from country A to country B but when it comes to digital content on the Internet, it's very difficult to overcome such boundaries, so who should set the rules?

Sabine Verheyen:

The "we" is not just the politicians because I say we now have consultations so all the stakeholders are able to give their input into the discussion. We will have discussions during the Parliamentary process so it is a democratic process. If there will be rules for connected TV. It is not clear what it will look like because we have to work together on a multistakeholder level, let us say it like this, but the decision taking is by a democratic elected Parliament and system, if we make rules afterwards and if we see that there is the need for new rules on that. At the moment we just see the problem and the challenges and we have to find solutions for, let's say, two different markets coming together on to the same platform with different rules and that's not fair for both sides. I think that is the reason why we need solutions and "we" is not just one person and not just one agency. That is a process of decision taking on the political level.

Giacomo Mazzone:

The problem of the language is crucial and essential because the cultural diversity is based on language and one of the main problems we have in this development is that the abolition of national barriers, national boundaries provoked by the Internet, means that there are less resources available all over and this becomes more crucial in countries that are small or have a small linguistic bastion.

How do we continue to ensure production of quality contents in countries that have only 1 million inhabitants sharing the same language, while the resources of the advertising are going more and more towards the Internet? This is a problem that for the moment has no solution because there is a transfer of resources. This means there are fewer resources in the country to finance national products. This will affect more what we called identity products, the programs that reflect the national culture, the national heritage, the national language and is an increasing problem to which I don't see a solution because there is no business model that would deal with that at the moment.

Patrick Ryan:

I will give another perspective on the language question which I think is a very good one, and access to content in foreign languages. Obviously, there is a lot of content that is available around the world in English. I personally have found it very frustrating and very difficult as somebody who appreciates and wants to learn other foreign languages, particularly European languages, to get access to the content while in the United States. For example, when I go on iTunes and want to download French movies or German movies they are just unavailable, if I live in the United States. I went through a process one time where I set up an account in order to access French content using a French address, I set up a French address at a hotel that I once stayed at in France in order to be able to have a local address and be able to download local French content so that I could continue to have access to that type of resource. That type of work around is just crazy. Users want to access content in languages they want, not language that is determined for them ad hoc. I think we need to work hard at changing the system, in order to address the demands of users and make international content more available in both ways on the Internet.

Sabine Verheyen:

I just want to come back to one point I had forgotten to mention. It's not just the question of the same regulation for the connected TV platforms; it is the question of the net neutrality or the gateway position also such platforms like the connected TV have.
At the moment you don't really have free Internet access to all what you want but you have in these systems we have at the moment, a gate keeping process and so we have to make sure that from the consumers' perspective that we have a free choice and pluralism and pluralism with regard to content and access to this technology and to the devices. I think there is a need for taking a special look at what's going on there so we open up and that we don't have a concentration of several markets, and we have a fair competition also on the content providing markets.

Ko Fujii:

I just wanted to make a comment on content regulation. I agree and disagree with Giacomo on how we regulate content across different devices and media. I think if you are regulating content, depending on the nature of the content, it should not make a difference what media or what device or what type of mechanism you are using to distribute the content. Defamation is always defamation, copyright infringement is copyright infringement whether it is on the Internet or it is broadcast. Child porn is always child porn. These things you regulate, depending on the pure nature of the content, should be regulated across platforms or across media.
However, I would like to bring up a traditional argument which people have different opinions about, which is that TV is different, broadcasting is different in that it is giving a position of a responsible steward of spectrum which is a public property, which is a limited resource and it is given a special position by the government to broadcast this content to the people, which is not the same with Internet. With Internet the content can be as diverse as you want. If you disagree just put up another website. It is not so with

TV. I think that is one aspect where TV differs from Internet but I think if you look at the pure nature of the content itself regulation should be the same across the board.

Thomas Spiller:

I just want to add my personal two cents on that. There is also the question of content and content. What we are seeing is that in particular because of the Internet which is a fantastic enabler to actually distribute more content to more people across the globe, there is still a very, very strong demand and in particular in emerging economies for premium quality content, that is actually very good news, alongside user generated content. It is not versus the other. It is the two going along but, actually, the emergence of mobile Internet like in Southeast Asia has actually increased the demand for premium quality content, quality content, which I think is good news for all actors in this eco-system. This is a good example that the positive convergence is happening.

Masu Nobu Kato:

My name is Masu Nobu Kato, private sector participant. I also have a question to Giacomo regarding levels of regulations. You mentioned that if there are different levels of regulations, always the lowest regulation may apply. I just want to make sure if that is the case or not. In many cases that is not necessarily the case. Here is one example: sometimes market mechanism applies. If you have the lowest regulations and if you don't have enough security protection for instance, companies, countries and people try to protect themselves, try to make some laws sometimes, some local rules, more like the industry mechanism for protecting those securities. That is one example. Another case is in a criminal area or copyright where people try to have the lowest protections, some countries for instance tend to criminalize those activities. That has some negative impact; therefore, the lowest regulation may not be the best in that case. The third example is copyright. The right holders say they need more protection and if you see the lowest protection, that doesn't have much worse impact, tends to have more protection for the right holders. Therefore, the question really is, what is balanced regulation, what is the best way of regulating this? Is it alone the market mechanism? I guess that is the question to you, thank you very much.

Giacomo Mazzone:

I think that is not something that can be solved by tomorrow but let's say that, for instance, if we say that we apply to our countries the regulation existing in the countries, so the regulation of the user and not the regulation of the source, probably this could, for a while, create an environment in which we could discuss properly and to find the common solution because today, in the Internet, what applies is the regulation of the owner of the distribution platform. On Facebook you apply the rules of California law, on Google you apply Google national country of origin law, and this creates a lot of problems to us. Let's say that if in the distribution of contents over the Internet you apply the country rules or the regional rules, because countries can be sometimes difficult, but

in Europe we have the example of regional laws that apply, regional rules, this could be a temporary transitional moment that could bring to a global regulation later.
Just to make you an example very simple on the problem we face everyday. It took in Europe twenty years to arrive on the decision to ban the advertising of tobacco on car racing. You know that formula one is based on tobacco advertising. It took 20 years for legislation in the Parliament to arrive on a decision to ban this. Tomorrow with the connected TV, if I would be the platform owner, the Samsung or the Google or the Apple, when I see you are watching formula one on the TV screen, I will put on the Internet that is just beside it, the advertising on tobacco. It is the easiest formula you can apply, it makes money and it will completely erase all the 20 years discussion we had in the parliament. Is this correct? Is this fine, is fair? I don't know.

Sabine Verheyen:

We have sometimes because of the culture in the country and also in the law making and in the tradition of the country, different kinds of regulation for several parts of content. But on the Internet it isn't worth anything anymore because I can get to Internet pages from all over the world and it is always the local law, the regional law or the national law that is relevant to the content they provide.

I think we have to look on several sides; one side is the side of the consumer who is used to that standard of safety he has used in his country. Consumer protection is one question in this but also, for example, the data protection: he is used to a special kind of data protection while using traditional devices, traditional media and traditional offers but in the Internet there is no, let's say, global law for personal rights, for data protection and other regulations we have in different countries. It is also regional law that is relevant for the people there, because we have for example in Germany 16 different countries in our state, different states in Germany, and they all have a different data protection law. So, it is very difficult also for those who provide content and who provide a service to find the right way to be compatible with all the different laws that exist.

If you want to provide a worldwide service, you have to take into account the law of many, many countries all over the world if you want to make it correct and compatible with the existing law. That is the problem we have when we don't have bigger solutions than that, than just the national or the regional solutions. We need more global solutions for rules, for regulations on the Internet in relation today’s data protection, in relation to consumer protection, child protection and all of these things. We have to find out common solutions for that and I think the problems will stay as long as we don't find worldwide common solution and agreements on that.

Thomas Spiller:

Valens, I would like to get your perspective, if it is possible, since you come from Indonesia, a vibrant country with a lot of young people, below 30 years old. Since this is an emerging issues session, how do you see this debate that we are just talking about, about media regulation? How do you see it evolving from your perspective?

Valens Riadi:

Right now we have a lot of new Internet users in Indonesia, they do not maybe realize they are using the Internet because they use a cell phone or smart phone, they use a Facebook or a Twitter, but if we ask them do you use Internet, maybe they think that they don't use Internet. But that is the reality, that we have a lot of users, new users, which are using these kinds of media. About the law and the regulations of new media, we have also a lot of difficulties accessing a lot of US-based contents especially that we cannot access the content because we are using the IP address or accounts based in Indonesia, especially in iTunes and several others types of content also.

Of course, the law is the law and the people know how to deal with it and they make another account using another address and in Indonesia it is quite easy to have a US based address. They just buy the prepaid card and they make a US account. It is quite common. Because the law and the regulation is very strict and not flexible, but I want to underline several interesting things about how people use the new media, especially the Twitter and Facebook. We have several law processes that interfere with the social media. One thing is that maybe one or two years ago, one woman who wrote a comment about the hospital services. She went to the jail because of it. People in the social media heard about the issue and they collected money to pay the fine and I think they got almost 80,000 US dollar in coin. I think thousands of them, maybe tens of thousands of people collected coins to pay the fine. Then finally the court of Indonesia released her without any penalty or fine. The government or the other bodies should think about the freedom of expression also. I think it is a good case in the law of Indonesia and also related with the freedom of expression and intervention.

From the floor:

My name is Sita from Indonesia, from Hivos. The main point of the volcano story is not only with Twitter and Facebook but also beforehand the community radio stations on the volcano's slopes were really working very hard and they already make mobilizations and made routine information on the status of the volcano from I think eight years ago or five years ago. I think the community itself is already strong enough and Twitter and Facebook is only to add-on to those phenomena. I think that should be highlighted clearly.

Remote Moderator:

The question is how to protect Internet users against cyber crime and still allow freedom of access. His name is Ridia Vastnic.

Patrick Ryan:

I would say that this is obviously one of the hardest questions. I mean, cyber crime is something that affects users all around the world. Passing new laws is certainly one way to approach it but we're finding that one of the most critical things, one of the most

critical keys to user protection on the Internet is education of users, for users about how to use the Internet in a safe way. Companies like Google play a role in that. I mentioned earlier the two factor authentication that we have. That is a technology that we developed and so it certainly plays a role in developing new technologies that protect consumers but at the same time there is a non-trivial task in teaching users how to use that technology and how to be safe on the Internet.

It wasn't that long ago that most all of us had, you know, as our password the word "password" or the numbers 1, 2, 3, 4, right. That's gotten a lot better by teaching users how to use strong passwords in order to protect themselves and also companies not allowing users to put in very simple passwords, so there is a give and take. That is part of the answer for protecting people from cyber crime. It certainly isn't all of it but it is a very important part of it.

To the extent that users do feel more comfortable and safer online using the Internet, there are direct correlations between their ability to share and receive information online and their comfort level in using the Internet as a platform to share and exchange information. That itself is in many ways what freedom of expression is.

Thomas Spiller:

I absolutely support that point and when it comes to children in particular education of parents is absolutely essential because here we see a kind of generation divide between the kids who are tech savvy basically and the parents who might not be, which raises a number of issues on how teenagers and even younger kids do use the Internet, let us say, while their parents don't even know what they are doing.

Sabine Verheyen:

I absolutely support the point of the need for more education and information for people on the Internet but one thing must also be clear: cyber crime and illegal content is illegal. It is illegal in the real world and it is illegal also on the Internet. We have laws that are valuable for law enforcement and that but we have new, via the new technology, via the multi-media platform Internet, we have other challenges to enforce the existing law, the existing consumer protection. For example, the European Commission has an e-commerce directive that should help to enforce the protection of consumers on the Internet but it never will hinder people from doing illegal things. Like we don't have it in the real world, you never will protect people from being confronted with illegal content or cyber crime because you will ever have people who don't respect existing law.

There are several approaches in several countries that are very different in regards to freedom of expression on the Internet. One says there should be no thing at all to control the Internet or to do something but sometimes I say in special cases we need controlling. Let us say for child protection, we need controlling, we need not a filtering system but a search system so that we can find illegal content, but we don't need the blocking we need to delete it at the source. There are some questions we have to deal with like the question

of combating cyber crime and combating illegal content but we must be very careful to respect also the freedom of information and the freedom of speech and we have to find a balance.

It is very difficult to find the balance but we need to do so because on the one hand we have the fundamental right of persons not to be hurt. On the other hand we have the right of freedom expression.

Thomas Spiller:

I think this whole question of online and offline application of rule of law is clearly an emerging issue going forward.

Faisel Hassan:

This is Faisel Hassan from ISOC Bangladesh. I am one of the ISOC ambassadors as well. My question is about the freedom of expression. Is hate speech covered under freedom of expression? If not, then do global companies have any role in preventing hate speech?

From the floor:

My name is Sita from Hivos. I would like to ask Sabina on the question of balancing between fundamental rights and how to protect. How we should communicate with the Government to be able to manage the balance.

Sabine Verheyen:

For example, I make a very concrete example from Germany. We have systems, for example, organizations like Weit IT and others who have combined approaches between police, between companies, between NGOs who try to have a common approach and to help. First is the education, the information but also where to find these pictures on the Internet. That is the reason why they collect hash tags to filter from special computers or content where you think there is illegal content there and you have a basis on which you can filter and to take a look, a special look, and then if there are pictures of illegal content, child pornography, they are deleted and the cases are brought to court. Nothing can happen without having court decisions; also the filtering has to be done with court decisions.

That is very important that we have legal, clear systems and a framework where this might happen but without filtering, without having the opportunities also to take a look at what is going on there, we have it in real life and we also need it in Internet. But that should not tackle the freedom of speech and to open up your own mind and to do something that's legal, that should never be touched, but I think we also have to protect children, especially with systems but blocking is not the solution because everyone who knows about the techniques knows that each block can be turned around and that you can

enter the pages also then and with the blocking you never will get the peer to peer networks and all these pages where most of this content is found.
So I think we need intelligent systems that work together, we need exchange also between the different agencies all over the world, not just all over Europe but also cooperation between the police everywhere to find the right sites and to delete the illegal content, the child pornography content at the source.

Thomas Spiller:

I would just add from my own experience before going to the hate speech question that the whole point about legal clarity, legal certainty, is very important for business in general. I mean, all businesses, big, small, medium, everywhere because of course child pornography is a very specific case but in general when it comes to those new business models online knowing what we can do, what we cannot do and where and when is extremely important, so that is also a call to policy makers around the world to make our lives as easy as possible.

Philip Verveer:

I would be happy to try to address it and of course it can be no accident that one would ask a US citizen about hate speech because our First Amendment to our Constitution basically indicates that almost all speech, there are some very limited exceptions, but almost all speech is to be tolerated. In the United States we accept and permit speech that in many parts of the world would be prohibited because of the nature of the speech.

Now, this all relates to a very interesting and important initiative that Secretary Clinton of the State Department has sponsored involving Internet freedom involving the proposition that we want to make the Internet as open as possible, that we want to encourage openness all over the world and this general recommendation is one that requires us to acknowledge, however, that because of our First Amendment, we start with respect to content issues in a somewhat different place than many, many other societies happen to do. There is one perhaps generic point, however, that is very important here and perhaps very useful. That is when we are trying to deal with matters of content, legal process is very important. It is important to have well-defined legal processes; it’s important to have autonomous judiciaries or autonomous arbiters who can make decisions that will be respected, and will be regarded as reliable.

From that point of view, again, recognizing that in some countries, for reasons that are entirely satisfactory from the standpoint of their individual cultures, there are going to be some kinds of expressions that would be regarded as so offensive as to be prohibited, as to be sanctioned at the outset. You want to be as confident as possible where you encounter the legal processes, the rule of law, is very, very carefully observed.

Giacomo Mazzone:

Talking of another world, I can say what we do for this very sensitive topic in the broadcasting area when it comes to online, so the cross point between the two worlds. There is a thick guideline book that is provided by BBC to the people dealing with the social networks and the online application of the BBC that is now more or less adopted by most of the broadcasters in Europe, and it says that when you associate the contents of the broadcasters to the online world, for instance, creating a group of interests or chats, this cannot be done without having a permanent web master that is always present in the room until it is possible to post comments or the chat is active.

In case of hate speech, according to UK regulation means racist comment and other kinds of incitation that are not permitted by law, then they are allowed to immediately isolate this kind of intervention on the chat and to stop and prevent the person to participate to the chat. Of course, this changes again country by country. For instance, the denegation of the holocaust in some countries in Europe is forbidden, in other countries it is tolerated, so we don't have a measure that applies all over the countries in the same way.

Ko Fujii:

On the issue of hate speech I would draw a difference between the simple existences of content on the web and content that exists on a private platform. In terms of pure existence of content on the web, I believe as a Japanese citizen we have the same constitution, not the same constitution but the same Article as in the United States, which completely protects the freedom of speech, so I believe that content should be allowed to exist on the web. There should be minimal regulation but when you are talking about private platforms, content that exists on services that are on a certain company's platform, for example, certain social media, certain community services, these communities all have community content policies and it is dependent upon these content communities policies which content is allowed and what is not.

Companies who provide these services would like consumers or users to have an enjoyable and productive experience so sometimes these rules are allowed and sometimes they go above the law. For example, we do not permit hate speech on YouTube. YouTube has a community guideline and there are certain contents that get flagged and sometimes taken down, so I would just draw that difference between a service and existence on the web.

Sabine Verheyen:

I just want to ask a question. If you now have on the web a group of neo-nationalistic persons making together a common garden for their blog or for their thing is that freedom of speech? If you tackle the freedom, the respect and the non-discrimination of other people, their fundamental rights are standing against each other. There are fundamental rights of each person and I think you always have a border between the right on the one hand and the right of the other person on the other hand. The freedom of your own rights can just go as far as you don't tackle the freedom of the other person. I think in this respect we have to find solutions for questions like hate speech. That is why in some

countries or in some communities you have these common rules, these common behaviors because you say, this is not what we accept in our society, in our community, in our platform, and it is not binding your freedom of speech because the freedom of your speech can just reach as long as you don't tackle the fundamental rights of another person.

Remote moderator:

Another question from Belgium, He says that due to the lack of conformity in the ways that we are the problem of tackling cyber crime it is very, very difficult. So what could be done from the regulatory side in order to control the voice data?

Sabine Verheyen:

I just talked about the e-commerce directive, for example, as a safe harbor or not. Let's say Internet intermediaries are playing an important role in these questions today in the context of free flow of information, access to information and the respect of human rights. There are various rights and you also have illegal content. Online liability has become increasingly controversial in relation to, for example, copyright material but also in other cyber crime activities. Some countries give a special role to the Internet intermediaries, such as Internet providers or online marketplaces, and under certain conditions they are liable for the content that their subscribers or even other Internet users put online via the servers. That is one way it is done.

In Europe, the prevalent model of ISP liability for third party content is knowledge based. Apart from the duty to remove expeditiously illegal content that they know of, there are few duties of care resting on hosting intermediaries. In this directive, it is very clear where our responsibilities are. The directive on e-commerce, for example general monitoring duties, the directive does leave room for the creation of specific monitoring duties, for example, possibly monitoring duties that may be compatible with the directive are intermediary monitoring for certain illegal content like phishing pages or something like that. The intermediaries fall outside the scope of application of the directive because it does not act as a service provider as such. For example, a service provider that also acts as an editor of a forum cannot avail itself of the exemption.

So, we try to with the e-commerce directive to include also the service providers into yes, the protection of consumers on the one hand because if you have trust into a special service offered to you, the service must be legal and safe for you to use and that is the reason why sometimes intermediaries become gatekeepers and have a special responsibility on what they do and what they don’t do. But they are not always responsible for the whole content on their sites and all the offers provided there. If you have an offer on eBay and you don't get the right product you ordered, it is not the responsibility of eBay, but I think it is a responsibility of eBay to put these offers out of the service because if you use such a provider, such a service provider, you will want to be sure that it is a legal offer and that it is clear. I think we have to do many things on that but also to include in a special, in a specific, way the intermediaries is very important.

Ana Neves:

We discussed neutrality and its importance, the accessibility of the Internet to everybody. I think that we had a very good discussion about the traditional media versus Internet and the regulation problems.

Thomas Spiller:

It is up to us to put in place the right framework, Civil Society, business, policy makers, NGOs and journalists as well. It is up to us to make the new world happen and that everybody can benefit and then consumers can benefit from a rich and safe online experience.

Izumi Aizu:

Well to remember we started with the Internet or the role of the Internet based services and also that of the traditional media during and after the crisis or disaster areas or hours and days and months. Well, the disaster thing in Japan hasn't really recovered much at all. People were moved to some of the temporary houses, more than a hundred thousand people are there and beyond, many citizens around the nuclear power plant have no hope to return. You may think that Japan is one of the developed countries and with some economic powers, yes, we do have economic powers, but it is not really there in some of the devastated areas of the people and can ICT or Internet do something better for them? We are working on it but perhaps from those people, those citizens in the devastated areas viewpoint it is far less and sufficient.

We observed some use of the public creator and they share that beyond the copyright or other regulatory constraints. Broadcast linked with the Internet and this and many examples that not only in Japan perhaps but in the Christchurch cases and other cases we may see. All this new emerging new use of combination of traditional and new media, we don't, as I said, the victims didn't care if it is this or analogue. They care about their lives and they care about the information they need or the way that they want to express their state.

Okay, how many people know about the 3D printers and the regulation over that? Combined with open source, you can share any design of a product material or artifact online and use this 3D printer or laser cutter or other digital machines. You can create your weapon, you can create your medicine perhaps; in the years to come. It is a big movement over the horizon especially in Europe, certain movements in Japan and Indonesia.

Philip Verveer:

It has been a pleasure to chair this afternoon's session, thank you for your comments and contributions. I want to thank the panelists for the contribution. With these comments I

would like to again thank all concerned. I call the session closed and pass the microphone to the IGF secretariat.

Workshop #34: Standards for Sustainable Digital Culture

Reported by: Norbert Bollow

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

A major challenge in discussing what metadata for digital culture goods would empower the creation of a viable, sustainable ecosystem was that the panelists differed significantly in their perspective on what a viable, sustainable ecosystem for digital culture would be like. From the perspective of the free culture movement, sharing is important, and it cannot be prevented anyway without violating fundamental human rights, so therefore new business models need to be created which support it. The role of collection societies can be particularly problematic in this context.

From the perspective of the music industry, the free flow of copyrighted content is not inevitable, and it was further argued that metadata which links to the artist's website helps only those artists that can use the music as a promotional tool to sell something else. It was guesstimated that “maybe 5% of the artists could really make a good profitable living by using the music to promote some other thing.”

From the technology perspective it was pointed out that metadata is a way to enable accessing information and that there is a lot of additional metadata that may be interesting. From the software industry representative it was further pointed out that there is a lot of new technology being developed which aims at allowing a restricted amount of sharing with technical interoperability between different devices, while still maintaining the fundamental business model of selling music.

From UNESCO's perspective it is important to find the right and legal ways of sharing cultural heritage and cultural experiences all across the world. From this perspective, the way forward may be the promotion of Creative Commons and other open licensing practices. Also it is important to work together in developing a sustainable system of long term preservation of digital information in general. Another potential use of metadata is to encode information related to cultural sensitivities. That idea however raises human rights concerns if that metadata information is then used to refuse provide some categories of content to the people in some parts of the world.

Conclusions and further comments:

Out of the five panelists, three expressed opinions about the specific idea of using metadata to link to the artist's website. These were all positive or cautiously positive. It was emphasized however that this would not be sufficient to meet the needs of all artists. Another take-away from this workshop is that even though from a purely technical perspective it would have been possible to discuss metadata separately from the questions

around the future of copyright law, in the discussion from the governance perspective this has turned out to be impossible, because a discussion of metadata for sustainable digital culture requires a discussion of business models, which in turn are tied deeply to the questions about future of copyright law. Therefore, the questions about what technical environment is desirable (this includes matters of metadata standards) and about what legal environment is desirable (which includes matters of copyright) need be discussed together, as part of a single problem-solving process, which aims at achieving the good, well-balanced set of objectives outlined in article 15 of the International Covenant on Economic, Social and Cultural Rights.

Workshop #92: The role of Internet-based services for the Disaster Communications

Reported by: Izumi Aizu

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

Izumi Aizu, Co-director of the Information Support Pro Bono Platform (iSPP) started with a brief presentation of what happened in Japan after the East Japan Great Earthquake. First he told “seeing is believing”, showing several pictures of the devastated areas he visited after three weeks of Tsunami, he said being there and watching on TV or reading newspapers or twitters is very different experience.

He then talked about “information vacuum” meaning those inside the devastated areas could have little means to send and receive information they need. According to the survey on devastated people’s information behavior conducted by iSPP in July 2011, only radio was found to be useable among most devastated people in affected areas right after quake and Tsunami. Mobile phones, Internet connection, TV, dropped almost half or less from normal usage due to infrastructure damage, traffic congestion, and power black-out. He continued to explain the survey results in detail including what kind of information the victims wanted (but could not get), the different realities between coastal areas hit by Tsunami and inland areas hit by the quake, but not damaged by water.

He also noted that while twitter and other new social network services worked in Tokyo metropolitan areas, people in the devastated areas relied more on conventional medium such as radio, TV and newspapers, He also mentioned the importance of the multistakeholder activities, cooperation between government, business and civil society in such huge crisis situation.

Toshiaki Tateishi, Vice Chairperson of Japan Insternet Service Providers Association (JAIPA), first reported his own experience during the East Japan Great Earthquake. Since his hometown and business base, Tokushima, is located in the west part of Japan, they had little damage from the quake directly. He was also in Tokyo at the time of the quake and experienced the power cut. He then described the recovery efforts after the quake including use of satellite broadband and importance of having emergency power that lasts at least 72 hours. For effective disaster management, he noted, some system used for daily communication, such as live web cams in the coastal areas for tourists, could

become emergency monitoring and alert system and they are working on this project. A cloud based emergency information sharing system using common API was also being promoted in Japan, he reported.

Mr. Valens Riyadi, head of AirPuthi foundation from Indonesia shared his activities for disaster management using ICT since 2004 Ache Tsunami. He first flew to the disaster area five days after the tsunami where when he saw dead bodies anywhere in terrible condition. They flew with Australian Air Force with six IP engineers, went there to help with IT skills not like regular other people like Red Cross or some other relief organizations. They faced electricity problem and could cover only limited areas such as the hospital or the Government buildings and some refugee camps. They built local networks in disaster areas and one month after the disaster, 15 hot spot areas were built where journalists and also humanitarian staffs. Later, they got full packages of gears for base network and expanded the network, connected the university and other institutions with Wi-Max technology. They also set up a special 4 digit SMS numbers for people to share messages on the Internet, they could ask questions or inform their status after the disaster.

Mr. Riyadi and his team further continued the ICT for disaster activities, created early warning system application with connecting station with meteorology data, expanded ICT support activities for the disaster relief across the country since Indonesia has many disasters. He shared their experience with volcano in 2010, helped people to evacuate before the second eruption, use of twitter helped 100,000 refugees for their breakfast meal within few hours of evacuation provided by village people. One home maybe could donate 20 boxes of food or some other thing. And on the next day, they managed to get food for all of the refugees, indicating a really good example how social media can help us on the disaster. The ISP association also made a program to establish temporary FM radio station to disseminate information to the people in the disaster area, in the refugee camps.

Mr. Kurt Erik Lindqvist, CEO of Netnod Internet Exchange shared the Swedish experience in 2005 when Sweden was hit by a very unusual hurricane. The salt in the heavy rain might affect a nuclear power plant to cause short-circuit, and took out the power supply in the southern and southwest part of Sweden. I addition, a lot of the power and telecommunication cable were damaged by the storm which led 340,000 households without power. Those affected could not send their status to major cities because of communication loss. Mr. Lindqvist said one important lesson is that people's behavior has changed when it comes to accessing information. The people's behaviors for how to access information today is that you would go online and you take reload and see if there is any information, you keep clicking reload. He told that it all came down to very physical damage, and the hard part was how to you repair these cables since Sweden has only 9 million people, and one of the biggest problems was that there wasn't enough people that were trained to actually repair the high voltage power and phone lines. He explained that it was an enormous amount of forest that had fallen on the roads and the repair teams couldn't get out until the rescue service managed to clear the roads, not even the Army could be of much help because the trees were so immense. Mr. Lindqvist

reported that this disaster experience led to revival of a crisis management group composed of military, the Power Company, communication people et cetera. They also started trainings and in 2009 they had the first major exercise where all of the carriers and Internet exchange point and a few others were involved in simulating a terrorist attack for 36 hours and in 2011 this was repeated again simulating a breakage of a water dam in northern Sweden. Another exercise is scheduled to take place in 2013.

Mr. Ben Scott, Senior Advisor to the Open Technology Institute at the New America Foundation shared a story about how to create the tools that can be used in a disaster scenario, Commotion Wireless project. He has been a part of a group that began with the question: What do you do when you don't have the Internet and you need it? Mr. Scott explained three use cases this group came up with: 1) there is no network because there has been a natural disaster and the existing infrastructure has been destroyed; 2) you are a political dissident in a country where it is dangerous to use the Internet and a telecommunication service that is heavily surveyed by security services and you need some off network solution to communicate with the rest of the world; 3) there are network services available, but you cannot afford them. It's too expensive. So you need a lower cost communication service that is built by the community for the community. Mr. Scott explained that the new technology was developed about ten years ago by some graduate students who were primarily sitting in use case# 3: We had no money and we wanted to have Internet access.

They came up with sharing DSL connection and put antennas on the rooftop, developed a protocol for an open source ad hoc wireless mesh network that would allow one connection to packet between all of the antennas on the system using Wi-Fi frequencies exclusively. This project is now known as the Commotion Wireless project and received several million dollars of support from the U.S. State Department to advance the cause of Internet freedom around the world. It is called “software as infrastructure”. An Android version is in development. The software would begin to communicate peer to peer and form a network, a highly redundant, resilient network that would have multiple paths of communicating across the network and if any of us had an Internet connection, it would also share the Internet connection across the system. The beta version will be released in the early part of next year. Mr. Scott mentioned that he studied successful disaster relief communications efforts and found that they all follow a similar model: essentially it's a straight forward solution, find an Internet connection somewhere that's still live and take a point to point link as with as much capacity as you carry and you beam that connectivity as close to the disaster site you can and then you share that connectivity out in some way either through a series of hot spots. All of these institutions connected via Commotion network can get access to the same network using the mesh protocol.

Discussion

Mr. Riyadi emphasized the importance of the preparedness and also exercises, as one of the lessons he learned from his trip to Japan. He also pointed out that the coordination must happen before the disaster as it's very difficult to make the coordination after the disaster if we are not prepared. Mr. Lindqvist responded that anyone in Sweden was

prepared for the extent of damages and the amount of trees fallen, but one thing they learned was to get the Army out, because the Army has much more stronger utility vehicles than any of the others have and that lessen was used afterward in bad snow conditions in the north. Mr. Scott said the idea of Commotion Network came out of the community network initiative to build their own autonomous networks, instead of hub and spoke model networks, built and operated by the community. He said it was started in the US, but now deployed across the globe including Austria, Greece, and Ghana.

Ms. Sylvia Cadena, remote moderator, Program Officer for the Information Society Innovation Fund (ISIF Asia) at the Asia Pacific Network Information Center, expressed her own concern that people’s interest or attention would fade out over time no matter how new and better technologies being innovated, especially since her visit to Japan she felt that vulnerability. A lady from the audience asked why the focus is on the Internet, as opposed to mobile and SMS. Mr. Scott showed some effective uses of SMS on mobile after the Haiti earthquake. He added that SMS and email, or mobile and Internet are complementary. The SMS mapping capabilities using basic Ushahidi platforms were successful not just in the immediate aftermath, but in months afterward those continued to be used, he said. He agreed that when the user base is more comfortable with SMS, then it can be more important tool for expanding the number of people that are accessing the technology. He also pointed out that the IP network is the easiest technology we can deploy right now.

A person from Norway made three questions: 1) use of Voice over IP for Commotion Network, 2) Commotion Network for the use of first respondent, and 3) possibility of enhancing traditional emergency networks with IP capability

Mr. Scott replied: 1) Yes to VOIP which runs on the Commotion platform. 2) First responders had a lot of interest in this new technology, and 3) first responders actually want to be equipped with a truck loaded with all necessary communication gears and power generators capable of handling all necessary communication applications on site.

Ms. Cadena shared some ongoing ISIF projects in Asia: Dumbo, using elephants to deploy mesh networks in Thailand for disaster relief works, and other programs in n Indonesia and Myanmar, the Philippines and Vietnam. She emphasized that there are a lot of solutions out there pushing the boundaries of innovation, and it is really important that we try our best to put them together and to see what the exchange of information and flow can provide.

The last part of the session was the discussion about the important of the exercises and simulations. Mr. Tateishi mentioned about the tsunami evacuation exercises in schools in Japan, and Mr. Aizu explained his new program of 72-hour real-life training exercises being prepared.

Conclusions and further comments:

Members in the room agreed the need for preparation, coordination, skills, capacity

building and sharing of experience. We should look for ways to use and test technologies that will be useful in disaster relief in times when there are no disasters so that people are comfortable and knowledgeable about ad hoc communications because they have used them in moments when there wasn't an emergency.

The preparedness is the most important thing. The next one is sharing the information like this session. The third one is the IP network is the cheapest, and so many devices we have that is only media, I think. But we have to depend on big tower. Many things happen beyond the preparation, beyond the prior assumption and many people got stuck and don't know what to do within these assumptions. That's what happened in Japan, particularly in the case or nuclear power plant failure and tsunami disaster. We must be prepared beyond these assumptions. For that, we need different kinds of exercise from conventionally accepted preparations using the most of ICT capabilities.

Workshop #93: Around the ccTLDs world: The journey continues

Reported by: Giovanni Seppia

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

Workshop executive summary

The forthcoming launch of the new TLDs has quite monopolized the discussion of the workshop. While the ISOC representative believes that the new gTLDs will be an opportunity to increase best practice sharing with ccTLDs, Anne Rachel Inne of Afrinic thinks that the ccTLDs will continue to have a key role not only in provisioning certain online national or regional services – that public organization and/or governments will never link to a gTLDs, but also in ensuring the development of local communities by ad-hoc projects about DNS literacy. At the same time, Carolina of LACTLD underscored that the new gTLDs will have to stick to the ICANN rules while ccTLDs will keep being more able to meet the local wishes and producing their own policies.

ccTLDs accountability mechanisms and capacity building were two other elements the panelists talked about. The .cn representative in the room shared their experience in the capacity building area while Anne Rachel of Afrinic referred to the .sn actions towards master students as a good example of the ccTLD role in capacity building initiatives. The European Commission's view about accountability was quite clear "as soon as you are a big part of the Internet ecosystem or even if you are not big you are essential for a national ecosystem, therefore you are critical".

Concerning the TLDs future scenarios, there was a general agreement that ccTLDs will continue to be valuable to local communities and competitive as far as they are able to cope with new internal and external challenges. Nobody foresaw a decline in the ccTLD environment. Peter of CENTR mentioned the paper on WCIT drafted by CIRA and stated that it would be desirable if ccTLDs liaise with their governments to draw their attention on matters that are relevant not only to the ccTLDs but to the entire DNS ecosystem

Conclusions and further comments:

ccTLDs future scenarios

In the framework of the forthcoming TLD globalization, ccTLDs can continue to be competitive through the right infrastructure, right pricing, right policies, yes, and basically be part of the whole not only ecosystem but be part of the Internet and have the right content once again. One of the reasons why people go by other domains is simply because it is easier, it is less expensive and they have some content out there that is dear to them. Therefore, we should replicate that type of model at home and it is one of the things that a lot of our organizations have been helping around.

Peter from CENTR mentioned the paper on WCIT prepared by CIRA-Byron Holland and underscored the importance for ccTLDs to be involved in the WCIT process. The paper provides good hints that ccTLD managers can pass on to their governments/regulators to draw their attention on matters that are relevant not only to the ccTLDs but to the entire DNS ecosystem.

Emily drew the meeting to a close by stating "We have not only gone around the world, we have heard stories of diversity, of both the opportunities and the challenges that ccTLDs, particularly those in developing countries, are facing at the moment and will be facing as the environment changes. As the whole of the domain name endings become so diverse one possibility is that consumers will become much more aware of them than they have been. And it might well be an opportunity for the ccTLDs because people will be looking at the end of domain names in an end way that they haven't done before."

Workshop #98: A Plan for Rights-Respecting Telecoms

Reported by: Peter Micek

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

This workshop, A Plan for Rights-Respecting Telecoms, facilitated a multistakeholder dialogue aiming to address the difficulties with, and potential solutions for, creating a framework for rights-respecting telecommunications companies. By connecting people worldwide and disseminating an unprecedented amount of information, telecommunications companies have become a critical gateway to the right to freedoms of expression, association, and privacy. However, in the course of their operations, they have access to detailed personal information on users which, if abused, can lead to serious human rights violations. Recent examples include the sale of surveillance technologies to rights-abusing regimes and the cooperation of telecoms operating under these regimes with privacy-invading requests for user information to quell dissident voices. Resolving the tension between the opportunities for telecoms to advance human rights, and the dangers for telecoms to be complicit in their violation, requires the

participation of a wide range of actors, from civil society members and national governments to global bodies and the telecoms themselves.

Moderated by Brett Solomon, Executive Director of digital rights organization Access, this workshop brought together journalists, lawyers, civil society representatives, representatives of telecoms, and policy makers from the national and global level. Vivek Krishnamurthy, a lawyer with Foley Hoag's Corporate Social Responsibility Practice, said telecoms were important enablers for the freedom of expression internationally by providing individuals with the practical means to express themselves. While the model of freedom of expression came from the public square, Mr. Krishnamurthy stated, the public square is increasingly becoming the digital square. Thus more and more, freedom of expression happens practically via circuits provided by telecommunications companies. This places telecoms at the center of freedom of expression and freedom of association, which are core political and civil rights. He encouraged better transparency on the part of telecoms and governments as a way of protecting these rights, and stated that independent third-party auditors were needed to confirm this transparency.

Veridiana Alimonti, a lawyer with the Brazilian Institute for Consumer Defense (known more commonly by its Portuguese acronym, IDEC), emphasized the fact that telecommunication providers deal with the Internet and the services they provide as businesses aiming to profit, and that it is therefore important to have a multistakeholder approach to deal with these issues. Regulatory authorities could serve as a space where companies and consumers meet in a collaborative way, so long as these authorities allowed social participation. She also encouraged transparency.

Patrik Hiselius, the Senior Adviser on Digital Rights for TeliaSonera, noted that the issues are complex and evolving. Human rights are now at the top of the agenda at the IGF, which was not the case just a few years ago. Telecom providers, he argued, not only have an obligation to implement the Ruggie Framework but also need to respect human rights due to competitive pressures. Telecoms need customers to trust them with their data, and additionally cannot do business when networks are blocked or shut down by regimes. At the same time, he insisted that telecoms have an obligation to follow local law and requirements, regardless of what they are, and that they can be circumvented by governments which own and access the spectrum which the telecoms are leasing. It is the duty of the state to determine the balance between human rights and security. Mr. Hiselius advocated for multistakeholder dialogue and cooperation within the industry as a means of respecting human rights by lobbying against bad regulations and licensing requirements.

David Sullivan, Policy Director at the Global Network Initiative, raised the notion of leverage. In many of the cases involving telecoms, it is the governments that are violating human rights and compelling companies to be involved. Mr. Sullivan suggested that a multistakeholder approach helps companies gain leverage over rights-abusing regimes. He also emphasized disclosure, commenting that Transparency Reports from companies like Google help, but those governments could also play a role in demanding

transparency from telecoms. Governments also have an obligation to be transparent about their own activities.

Antoaneta Angelova-Krasteva, the Head of the Stakeholders Unit at the European Commission's Directorate-General for Communications Networks, Content, and Technology, described the work which global and international bodies did, such as the work of the European Union to promote human rights, and help European businesses remain competitive with non-European companies who might not subscribe to the Ruggie Framework. Her work addresses this challenge by applying a multistakeholder approach to designing and implementing a framework for corporate social responsibility. This action aims to put in place a concrete guide for the ICT sector.

Khadija Ismayilova, a journalist working in Azerbaijan who wrote Freedom House's Freedom on the Net report for Azerbaijan, commented on how the regulations in the country make it very difficult for companies to respect human rights. For example, no court orders are needed to conduct investigations. Security forces use communications records during interrogations. Records are even being faked to serve as evidence or blackmail. Telecoms do not show sufficient initiative in challenging government requests or in helping the victims of rights-abuses, either because they "don't have the guts to" or, if they are directly or indirectly owned by the regime, they lack the desire to.

Johan Hallenborg, Human Rights Advisor for the Swedish Ministry of Foreign Affairs, commented on the tension between national laws and international obligations and standards. In his capacity as a human rights advisor, he works through three channels.

1) Policy work through the United Nations, EU, council of Europe and others;
2) Practical help for people who are in danger, at risk in repressive regimes; and
3) By working actively work with companies on corporate responsibilities. He pointed out that the application of the Ruggie Framework has just begun, and that there may be situations where local law clearly contravenes international human rights law, and it is difficult to give clear-cut answers. Work needs to be done in situations where there is a deficiency in rule of law, and other countries can find ways to help. He argued that additional work on transparency needed to be done by telecoms, which may be able to increase their transparency on these issues.

The issue of telecoms responsibility to remedy human rights abuses they are involved in was raised, but not addressed in depth. A member of the audience from the Council of Europe asked about the types of tools and processes which TeliaSonera is making available for users while implementing the Ruggie Framework. She mentioned that the Council of Europe is working on a compendium on rights of Internet users, so they can better understand what their rights are, and what remedies they have access to when these rights are abused. Panelists emphasized the importance of transparency across the board, which lead to the next audience member to ask about the practical measures to enable transparency. Mr. Krishnamurthy offered by way of an example simpler user license agreements and contracts, so that users would better understand what information they were giving up.

The Communications Director of Azerbaijan's telecom, Azercell, was a member of the audience, and commented on the complexities of court orders to access for information. This sparked an interesting and fruitful dialogue involving the Azercell representative, Ms. Ismayilova, Mr. Hiselius of TeliaSonera (which owns a 51% stake in Azercell), and Mr. Hallenborg from the Swedish MFA (whose governments owns a 38% stake in TeliaSonera). This conversation highlighted the complex relationship between telecoms, their users, and governments particularly in emerging markets and authoritarian countries while also raising the issue of these respective entities obligations under the United Nations Guiding Principles on Business and Human Rights.

Another audience member from Nokia Siemens clarified the record of his company, asserting that Nokia had improved its human rights impacts and had implemented strong due diligence policies. An Iranian commentator stated that companies involved in rights abuses should be punished for helping oppressive regimes, even after they've ceased the partnerships but the regimes are still benefiting from the technology sold to them by telecoms.

Conclusions and further comments:

The panelists agreed on the importance of a multistakeholder approach to ensure telecoms respect rights and remedy abuses. Ms. Ismayilova stated that local governments cannot be the ones who regulate the human rights actions of businesses, because they are often the ones abusing rights. Ms. Alimonti pointed out that regulatory bodies with effective social participation are needed in countries where civil society is not strong enough to pressure the government on its own. Mr. Hallenborg sounded a positive note, pointing out that much progress had been made. Mr. Solomon concluded by highlighting Access' **Telco Action Plan** which provides useful guidance on how to operationalize the Ruggie Framework, helping telecommunications companies better prepare for and manage their human rights' impacts.

Workshop #112: Evaluating Internet Freedom Initiatives: What works?

Reported by: Ben Wagner, European University Institute

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

Workshop 112 on Evaluating Internet Freedom Initiatives brought together some of the key actors currently involved in Internet freedom initiatives from around the world. The speakers on the panel were as follows:

- Linda Corugedo, Director for Cooperation , DG CONNECT, European Commission
- Dan Bear, Deputy Assistant Secretary, DRL, U.S. State Department
- Sami Ben Gharbia, Nawaat (unable to attend)
- Dr. Madeline Carr, Aberystwyth University
- Sarah Logan, Australian National University

- Jillian York, Director International Freedom of Expression, Electronic Frontier Foundation
- Marietje Schaake, Member of the European Parliament
- Loe Schout, Head of CIM Bureau, HIVOS

Although sadly Sami Ben Gharbia had to cancel at the last minute, the workshop had invited speakers from four different regions around the world (North America, Europe, Middle East and North Africa and Oceania) and also brought together a multi-stake holder organizing group consisting of European University Institute (Academia), the European Commission (Government) the European Parliament (Parliament) and the Electronic Frontier Foundation (Civil Society). Speakers covered many of the key areas in this area, with the U.S. State Department and the European Commission providing a broader overview on their own work on developing Internet Freedom Initiatives. While the European commission emphasized the importance of linking different existing initiatives in this area, the U.S. State Department focused on programming and emphasized that it had already spent around 100 million dollars on Internet freedom initiatives. These funds could be split into 4 categories:

1) Funding technology development,
2) Funding cyber-self defense,
3) Funding broader research and development and
4) Funding advocacy.

Based on several years of experience, the State department suggested that their programming follows the following principles: 1) enabling human rights online through new technologies 2) threat-driven solutions based on the diversity of local experiences 3) there is no silver bullet. He also suggested that there we several 'lessons' that could be learned from this process, particularly that 1) the technical is always political and saying 'we're from the government and here to help' may not always be helpful 2) measurement of impact in this area is very hard but also very important.

After questions from the audience about active Internet freedom programs in Iran and how U.S. Internet Freedom Initiatives related to the U.S. response to Wiki leaks, the second group of speakers from Civil Society gave their positions. Jillian York from the EFF focused on the frequent disconnect between programming and even academic work and the actual field which it is studying, as well as arguing for greater levels of coordination between individuals engaged in Internet freedom initiatives. This position was seconded by Loe Schout from HIVOS, who suggested that it should not be taken for granted that states support Internet freedom and indeed most states in the world do not support Internet freedom. He also spoke about the digital defenders partnership and how its work related to the Freedom Online Coalition. Finally Madeleine Carr and Sarah Logan concluded by taking a more academic perspective on the overall Internet freedom agenda and how this was likely to affect international relations in years to come.

Conclusions and further comments:

The overall workshop provided as many questions as answers and was a welcome basis for further debate. There was a general agreement on the importance of Internet freedom and the need for the evaluation of Internet freedom initiatives, but very little agreement in how this should be done. Indeed the different positions on the panel reflect differing cultural and organizational contexts, suggesting that the debate on appropriate Internet freedom policy is likely to continue for some time.

Workshop #115: Media pluralism and freedom of expression in the Internet age

Reported by: Maciej Tomaszewski

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

The Centre for European Political Studies organized a workshop "Media freedom and freedom of expression in Internet age" which took place on 8 November 2012 during the 7th meeting of the Internet Governance Forum. The European Commission helped with the organization of this workshop in order to provide an opportunity for independent experts to express their opinion how the traditional notion of pluralism might be adapted to the digital age.

Those experts elaborated in their personal capacity the following recommendations:

1. First of all, in order to identify the best possible policy options, it is important to understand the current Internet media landscape. Therefore, it is important to raise awareness about the following facts:

Internet is considered to constitute an environment in which media pluralism is easy to ensure. However, it is important to raise awareness that at least currently, Internet media is a highly concentrated market. Despite its universality, Internet media markets are different according to the countries. In particular, those markets are different in developed and in developing countries. It is important to recognize, that the Internet does not only constitute a tool enabling for free expression, but that it can be also used as a surveillance tool. The massive abundance of available content does not ensure media pluralism as consumers are not able to process this amount of content.

2. Only after better understanding the current situation of media in Internet age, it is possible to lay down some proposals for ensuring media freedom and freedom of speech in Internet age. The following proposals should be considered:

Tools are needed to systematically monitor different factors which have impact on media pluralisms. Those tools should take into account the specificity of the Internet.
There should be a strong focus on interoperability in order to lower barriers of entry into media market. Copyright provisions also play an important role in ensuring media freedom. Some changes may include the liberalization of copyright or the introduction in some cases of compulsory licensing. User-empowerment should be one of key actions. This might be implemented not only in raising-awareness actions, but also through better

use of possibilities given by the user-generated content. Pluralism of media should also mean "pluralism of sources" – it is important to ensure that information come from diversified sources. A "diversity by design" notion should be introduced. This principle would mean that intermediaries who enable finding information should actually contribute to ensuring media pluralism.

It is argued that certain rules imposed on traditional media are not well applied to new media, creating a disturbance in the equal level-playing field. Those rules include for instance competition law, obligations of public broadcasters, privacy laws etc. A proper consideration is needed to ensure that those rules, to the extent possible, are also applicable to Internet users. A global nature of the Internet must be recognized. Therefore, the development of international common standards in the area of media pluralism should be considered.

Workshop #131: Rethinking copyright: can we develop a set of common principles?

Reported by: Linda van Renssen

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

Considering the ever-increasing challenge of adequately protecting intellectual property rights in our digitalized and global society, the moderator (Jimmy Schulz, Member of the German Parliament) kicked off the discussion by asking the panelists to describe their “perfect copyright” regime, ignoring all existing rules and starting with a blank piece of paper.

Vinton Cerf, Google Vice President and Chief Internet Evangelist, suggested reintroducing the notion of registered works. At registration the owner could digitally sign the work and indicate the terms and conditions as to how the work should be treated. Registering transfers of rights, as is done with real property, would help prevent the current difficulty of establishing who a work belongs to and what rights are attached to it over a long period of time. He criticized the extension of rights to 75 years after the end of life of the creator, arguing that this defeats the original purpose of copyright: to grant rights to the creator for a certain period of time, after which the work becomes available to the public. Furthermore, the current rigid copyright system should be opened up so that it becomes easier for authors to choose how their work is treated. Creative Commons is a step in the right direction. Given the fundamentals of digital content, the focus should be on establishing a system to satisfy creators (not all want remunerations) and not on preventing copying. Important to bear in mind, is that digital works need software to interpret them and if that software is no longer available or doesn’t work anymore then the “bag of bits” is of no use at all.

Trevor Clarke, Assistant Director General, World Intellectual Property Organization (WIPO), agreed with the idea of registering ownership and noted that many countries implement voluntary registration systems. Although member states’ opinions vary, he said that he believes the copyright system needs to be revisited – in particular regarding

copyright in the digital environment. It relies too heavily on the law which is always slow and in the case of copyright very complex. Despite the current problems however, there are also aspects which have benefitted society and should not be thrown out, he added. Particularly young people should not be treated as IP criminals. There needs to be education and some cultural change to help them understand freedom on the Internet and the responsible use of protected content. At the moment there are discussions taking place in Geneva regarding exceptions to copyright, such as facilitating access to the blind.

It is recognized that some people create for the love of it and just want to be acknowledged. However, those who want to be rewarded should be rewarded. Principles need to be broad in order for them to be accepted in a multilateral environment. The question of territoriality needs to be revisited. We need dialogue and the best environment to discuss these issues is a multistakeholder environment. The challenge of the middleman in music needs to be addressed with transparency, accountability and good governance.

Jeff Jarvis, Journalist, explained that content now has value in new ways, for example through signals we generate about ourselves via Facebook or Google. This value is great but different – it is not recognized by paying for content as was previously done. In this new economy there is value in relationships among people and data about them. Attempting to protect content for sale is therefore not the way forward. The value is also in obtaining credit through links. He urged policymakers not to try to recreate the Guttenberg print era of content being value in and of itself. There is value in creating an audience for that content. There is also value in the aggregation of that content into a larger data set. There is value around interaction and conversation. We are currently trying to fit a "Guttenberg-era content structure" onto a new technology where the economy is not clear. We need to find technology and business models which work online. Additionally access is important not just for blind people but also for people with dyslexia or other reading issues.

Chris Marcich, President and Managing Director for Europe, Middle East and Africa (EMEA) at the Motion Picture Association, said he believed the current copyright model works - it has adapted to change and not impeded Internet developments and alternative creative models. Changes to the current working model should be carefully considered and justified with evidence. A copyright review at the international level would also need to address the broader issue of Internet governance. He was skeptical of a mandatory register, arguing that it would have to be dynamic as rights are dynamic and it is therefore questionable whether such a registration system would work. In the US, a voluntary register works and there was a move away from a mandatory register because it imposed burdens on non-national registrants and was inflexible. He commented on Jeff´s model, explaining that this only works for certain content, while creators with high investments are exploited. Each creator should be able to choose how their work is treated. Also, the property rights which underlie copyright are usually permanent. Copyright is a limited granting of rights which has been extended over time. It may be that certain works are more necessary to society than others, but generally this grant should not be expropriated at a certain point in time.

Kamran Imanov, Chairman, State Copyright Agency of the Republic of Azerbaijan, explained that the compromise between exclusive rights of right holders and the interests of users is a social contract. The Internet does not deal with works but with content and content circulation which creates new kinds of creativity. The term content is the strengthening of the content's significance and the weakening of its form. Although interests are not fitting, there is no clash between copyright and the Internet; therefore we need to find compromise between the two. Using the models of compromise theory we have determined that, in the future we need to find measures for compulsory or obligatory licensing.

There were many contributions from the audience - here are merely a few examples:

One participant said people will continue to share content and this cannot be stopped by reinforcing the present legal prosecution system. The impact is not made with publication but when that publication reaches people who can do something with it. Restricting knowledge produced by society with public funding is reducing the impact of knowledge. The way forward is open access. Budgets can be redirected so that authors obtain more benefits. In the current grid of intermediaries there are very few authors which reap benefits.

Another participant mentioned that the human rights aspects of copyright enforcement need more discussion, particularly freedom of expression and association. A music manager and artist with 25 years of experience explained how the extended collective rights management system in Scandinavia is an example of what works – you can use a piece of music by default if you pay the going rate for it to a central administration. This has led to the successful streaming services which started in Scandinavia. If the default is that a piece of music cannot be used, then you have to go around asking for permission and the result is that most people will not get paid. This participant added that the idea of copyright is that creators are incentivized to create on the premise that this will result in the widest availability of cultural goods to the widest number of people. What we have however, is a system that returns the vast majority of money to a tiny number of large companies because the rights are owned by the middleman.

Another participant mentioned that in the Transpacific Partnership Trade Agreement which is currently being negotiated by the US, New Zealand and nine other countries, the copyright section contains a provision which would give copyright-holders the right to authorize or prohibit temporary electronic copies.

Conclusions and further comments:

There is no easy answer to the copyright debate, which will undoubtedly continue in the decades to come. Despite many conflicting views on how this issue should be dealt with, all participants agreed that the problem cannot be solved nationally and that the international multistakeholder approach is the best way to discuss this issue.

Workshop #134: Human Rights on the Internet: Legal Frames and Technological Implications

Reported by: Andrey Shcherbovich

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

The initiative of this workshop belongs to the representatives of the academic community of the National research university higher school of economics, Moscow. The Workshop was chaired by Dr. Svetlana V. Maltseva. The workshop contained 4 stand reports and general discussion with questions and answers session.

Dr. Svetlana V. Maltseva and Dr. Mikhail M. Komarov. Human Rights on the Internet. Synergetic effect of the technological and legal impacts:

Internet technologists contribute to the practical realization of human rights. First of all, they can improve the effectiveness of exist institution. For example, E-learning. This type of training allows you to implement the rights to education for people who are unable to study in ordinary schools or\ and universities. For example, people with disabilities. But you must ensure that the technology and content have the necessary quality, and protected from fraud. Also we can see the organizational transformation based on Internet technologists, and the emergence of new institution. Another example, social networks. We see that they can he have a great impact on their forming and distribution of knowledge. Unfortunately in the same time Internet technologies give rise to new mechanisms in terms of human rights violations. So we need to create new means, new technologies for protection. We need new restrictions including technological means, identification and classification of violations, prevention-based on predictive analytics. But what we need, what we really need to improve the situation, should we improve the existing means, or we must build new models of communication. Perhaps such model could be the model based on the concept of web 3.0.

Dr. Anna K. Zharova and Andrey A. Shcherbovich. Adaptation of the technological solutions to the changing legal environment:

Report presented by Andrey Schcherbovich, and Dr. Anna Zharova was devoted to adaptation of technical solutions to the changing legal environment. The special concept of Internet Governance, which was developed some years ago by a group from the Higher school of economics, explains the trilateral model of Internet governance. First there are three levels on which Internet Governance should be possible. They are supranational, national and community level or self-regulation. Those three levels couldn't be declared as self-sufficient, and should be connected to each other in the special way in order to make relevant Internet Governance in order to make a model of IG policy in realization of human rights. So, each level has its positive and negative effect. So that each of them couldn't be proclaimed and declared self-sufficient. Dr. Anna Zharova presented special circumstances in which this concept to be applied in Russia,

Jeremy Malcolm. Human Rights and the future of Internet Governance:

We cannot rely on individual governments to respect human rights, we cannot rely on corporations to do so, and civil society, well, certainly we can act as a human rights watchdog and we can provide certain tools to help with the exercise of human rights online, but we've nowhere near enough power or resources or influence to make much of a difference on our own account. So how do we regulate the Internet in a way that respects human rights if we cannot rely on governments, corporations or civil society to do so?

The best answer we've is that we should do so by combining the strengths and weaknesses of all those stakeholders in a multistakeholder policy development process intended to explicate common principles or guidelines upon which governments, the private sector and civil society can agree as a basis for their respective actions. Such as passing legislation, or concluding treaties, moderating online services containing user generated content, and in common shared norms of online behavior. The Internet Governance Forum can be a good place to start developing global policies for human rights online, particularly in areas where there are no other global fora that have responsibility for particular issues, such as, for example, privacy and cloud services. However, the IGF, as it is currently constituted, is not quite up to the task. Its mandate does call on it to develop recommendations on emerging issues that can be transmitted to decision-makers through appropriate high level interfaces, but it hasn't yet developed the capacity to do that.

Roxana Radu. Dynamics between Internet governance and human rights at the international level:

One of the questions that comes up first is whether to treat the human rights regime in a comprehensive way, in a comprehensive manner as the so-called package of intersecting rights, or whether to keep the rights separated and to have this list of independent things. We already have several core legal instruments in place at the international level, but their interpretation is by no means uncontroversial. Access to Internet, for example, as a human right has been derived from several articles of the universal declaration of human rights, such as Article 2 on equality, Article 19 on freedom of expression, or Article 26 on education. Secondly, at the international level on the international human rights regime remains strongly dependent on enforcement, which is done through government and through the court system. The tension here is between two conflicting paradigms. On the one hand, the traditional human rights regime, which assigns a major role to states, and on the other hand, an emerging Internet rights paradigm in which the role of the state is kept the at a minimum or is ideally kept at a minimum, and discussions are now going on regarding a set of norms applicable to the Internet, but also in regard with conserving, for example, different frameworks of intellectual property rights.

Dr. Wolfgang Kleinwaechter summarized the discussion:

We remember the previous IGFs, we had only a low participation of friends from the Russian Federation, and I take this as a very good signal that, you know, the Russian Federation is a big country which has a large Internet community, become stronger involved in the discussion of Internet Governance in this multistakeholder environment. So I think this is certainly a positive signal and we can learn from each other, listening to the various arguments and understanding better concepts, very often we're using the same language but have different meaning behind the same words and this creates sometimes some problems because that we've misunderstandings, and the beauty of the Internet Governance Forum is that we've here an opportunity to look behind the words, to have individual discussions with speakers and people from other stakeholder groups as a nation and to find out, you know, what is behind the word, what is the real meaning, this helps us to create understanding.

Conclusions and further comments:

This workshop was broadcasted in HSE, inviting students from various faculties of HSE (including students as the Faculty of Business Informatics, but also on other programs HSE, in one way or another connected with the Internet technology). In addition, the compendium on human rights and Internet governance has been issued. It can be used in teaching courses in Management, Public Administration, Sociology, including related to human rights, and social sciences and humanities block: law, history, social anthropology, cultural studies, political science. As the materials of the collection can be primary or secondary methodological tool for the study of the complex disciplines. Among Russian scientists involved in the study of human rights issues, as well as among policy makers, practitioners in the field, there is a tendency to consider the issue of human rights on the Internet only in Russia, which in turn is logical and reasonable. This in turn leads to lack of fundamental (as a rule, do any exist) conceptions of the understanding of the concept of human rights in other segments of the Internet. In the best case, attention is paid to the problems of human rights in neighboring states. However, in order to achieve successful progress in the field of human rights on the Internet, it is necessary first of all to study and know the basic elements upon which an understanding of human rights in other national and language segment. This combined with a critical understanding of their interpretations of the concept of human rights will identify "common space" which will move towards universalization of human rights.

Workshop #137: How do we ensure the future of creative content online?

Reported by: Laura Hutchison, Nominet for the UK-IGF

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

Kate Russell, Freelance journalist and reporter – Chair

Dr Ian Brown, Oxford Internet Institute

Bill Echikson, Google

Mary Uduma, Nigeria Internet Registration Association

Cedric Wachholz, UNESCO

Kate Russell opened the session by asking the panelists to think about what the Internet might look like in ten years time when it comes to creative content. Ian Brown began by likening the Internet to a celestial duke box which has been enabled by the fast pace of the Internet and innovative products such as Spotify. The technology for further development is largely there but it is the issue over artist compensation which is sticking point. He highlighted how even within Europe, the differences in the legal framework for copyright law in the 27 member states makes very difficult for content producers to move between and market in all countries. Bill Echikson shared some stats to illustrate how quickly the Internet is growing: In May 2011, 325 million websites were registered worldwide, every day five exo-bytes of data are created on the Internet and 250 thousand words are written on the Google blogger product, 72 hours of video is uploaded every minute on You Tube and all this content is becoming more accessible as the Internet spreads. The Internet allows wider information sharing: 18th Century Dutch horticulture books are being viewed from Australia. World wonders project in conjunction with UNESCO – helped to increase visitor numbers to Pompeii by a quarter.

Bill also highlighted how online advertising is allowing creators to receive revenue from this rather than by selling their content. He stressed that the audience is online now so creators have to reach out to them therefore reform is inevitable. Mary Uduma agreed with Bill and stressed that for the competitive market to succeed there must be supply and demand. The demand for content is not going to change in 10 years. Mary envisioned that the mechanism for sharing would probably change but the basic principles will remain the same. The most important thing for the artist or content creator is compensation to encourage them to keep creating. The relationship between the creator and service provider is key to the future of the content market and the sharing formula has to be acceptable to both parties. Cedric Wachholz asserted that content creation is the key to equitable and inclusive knowledge societies. He felt that predicting the model in 10 years time is not easy. For UNESCO the key areas for development are: diversity, inclusiveness, relevance and accessibility – increasing cultural and multi-lingual content online. English is no longer the number one language on the web and it is important to have the goal of inclusiveness. Content comes from all areas and these should remain accessible for the future increasing digital heritage. Cedric agreed that it was important to consider how to ensure the continued generation but there is also the question of how we archive older content so that it remains accessible. In response to Bill's point about advertising funding content, Cedric also flagged that some content is also publically funded. Advertising is not the only way to fund. Kate noted that crowd funding was also a massive growth area.

Kate then invited the audience to examine what the threats to a dynamic model are moving forward what they felt needed to change in the current model in order to achieve this vision from the future. A number of participants contributed to an active discussion.

The key points were:

A sound legal framework and a change in culture are key to allow creativity to flourish. The print model is no longer relevant and we are currently in a period of transition. The European motion picture industry was highlighted as an example. There are differences in payment methods and the remuneration levels are not the same across all areas, just as the level of investment differs. The speaker stressed that the industry is an employment provider and is providing economic benefits to the country so it was important that they were protected. A participant highlighted the dispute between Google and France and argued that this shows how powerful Google is in that they can just refuse to carry French newspapers. 90% of search market is via Google. Others noted that there are other methods of making content available, not just Google and you tube. The 90% figure is misleading. The majority of people looking for the New York Times go direct to their website rather than through Google. It was suggested that strong brands will evolve and survive.

Following a discussion around responses to infringement, one speaker felt that it was important to remember that blocking for abuse is not same as restricting freedom of speech. The group had a discussion around who has responsibility for content and it was remarked that more and more obligations are being put on intermediaries for controlling content e.g. as going directly to Google to request that a link to a defamatory story is removed rather than perusing the originator or distributor. The Hargreaves review in the UK was noted as an example of an academic trying to contribute research and data to the debate. Ian Brown agreed and called for more evidence-based policy making, stressing that policies should be set on a thorough understanding of the needs and challenges of the environment and considering all possible impacts. The group suggested that pressure for speed of blocking is not necessarily the answer. It is important to do all the relevant research before blocking or takedown. Some members of the group felt that piracy was a result of a failure of good legal avenues to access content. Others responded that it was impossible to compete with free products and gave the analogy of a shopping mall trying to sell products when a stand outside was giving the same products away for free. The bottled water industry was held up as a counter argument to this as well as I-tunes which sells paid for music that is freely available via pirated and free means. The group briefly discussed the idea of the requirement for the standardization of a proportional response to cases of infringement.

Conclusions and further comments:

In closing the panel gave the following remarks:

Mary suggested that there has to be a distribution of compensation. High quality works should have different model of compensation to lower or less “valuable” works and it is up to the producer to decide the level they are happy with. Market forces will dictate if the fees are agreeable. Cedric agreed that there needs to be an adaptable legal framework but we also need a change of culture. Both sides need to work together to move forward.

Bill agreed that the discussion should focus on how to move forward rather than backwards or in the same entrenched positions. He urged the group to look towards the constant innovation of the TV and DVD markets. Ian called for more inclusive and better evidenced policy discussions. Technical controls are too easy to bypass so we need to work towards another solution. The Chair closed the workshop agreeing that discussions need to be forward looking and constructive. Standards of enforcement have to be agreed and a fair and level playing field for competition and innovation is what we should be aiming for.

Workshop #138: Internet and human rights: shared values for sound policies

Reported by: Nicolas Seidler, Policy Advisor, Internet Society

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

The objective of the session was to foster a dialogue on the relationship and mutual dependencies between the open nature of the Internet and the ability for individuals to exercise key human rights in the online environment, in particular freedom of expression and freedom of association. A draft paper developed by the Internet Society and the Association for Progressive Communications - comparing the processes and the principles between human rights and key Internet protocols – provided a background for discussions. Both the analysis and the workshop participants considered the perspective of human rights’ values being very much part of the Internet’s DNA; The way the Internet’s architecture was designed - decentralized, distributed, end-to-end - empowers individuals at the edges of the network rather than the center. The global network and its underlying protocols and standards are developed by engineers under the umbrella of the Internet Engineering Task Force (IETF), which processes are open to anybody, with no sign up sheets and no membership fees. The keys to the Internet’s technical development are basically in the hands of its own community of users, an open and bottom-up approach which resonates with democratic traits.

Several speakers shared the view that by fostering and developing an open Internet, the Internet technical community has de facto become a key contributor for human rights. One panelist even raised the emerging notion of network engineers as human rights defenders. An interesting insight was shared about the context of early pioneer Internet developments in the 1960s in the United States, marked by strong civil rights movements echoing the importance of protecting human rights and individual freedoms that drove the creation of the Universal Declaration of Human Rights some 20 years before the creation of the TCP/IP protocol. From that perspective, the Internet and human rights would share core notions of individual empowerment, which are reflected in the processes and principles driving the evolution of the Internet.

One of the panelists mentioned India as an example of a large and diverse country where unifying factors are essential to hold the diverse communities together. The Internet has emerged as one such factor, in particular through the rapid expansion in mobile Internet use. The Internet fosters innovation at the edges without the need to ask for permission,

which has been driving economic growth in this country. The same network architecture also enables the articulation of social movements in a decentralized manner, creating spaces for dialogue. Social media platforms were mentioned as new ways for people to exercise their right to freedom of association and peaceful assembly in the online world. It was however emphasized that this "decentralized thinking" requires skills and an ongoing learning process for traditional societies. Beyond playing an important role in expanding political, economic, social and cultural rights, the Internet can also play a positive role in supporting human rights activism, raising awareness around human rights violations. The Internet is meant to be a force for knowledge and freedoms. However, there are two sides to the Internet's openness, and the same technology can also be used to restrict freedoms.

Authoritarian regimes who have historically never paid more than lip-service to their citizens' freedoms have become increasingly technologically savvy in undertaking actions to suppress freedom of empowerment online (e.g. censorship technology, online surveillance, cutting off access). Even countries with strong democratic traditions are tempted to use short term technical measures (e.g. DNS blocking or filtering) to address issues such as security or copyright enforcement, often loosing sight of the bigger picture. The example of Azerbaijan was mentioned during the discussion, as a case where people can access the open Internet without prior restrictions, but where the exercise of the right to express opinions and ideas can create serious risks of persecution in the offline environment. Several cases were mentioned where people were persecuted as a result of online activities that would normally fall under freedom of speech protections. In other words, it is not because technology is free of access that the use of technology is free from consequences. This is also what several commentators in Baku referred to as the importance of freedom after expression.

A key takeaway from the discussion was about the importance of further building the relationships between stakeholders who touch upon human rights issues. The significant number of IGF sessions related to human rights and the diversity of stakeholders involved in those discussions reflects an important trend towards considering online rights issues from a multistakeholder perspective. Beyond Governments and civil society, all actors of the Internet are becoming sensitive towards human rights concerns, including business and the Internet technical community. In this regard, the notion of enhanced cooperation within and between existing organizations of the Internet ecosystem is very relevant in the context of reinforcing human rights in the online environment. Everyone has limited capabilities, and a shared approach is needed.

Finally, one panelist from Azerbaijan confirmed the importance of the IGF as a forum to exchange ideas, but also for holding the IGF in such places like Baku as it gave the Azeri civil society a global platform for talking about issues they would otherwise not be able to talk about. As the IGF heads toward new host countries, this provides an interesting local perspective on the debate whether it was opportune or not to hold the Forum in countries with questionable human rights approaches.

Conclusions and further comments:

The open Internet and human rights have developed deep and complex dependencies. Threats to the open Internet also impede on individuals' ability to exercise some of their most fundamental rights such as freedom of expression or freedom of association. The role of the Internet technical community, namely through open standards development, has become crucial for several human rights. We are at a time of affirmation for human rights online and it is likely that the online/offline duality will not stay many more years. However the applicability of existing rights in the online environment remains an important issue, and there is a need to continue analyze how Internet and human rights map together in order to better address new challenges. The IGF is an ideal forum to share opinions and best practices on human rights-related issues, providing a space for stakeholders to socialize and offering the opportunity to shed light on local challenges. It is essential, however, to further cooperation beyond the IGF, and to identify new ways to collaborate and participate in other relevant processes (e.g. Human Rights Council, civil society and business initiatives, open standards development, etc.).

Workshop #146: Intellectual property rights and the freedom to share: are the two compatible?

Reported by:

Luca Belli and Dmitry Epstein

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

The workshop was organized by Luca Belli on behalf of the Internet Society (ISOC) Next Generation Leadership Program (NGL) alumni under the mentorship of ISOC. It took place on November 8th 2012. The participants in the panel represented a range of age, gender, geographical, professional, and stakeholder groups.

The discussion in the workshop focused on three main themes:
1) Perceptions of copyright and piracy;
2) Challenges of intellectual-property- rights (IPRs) governance;
3) Rethinking IPRs for the Internet.

First, the panelists drew a complex picture of perceptions and practices around IPRs, focusing explicitly on the difficulties and needs of two distinct categories of potential "pirates": youth and the library community. Talking about the youth, both the panelists and the audience highlighted the lack of awareness, lack of understanding, and the associated confusion regarding the boundaries of legal behavior in regards to IPRs online. The participants highlighted the dissonance between the common practices of sharing content online and the expectations and assumptions of IPR holders regarding their audiences; there was an agreement that more education, of both the educators and the youth, and improved communication between the IPR holders and the online audiences will be beneficial. Talking about the library community, the participants highlighted the legal-uncertainty fostered by divergence of copyright exceptions and stressed the need to

further harmonize national/international IPR solutions. Legal uncertainty surrounding IPRs exceptions may indeed hinder provision of cross border services, thus impeding the libraries in fulfilling their role as champions of global public knowledge dissemination.

Second, the panelists and the audience have jointly scrutinized some of the recently proposed juridical tools for copyright enforcement online, most notably SOPA, PIPA and ACTA. The participants agreed that those tools were drafted to reflect traditional approaches to IPR, which may be inadequate for the practices that have evolved on the Internet and the core values of the network. Participants especially noted the limited degree of transparency and multistakeholder involvement in the drafting of these initiatives; there was a shared understanding that such involvement could have helped to at least mitigate the inadequacy of the proposed tools. Participants agreed that a more inclusive, transparent, and multistakeholder decision-making process should be undertaken in the future.

Furthermore, the panelists discussed several graduated-response mechanisms notably focusing on the recent Memorandum of Understanding signed by the Recording Industry Association of America , the Motion Picture Association of America , and several American ISPs, aimed at implementing a new copyright enforcement system based on a "six-strike" mechanism. Both the panelists and the audience highlighted the need of assuring the due process when implementing the graduated-response mechanisms. They pointed out that the main purpose of such techniques should be pedagogical, not repressive.

Finally, the participants suggested that solutions to the challenges of the IPR holders may not necessarily lie in the realm of policy and regulation. They highlighted the need to develop new business models that would make legal ways of accessing content protected by IPRs easy and affordable. Indeed, the participants stressed that in many regions of the world piracy becomes necessary because of lack of accessible and affordable ways of obtaining IPR protected materials legally. Specifically, the participants pointed out the necessity to consider models that take into consideration the needs and the realities of developing countries, which differ significantly from the contexts in which most IPR holder operate today.

Conclusions and further comments:

-Workshop Methodology:

The workshop was structured as a round table with an explicit emphasis on interaction between the panelists and the audience as well as among the members of the audience. The organizers provided a list of questions both to the panelists and the attendees in the room in order to facilitate the discussion. The panelists were not allowed to exceed a period of four minutes with their answers. Both panelist and participants were satisfied with the workshop format.

-Workshop Content:

Workshop participants highlighted four main themes that should help reconciling the legitimate claims for IPR protection and the inherent to the Internet "freedom to share":

1) Promotion of education about IPR protection. For example, inclusion of on-line safety courses in the school curricula could be an important step in the right direction.

2) Harmonization of copyright exceptions on the global level in order to foster legal certainty about sharing of content online. Such harmonization is particularly important for global knowledge sharing and development.

3) Encouragement of alternative business models aimed at making legal offer affordable and accessible to every Internet user. The "traditional" business models seem indeed inadequate to grasp the needs and realities of developing counties.

4) Utilization of an inclusive multistakeholder decision-making process in order to elaborate new IPR-related juridical tools (both on an international and on a domestic level).

Workshop #164: The evolving Internet ecosystem: A two-sided market?

Reported by: J. Scott Marcus (moderator)

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

Mr. Marcus led off the session with a brief PowerPoint presentation providing background on the economic theory surrounding two-sided markets. While nearly all communications markets can be viewed as two-sided markets, the two-sided analysis does not necessarily lead to different conclusions than a one-sided analysis; moreover, the analysis is complex, and easy to get wrong. The optimal magnitude and direction of payments in a two-sided market depends on a great many factors, some of which are difficult to estimate in practice. Many of the proposals that have been made for payments between content providers rest on a weak foundation.

Patrick Ryan of Google spoke of the importance of value chains that work for all, the importance of the multistakeholder model, and the benefits of voluntary commercial arrangements over solutions imposed from above. The ITU WCIT that will take place in December in Dubai (and which was discussed in several sessions at IGF) runs the risk of taking actions contrary to these principles.

Ali Husain of 3mice interactive media Ltd provided a valuable developing country perspective. Providers of content in developing countries face special challenges in terms of underlying costs. Network operators can pose significant challenges to content providers.

Taylor Reynolds of the OECD spoke of a range of research on IP interconnection conducted by OECD over the years. Again, the need for market-based solutions was a key theme.

In an animated intervention, Dr. Robert Pepper of Cisco Systems provided numerous examples of two-sided or multi-sided arrangements in the Internet. The success in each instance was attributable to voluntary, market-based arrangements rather than an externally imposed solution.

Luigi Gambardella of ETNO made an intervention from the audience. He emphasized ETNO's desire for market-based solutions and for a win-win approach for all going forward.

Conclusions and further comments:

All panelists seemed to agree with the need for market-based solutions that would enable all (efficient) participants in the value chain to make money. There may not have been consensus as to what arrangements would provide for that.

Workshop #169: Internet Policy Infrastructure for Sustainable Internet Development: Lessons from Attempts at IP Enforcement

Reported by: Konstantinos Komaitis

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

The workshop sought to address the various enforcement methods of intellectual property rights that have emerged both domestically and internationally and, have rapidly taken 'center stage' in the Internet governance debate. In this regard, some examples the panelists used in their contributions included: the Stop Online Piracy Act (SOPA) and the Protect IP Act (PIPA), both of which were experienced in the United States; and, the Anti-Counterfeiting Trade Agreement (ACTA) and the Trans-Pacific Partnership (TPP) Agreement at an international level.

During the session, panelists were asked a set of questions to answer and some issues to address. The questions and the key points that came out of the panelists' responses were as follows:

Q: *What challenges and/or opportunities content creators face in the current Internet and intellectual property environments? Is the situation different for amateur and professional content creators?*

Key points: Generally, professional creators have more at stake given that their livelihood depends on the revenue of their work. However, at the same time, the Internet offers new ways to monetizing content and new ways of distribution. Additionally, the Internet offers great cost reductions associated with new ways of distribution. Finally, in terms of

amateur content, the Internet further opens up new possibilities to generate content revenue – a clear example of this is Kickstarter.

Are traditional IP laws still appropriate for today's environment? Do they support or hinder innovation or both?

Key points: Some panelists expressed the view that the existing (copyright) regime is sufficient, at least in most developed nations, and it is not required to change. The main problem appears to be that many of the copyright laws are not enforced, which makes these laws meaningless. To this end, unenforced laws can act as hindrance in that they may affect the quality of content. The result is less creation and less innovation. And, unenforced laws are also an indication of a weak government, which is, additionally, a sign of instability.

Other panelists expressed their concern with some enforcement mechanisms, especially those resulting to disconnecting users from the Internet. They acknowledged that this is an extreme solution and more work needs to be done in relation to intermediary liability, fostering the creation of new platforms and exceptions.

Some panelists argued that the modern copyright regime both supports and hinders innovation. All the enforcement efforts currently in place and supported by the movie and music industries have given birth to a brand new industry – an industry of monitoring file-sharing networks. The counter-monitoring measures that we see spring up in response to these enforcement efforts are part of this innovation. Finally, end-users and younger users also innovate by identifying (technological) ways to bypass geo-blocked content.

Finally, some panelists asserted that, when it comes to copyright, we depend too much on the law. The law is necessary and, will always be necessary, but should not be relied on as the only mechanism for dealing with the complexity of copyright infringement.

Q: *How do Internet intermediaries contribute to sustainable Internet development? What role – if any – should they play with respect to intellectual property?*

Key Points: Some panelists asserted that Internet intermediaries can provide the platforms to help the industry flourish online; they can also collaborate with the copyright industry regarding authorizations of copyright infringement. When it comes to the latter though, the main issue is not to turn intermediaries into the police or the judge of the Internet. Due process is necessary and should be preserved in any context.

Other panelists argued that intermediaries contribute to development by providing platforms to innovate without permission. To this end, safe harbor provisions are necessary in order to ensure that intermediaries do not move to an over-blocking approach, thus ensuring the vitality of their platforms. And, to achieve this goal, voluntary mechanisms are better than mandatory laws, although transparency, across all the levels, is necessary.

Q: *What lessons – if any – have legislative proposals like ACTA, SOPA, and PIPA taught the Internet community, the content industry, lawmakers and others?*

Key Points: It was suggested that the issue was not whether one could block websites (governments block websites related to child pornography or Nazism), but whether the technology and Internet architecture would support such an approach.

The majority of the panelists argued that the main lessons coming from all these failed legislative attempts related to transparency, accountability, issues of trust and, very importantly, multistakeholder participation. They argued that issues affecting the Internet, its technologies and platforms should be deliberated under a multistakeholder model that allows the participation of all interested parties, including governments, technology companies, civil society groups and content creators.

Q: *What types of governance should be employed to tackle issues of intellectual property?*

Key Points: All panelists answering this question agreed that there is a great need for multistakeholder governance when it comes to intellectual property. Currently, intellectual property is one of the areas where policy development is not occurring through a true multistakeholder participatory model, thus creating issues of transparency and accountability. To this end, it is essential we also identify forums where such multistakeholder process can take place.

Q: *Do laws need to be changed to deal with intellectual property environment?*

Key Points: In answering this question, one panelist asserted that it really depends on what we mean by change. There is an apparent need for a review of the copyright regime; but, the tension that currently exists between copyright and the Internet is not only about law. Other issues that equally need to be taken into consideration include issues of cultural change – the way people react to the Internet and react to copyright – simplification of law and, improvement in the infrastructure – the way the data is managed in the global environment.

Q: *What, if any, is the appropriate role for technical solutions (e.g. automated response mechanisms) to tackle copyright infringement?*

Key Points: One panelist suggested that automated (technical) solutions are very helpful, as sometimes it is the only way to process the vast amount of requests and handle incredible amounts of data. The advantage of automated solutions is that they are very objective.

Another panelist added that, although it is necessary for intellectual property abuses to be dealt with effectively, we also need to be very mindful when we implement automatic takedown procedures, as they could seriously undermine the stability of the Internet and

put pressure on intermediaries.

Finally, one panelist argued that "the answer to the machine is the machine".

Q: *Is domain name blocking and filtering an effective tool for intellectual property rights enforcement? What would be the best approach for a domain name that contains a mix of lawful and infringing material?*

Key Points: In addressing this question, all panelists were of the view that there are issues of proportionality and due process that should be taken into account. Proportionality should be used as a measurement against infringing and non-infringing content as should due process. And, due process is not only limited to design, but it expands to substance and should be used a criterion for making determinations between legal and illegal material.

Q: *Could forms of copyright enforcement provide new tools or justification for censorship and surveillance by authoritarian regimes?*

Key Points: According to one panelist, the crucial question is the way we implement tools to deal with copyright infringement. Additionally, another important point is that of accountability concerning the takedown requests. A copyright owner should be accountable for the (mistaken) requests they send out to users.

Q: *Given the global nature of the Internet do we need international intellectual property laws or something else?*

Key Points: One panelist suggested that the great challenge is the conflict between the territorial nature of intellectual property laws and the global nature of the Internet. All Treaties that guide the foundation of copyright law internationally are negotiated across borders and, the limited rights that are established during these negotiations will have to be revisited. However, there is a foundation that should not be eroded; this foundation relates to why these laws have been put in place in the first place.

Q: *Are there alternative business models, like pay what you want, that can support creators and innovators without requirement for additional enforcement mechanisms?*

Key Points: (Alternative) business models existed for a long time – so the discussions about them are not new. One of the issues identified, was that for new business models to flourish, we need to create an inviting ecosystem, which does not appear to be the case currently. One of the hurdles is the licensing scheme that exists both within the European Union and internationally, which needs to be streamlined so that copyright content can travel without too many restrictions across borders.

Conclusions and further comments:

This workshop demonstrated the value of multistakeholder participation not only from a

structural point of view but also from a practical point of view. The conclusions of the panel focused on the need to continue the discussions in a true multistakeholder fashion that facilitates the exchange of ideas and knowledge.

Workshop #174: Online Dispute Resolution: Justice on the Net

Reported by: Graham Ross

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

This workshop followed on from one held at the IGF in Hyderabad in 2008. IGF 2012, outside of this workshop, featured much discussion about the general problem that, whilst the technological barriers are fast coming down leading to increased trade and social interaction across borders, the existing jurisdictional barriers remain fully in place creating significant issues over developing global cultural norms with regard to disputes when they arise. Whilst people who do not wish to resolve their disputes can always hide behind these jurisdictional barriers, ODR at least provides the consensual solutions for the majority of people and organizations who are motivated to resolve their disputes. Since Hyderabad this point has been taken on board by various organizations who have now created their own ODR agendas, including the European Union with its forthcoming Regulation on ODR for consumer disputes (due to be on the statute book by late January 2013) and UNCITRAL (United Nations Commission on International Trade Law), who set up a Working Party on ODR which met for the 5th time in Vienna, in the same week as IGF 2012. The EU had also, since IGF 2008, funded a specific ODR research project (EMCOD) focused on measuring and evaluating the costs and quality of ODR which was published the week after IGF 2012.

This workshop considered numerous issues arising of relevance to ODR, whether as to scope of its application, its forms, standards and challenges and importantly the direction forward and what this means to our more globally connected society. Graham Ross commenced the workshop with an update on the above matters for those in the audience unfamiliar with the subject. A timeline was shown covering the first United Nations Economic Commission for Europe's Forum on ODR held in the Palais Des Nations in Geneva in 2002 , and which International Forum has continued to be held every year ever since, most recently in Prague in 2012. It was pointed out that the EU's motivation in encouraging ODR was the fact that the Single Market was not working (people still tended to trade within rather than outside of borders) and ODR was clearly a way to encourage trust in the cross-border marketplace. The EU Regulation on ODR was explained as well as significant last minute amendments, issued in October, to extend the reach of the Regulation to cover domestic transactions as well as claims by traders against consumers. Graham explained the context for the latter extension, which he had argued in support, being the recent growth in consumer reviews of suppliers of products and services.

Whilst consumer review was a welcome development, review only sites had sprung up that, together with policies adopted by Google and Amazon to aggregate reviews

wherever they find them to use in their assessment metrics for the star rating of vendors, encouraged false and defamatory reviews by competitors or aggrieved persons, that could damage not just individual businesses but the overall reliability of the review industry. Some sites appear to specifically encourage the negative reviews, as the domain name of one of them, **www.RipOffReport.com** makes clear. The latter effect could lead not to a lowered risk of buying from unreliable traders (the principle objective of reviews) but rather, as less reputable traders would be more likely to exploit the opportunities for false reviews of reputable competing traders, to the opposite effect. Speedy, low cost adjudicated ODR solutions, published alongside reviews, would be one way to balance the justice of the review industry.

By way of continuity with IGF 2008, Hong Xue, Director of Institute for Internet Policy and Law at Beijing Normal University, who had been the Moderator of the ODR Workshop at Hyderabad, spoke about the Chinese Government's Regulations on Internet Retails. Hong chairs the drafting panel. She gave insight into this work and explained that the Regulations are still being reviewed at the State Council and could be issued in 2013. Colin Rule presented on his work as the Head of ODR at eBay and then PayPal for 10 years, during which time he had helped design, and run processes that handle 60 million disputes a year. One of the most influential people in the development of ODR, Colin explained how he had more recently left eBay/PayPal to form, together with other eBay/PayPal ODR staff, and leading experts in the field, both from academia and the industry, a spin-off called Modria (**www.modria.com**) which has taken the license for the eBay ODR software and developed it further on through TFR (Technology Facilitated Resolution). Colin added further to the background of resources that has supported the progression of ODR including the significant work of the National Center for Technology and Dispute Resolution at University of Massachusetts and the annual Cyberweek that was also being held in the same week as IGF 2012. Colin showed the broad range of ODR processes and how they can be adapted to not only reflects traditional ADR processes, whether adjudication arbitration, or mediation, but be made to be more accessible and economic to the varying needs of a global wired society. This can be seen not just in the developed economies but the particular benefits ODR brings to generating trust in traders in developing countries so as to facilitate a more global growth in trade. Professor John Zeleznikow of the University of Victoria in Melbourne, Australia, spoke about the fact that one of the major concerns raised by people using negotiation processes generally is about the fairness or justice of the process. How would this impact on the design and application of ODR processes? Individuals undertake negotiation to derive better outcomes than would otherwise occur. This requires them to engage in interest-based negotiation. But interest-based negotiation focuses upon the interests of the disputants rather than any objective legal measures of “fairness”. By the notion of fairness we mean “legally just” rather than the more commonly accepted negotiation concept of meeting the interests of all parties equally. One example of the need for focusing upon justices arises in the domain of family law, where parents might focus upon their own desires, rather than the needs of the children. Similarly, in employment law, individual bargaining between employers and employees might lead to basic needs (such as recreation leave and sick leave) being whittled away. It is hence vital to

investigate how can we develop measures, or at the very least principles, for the construction of legally just negotiation support systems?

Professor Zeleznikow then considered and explained a game theory based ODR system he and a colleague had developed, called Asset Divider, which incorporates fairness measures into an integrated bargaining environment. Dr Alberto Elisavetsky, Professor and Director of the Dispute Resolution Centre Training and Services at the Universidad Tecnologica National-Facultad Regional, Buenos Aires referred to the history of Odr Latinoamerica **www.odrlatinoamerica.com**, social network that has operated since 2006, closing the digital divide by proposing the use of new technologies as a tool to resolve conflicts. Their most recent project is called SIMEDIAR **www.simediar.com** which provides distance mediation simulations in real time. It is sponsored by 10 Latin America universities, aiming to train conflict operators in the necessary tools and techniques to manage distance mediation rooms in real time. Each university had proposed two students who received 100% scholarships from SIMEDIAR & ODR LATINOAMERICA .Their final essay with their experiences will be compiled into a document to be share with future students.

Irene Sigismondi, Attorney-at-Law and Assistant Professor at the University of Rome spoke about the challenges, as seen from the perspective of the individual, posed by ODR in terms of "law and justice" and the more traditional "landscapes" for civil justice systems. She spoke about the developments in Italy for mandatory court annexed mediation and the court ruling in October declaring it unconstitutional. Irene felt ODR could be looked at, in this context, in an encouraging way in Italy because it allows the parties to set the dispute without the rigid or formal procedures that seemed to encourage the challenge to the court mandated scheme. This underlines the fact that the consensual nature of ODR is possibly its key strength.

Conclusions and further comments:

As to the last presentation, if people can be shown reasons that benefit them to participate in fast and low cost resolution, such as , for traders, increased trust leading to increased sales, then there will be the encouragement to technology to deliver more and more solutions to satisfy that objective. In that way the fact that the jurisdictional barriers remain will be of less consequence. The more ways round those legal jurisdictional barriers, the more connected will become our global society. Indeed, the leveling of the playing field offered by ODR can only aid developing countries in the promotion of their economies, and thus their citizens, within a global context.

Workshop #189: Open Government Data for citizens, by citizens, about citizens?

Reported by: Javier Ruiz

A brief substantive summary and the main issues that were raised: Javier Ruiz:

Our starting point is the restrictive Public Sector Information reuse framework in Europe,

while in the US we have simply a lack of intellectual property restrictions in federal information. The US has seen huge growth and benefits and Europe wants to follow this course promoting open data. Open data takes things one step further with proactive release and removal of barriers to reuse. This means free data, using open technical formats that enable replication, open licensing, etc. This means not having to sign a contract with Government and explain how you are going to use the data, what you are going to do or not do and pay a small amount. Of course open data is important in itself for many people, but also it is seen as a building block for what is called Open Government, which is the idea that you can actually transform the fundamental relationship between citizens and the state through information and engagement.
We can identify several types of data, each with its own issues around governance and potential implications.

Core reference data covers things like maps, weather, registers, etc. These datasets normally have high economic value, although in some countries may not exist at all. The question is should the Government be providing this mapping for free? If you want to map a public toilet - which is one of the things that has been done in many countries for people with disabilities - you need a map. You can use Google but you need to give up your own data. We think this data should be opened. Functional data is where a lot of the direct impact can come from open data. Things like the micro-statistics that government departments use daily, such as levels of pollution, etc. All that type of really useful bits of information, all that can go out and be put too very good use. Here the main thing is how do you govern the processes and make sure this data gets out.

Public services data, here we have two types of data: on the one hand you have performance data which is what many politicians will talk about. For example the mortality rates of a particular doctor or department. Should you be able to choose which doctor you use on the basis of previous experience of patients? Of course we believe that, but we think is important is to distinguish this type of accountability from the political accountability of the elected representatives. It is all very good to say this doctor is responsible but who is responsible for creating the policy framework that put that doctor there?

The other question with public services - one of the biggest issues in terms of open data - is the personal data of public service users. In the UK there are plans to share medical records, welfare data of many types with private companies in order to improve services. But that data is actually private data from citizens. We don't want to stifle innovation but we really have to be careful about this type of data. Then something that is important to see as well is public cultural information, this is something that is increasingly relevant. All the text mining of public libraries can be really useful not just for Google to develop translation services, but for everyone else in society. There are lots of issues around whether it is public domain or belongs to the state or libraries. Public accountability information, such as Government meetings is again public data and we also think that should be part of the framework.

Al Kags:

I will focus my conversation on what the experience has been in Kenya. The Open Institute is an African organization working with governments in Africa and the developing countries to promote the opening up of data by Government to promote also the participation of citizens.

The first point I wanted to talk about was the question of motivation. In Kenya and in a lot of other countries while governments say that they would like to be as transparent as possible it is not a very popular thing, and the leaders are afraid of what that might mean. In Kenya we took the view that that instead of pushing the question of accountability and transparency we would instead push the question of prosperity. Thus, open data will give employment, will help young people who are developers to develop obligations, help young entrepreneurs to find solutions that will better their lives and that sort of thing. Which in Kenya turned out to be a very popular argument for the leadership and which we are finding also among other governments in the region to be a popular way into going about it? Once you have got governments to agree to publish the data in principle then you go to the technocrats and start grappling with the hows. In Kenya we take fairly utilitarian approach and I have become a champion of the utilitarian approach where you deliver in bits. You take what you can get now and you start with that and then you build on it as you go. I have seen a number of open initiatives that are in danger of being still born because they try and get everything perfect.

You can try and ensure that the platforms that you use are open, that the licensing regime is in place and you have a certain number of important data sets in a certain kind of level of quality. In Kenya we went and looked for whatever was readily available. We found health data and education data and within eight weeks we launched an open data portal and then we continue pushing more data on to it. The reason that this is important is because when you do these things incrementally you also show the technocrats who sometimes are also afraid of what open data means and what this openness means and who have grown up, many have been working in the civil service for a long time and who have come to believe that governments are supposed to hold data secrets, it is not supposed to be published. You have to demonstrate that there is no threat to publishing the data, and really hope that the media does not immediately find a scandal.

The third aspect of it is once you have published the data you have to really focus on building the ecosystem of data producers, the Government civil society, etc. Media has access to a lot of data that we have accumulated over many years to ensure that they begin to publish that data and the academia who also have over the years gathered data from different sources and they also publish it. The second echo system is of intermediaries. Quite a lot of the data is not in a format that allows the citizen to engage because you are providing the data in its rawest possible format. The best way to get the citizen to have access and have an understanding of that data is by dealing with the info media, which tends to be the civil society organization that works with the citizens that build the capacity with community groups and so on. The media that are going to tell interesting data stories out of it, and then the developers who build apps that enable the

citizen to then interact with it.

Once you have done this, the innovation is ongoing, the users are working, their media study stories and that sort of thing, then we look at the legal frameworks, which are benchmarked globally but I champion that they must be focused on the local situation. In Kenya we have the constitution, which guarantees the citizens a right to information. Number two, we have a cabinet paper that we did at the time of the launch that tells the public sector how to publish data and that they need to look for the data to publish it on a regular basis. We are working on a freedom of information bill and one of the most popular aspects of the freedom of information bill in my view that is currently under review for Parliament is that it proposes Government proactivity in publishing data.

Andrea Beccali:

Al talked about ecosystems and intermediaries where you mentioned the media, which has an important job, but I want to also include libraries. Just to give you an idea from a recent survey there are around 320,000 libraries worldwide, and 73 per cent of these libraries are in developing and transition countries. We think they can play an extremely important role in accessing data.

When we looked at the Open Government Partnership and we look at the numbers of countries that actually in their plans spoke about the ecosystem; only three countries, including the UK, Ukraine and Tanzania have conceded how a citizen can access those data. Only Ukraine mentioned libraries as an important partner in this. But we think that libraries are often perceived as a building where you find books and that is true, it is still like that but actually there is much more potential inside them and we think that in the open data they can play an extremely important role, particularly when you look at cost effectiveness of providing access points to the citizens and also when you ensure that everybody has access to these resources.

In Romania the Ministry of Agriculture produces an online application to make subsidy quicker for rural areas and they release the data for the rural areas, all the land that wasn't used and they wanted to use. 17,000 farmers were reached through libraries and got subsidized land and made the whole project work. There is another important role in libraries and data mining. It may be trivial but libraries have been collecting data all the time. Data is about who comes to the library to read what and to do what basically and user is data is shared among libraries but is not always used by Government.
Another important aspect is the role of Parliamentary libraries. All Parliaments worldwide have a library that stores all proceedings and documents and laws and draft laws and bills for the activity of the Parliament. They all have this information and could be put as open data.

Lennart Huizing:

The Dutch Government has for the last couple of years being looking at development aid and actually the new Government that has just been installed this week has announced

another cut back of 20 per cent of the budget for development aid. One of the reasons for that is I think that the lack of accountability, the lack of clear results that have led to some reevaluation of what the Dutch Government would want to get out there in terms of information for the public, more accountability and transparency. Two years ago the Green Party in the Dutch Parliament had a motion to release all the data generated on projects funded by the Dutch Government and one year ago they went ahead and released that data. I think that it is quite a limited set of data in the sense that it is very interesting to see what which company, which organization gets what amount of money. It is not particularly interesting for the general public but it is very useful for experts to figure out what works and what does not work. It also has the side effect of being giving some level of accountability for foreign governments spending. Finally we get to see how much money is actually going and into other countries but there is no clear information about the results that have been generated with it, so it is also very limited.

A year ago I wrote an app by request of one of the development aid organizations in the Netherlands using this information to try to get it to the general public. You can find more value by combining the data sources and we have now included a lot of data from the World Bank. What we found is that the main problem in this data is two-fold. Somebody needs to clean up this data because it is completely unusable for anybody outside of the Government involved, with heavy use of jargon. I come from a back ground in market research where we generally see the same types of questions and of course there we are working to give the information in a very useful way to our clients. But still you know if you have been in market research for a while you know that you can torture data to make it say almost anything. I think that this is a very huge risk in releasing this data. It is not even, you can't even use it to triangulate on a specific person. But you can use it to triangulate on a certain politically sensitive project and foreign governments will have the opportunity maybe to locate projects that are not agreeable to them, and I think we have seen here in Azerbaijan, for instance what that might mean. I am not saying -- whatever. Let us not go there. One last point would be that open standards should be prevailing in terms of how do you release this data because if you don't use open standards, and I know there has been a movement where people wanted to be technologically neutral, the way that the data is being released which might be meaning that it should be used by any close standard as well which might not be what we want.

Dominique Lazinski:

I sit on the Open Data User Group in the UK, which is a volunteer body that sits within the Cabinet Office. There are 14 of us and from Government and civil society which is my remit and a variety of other big businesses, small businesses, businesses collecting data, businesses start up… so it is quite interesting. Our role is advising Government on what data should be open and I was particularly interested to hear Al because we have what I think is a rather cumbersome process of people that need to submit requests to **data.gov.uk**, which is our data portal in the UK. A number of data sets have been opened already I think at the last count there was over 8,000. There is a work stream within Government to release more data but we are not proactive, the Government is not

proactively releasing data, which is why I think Kenya is well ahead of us on that front. The UK Government has particular needs for having data to be open, with the remit of economic growth and development, so they are really interested in prosperity but they really want to make sure that they can also look at the value that society will get. Understanding the economic growth that the UK will get based on what may be open and projecting this, is a really hard thing to do. We are now looking at trading funds which hold a lot of the core reference data mentioned earlier, including the postal address file and mapping data and I hope we can talk a little bit more about that. There is a higher strategy that is being done also within the Data Strategy Board, which looks at sort of the general policy around opening data, going forward and what that means. I am liaising with civil society and I have been working with big and small charities as well as local groups who may deal with issues around housing or child abuse or anything like that. I am there to champion all those causes and it is very hard to capture absolutely everybody in civil society in England and Wales.

Conclusions and further comments:

Javier Ruiz stated that although we tend to talk about public sector data, increasingly there is of course private sector data. We need to start asking questions what the public interest lies, whether it is just with the state, not just in the provision of public services by private companies, but also things like private mapping and other infrastructure. Infrastructure and transport are two of the areas where the role of private companies would need to be questioned in the next few years. Javier also raised that the benefits that they want to achieve in the UK from transparency are improved governance, better public services and economic development, and we think that you can integrate all these aspects although in many cases governments tend to focus on one or the other. We need an open data policy that sits alongside a wider data policy framework that is consistent with data protection. Al Kags however disagreed with the view that when you focus on development you might not focus or you might not address yourself to accountability. I think the whole question is so long as you get open accountability happens as a default, which is why we don't talk about accountability, we talk it down because of the fact that it ends up being a default byproduct.

Andrea disagreed: I think that you assume that once you put data outside then people will go there and look. I don't think it is a direct link. There are many people that have no clue about than and maybe they heard about the media but they don't have the interest and so it is what I think that here libraries can provide this part it actually can make this link work perfectly and I have an example that I think can demonstrate that. Al also said that there has been a lot of pressure by civil society to get the Kenyan Government to publish its data. There has also been a lot of pressure by civil society and citizens to get private sector to publish the data. I think one sector that is yet to really get open is a civil society itself. Lennart reacted to this proposal for civil society to open up: We have now in the Netherlands eight organizations that have released the same type of data in the same format, open standard and that will really help us to get further into the data. So we can show people what the aid is doing on a very low level, increasing of course the risk of politically sensitive projects. We now have the data being published once every quarter.

I think that is not enough. We need to go beyond that and try to have as much real-time information that we can get our hands on as long as we keep in mind all the risks involved, that you have mentioned. And we have to consider the risks involved with releasing data that maybe is not personal, that might have been anonymized or might have been aggregated to a higher level but it might still be used to triangulate on any one person.

Main Session: Managing Critical Internet Resources

Seventh Annual Meeting of the Internet Governance Forum
6-9 November 2012, Baku, Azerbaijan

7 November 2012

Chair

Mr. Elchin Aliyev, President, “Sinam” Company, Azerbaijan

Moderators:

Mr. William J. Drake, International Fellow and Lecturer, Media Change & Innovation Division, The Institute of Mass Communication and Media Research, the University of Zurich, Switzerland

Mr. Chris Disspain, Chief Executive Officer of .au Domain Administration Ltd (auDA), Australia

Panelists:

Ms. Fiona Alexander, Associate Administrator (Head of Office) for the Department of Commerce's National Telecommunications and Information Administration’s Office of International Affairs, Government of the United States of America

Ambassador Benedicto Fonseca, Brazil

Ms. Alice Munyua, Chair of the Kenya Internet Governance Steering Committee, Ministry of Information and Communications, Government of Kenya

Mr. Luigi Gambardella, Chairman Executive Board, European Telecommunications Network Operators, Belgium

Mr. David Gross, Partner at Wiley Rein, Chair of USCIB ICT Committee, and former Ambassador United States of America

Mr. Geoff Huston, Chief Scientist, Asia Pacific Network Information Centre (APNIC), Australia

Mr. Pedro Veiga, Professor of Computer Networks at University of Lisbon, and President of the Portuguese Foundation for National Scientific Computation, Portugal

Ms. Anriette Esterhuysen, Executive Director, Association for Progressive Communications, South Africa

Mr. Milton Mueller, Professor, Syracuse University School of Information Studies, and Partner, the Internet Governance Project, United States of America

Remote Moderator:

Ms. Cathy Handley, North American Internet Registry (ARIN)

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The following is the edited output of the real-time captioning taken during the Seventh Meeting of the IGF, in Baku, Azerbaijan. Although it is largely accurate, in some cases it may be incomplete or inaccurate due to inaudible passages or transcription errors. It is presented here as an aid to understanding the proceedings at the session, but should not be treated as an authoritative record.
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Elchin Aliyev:

I open this morning's session dealing with managing critical Internet resources. This topic has been at the centre of our dialogue at our forum. I hope we will have a lively discussion. I am looking for what to our discussion about these important issues. They have been a central part of the IGF since its origins in the WSIS (World Sound Information Society). However, our discussion today will focus on four new issues, and I think we can learn a lot. We will hear about the new top level domain name program operated by ICANN, and let's consider what the key public policy concerns of this program are. What are the controversial aspects of the program? Their transition from IPv4, from IPv6 has been discussed at past IGF's but it is our second topic today. We think about a secondary issue, secondary market for IP addresses, this is an issue of global importance and global interest which takes us to our third topic, one that is often misunderstood, the upcoming world conference of telecommunication in Dubai, I hope our discussion today will clear up a few misunderstandings, explain the WCIT process and help us understand what the real impact might be.

The fourth issue is the concept of enhanced corporation as described in the Tunis agreement from the World Summit Information Society. We will talk about what has been done to date, what more we can do and the possible role of the IGF. I would like here to add some information connected with this issue regarding to Azerbaijan, the most important thing is the resources of IPv6, and I would like to let you know that a year ago, our main backbone provider, Delta Telecom, which connected to almost 80% of the Internet traffic of the country, they finished full migration, from IPv4 to IPv6 and they are working with the second tier providers, some of them already made this transfer but this will maybe be a question and subject of discussion that this process can take a long time.

Let me introduce our two moderators, Mr. William Drake, University of Zurich, Switzerland, and Chris Disspain, CEO of AU Domain Administration Limited, AU

Domain Administration, Australia, who will lead us for the rest of the session. We also have a remote moderator, Cathy Handley, from the North American Internet Registry (ARIN), who will introduce comments and questions from our remote participants.

Chris Disspain:

Welcome to the critical Internet resources session, I will do a brief introduction, and then I will throw you into the hands of Bill who will lead the fist topic. Just so you know, we have a long panel here and I will introduce them in a second. It is not intended every one of these panelists will speak on each one of the topics that we are going to discuss today. If that happened there would be no time for questions or comments from the floor. Those of you who have been to the critical Internet resources session at an IGF before will know that part of the joy of this session is that we get you to talk and contribute so we would very much like you to do that and remotely, as our Chairman said, if you are participating remotely. Cathy will be able to fill us in on your comments so I will go down the line here and introduce you to people. (Introductions)

William J. Drake:

We are going to start our extravaganza by talking about the new GTLD program in ICANN. This has been the subject of some great discussion, a lot of mobilization of energies and attention all around the world and there has been some controversy as well so we thought we would try to open the session with a little discussion of the nature of those controversies pertaining to the applications that have been received in the first round for new GTLDs.

I would like to start off by asking perhaps Milton Mueller to give us a brief overview to get everybody on the same page as to what the status is of the new GTLD program, where we are with the application process, the character of the applications received and so on.

Milton Mueller:

Let's begin by explaining what we mean by a new TLD for those of you who don't know. The top level domain is the farthest to the right part of a domain name. You have probably heard of .com, you have heard of your country code, .cn or .pt for Portugal. These are all top level domains and we realized many years ago, really you can put as many names in the top level as you could in the second level, although you may not want to do that. There are many people who wanted to propose or offer new top level domains that weren't currently available. People have had the idea that you could have a top level domain for .music, for example, or you could have top level domains in scripts of different languages such as Chinese, Korean or Cyrillic. For 6 years, the Internet Corporation for Assigned Names and Numbers (ICANN) developed policy in its generic name supporting organization as to how we should go about adding these new top level domains, while technically this process is very simple, there are a lot of policy issues regarding trademark rights protection, free expression, for what you can actually say in

the new top level domain space. Geographic and country names, who should own them or control them? How do you decide among competing applications? How much do you charge these people to have a top level domain? How should you license them? What kind of requirements should you place on them? Then there is the issue of the role of the Governmental Advisory Committee in reviewing the names and either vetoing them or censoring them. So, after finally working out most of those issues and several attempts to push us back to the starting point again we have now actually received applications. The applications were revealed this summer. There were actually 1,930 different applications for 1,409 different top level domain names or strings, as we call them. Only six percent of these were internationalized domain names or what should properly be called multilingual domain names.

The names proposed ranged from .lol, to Chinese and Korean .idn's to .app and .book. Interestingly .app was the most desired top level domain with 13 applicants going for it. Now currently we are in a period of public comment on the applications that may have closed recently, but you could look at all of the applications and express your opinion about them and the Governmental Advisory Committee of ICANN is also looking over these and issuing what they call early warnings which sounds ominous but, simply means that some GAC members may not like what they see and that they may get into trouble with the GAC later on down the road. As far as I know that is where we are, there are a lot of technical and detailed things, but I think that is enough to get started.

William J. Drake:

One of the first questions I suppose we might want to ask is the notion of expanding the TLD space in part is driven by the desire to broaden international engagement in the GTLD marketplace. One has to wonder whether that has been effectively achieved. One of the points that have been raised by a number of critics of the GTLD program is that when you look at where the applications have come from; there is a certain amount of geographical concentration. So the question becomes: are we succeeding in bringing in the developing world in particular, to the GTLD marketplace and if not, what more could be done? I believe there was a program established in ICANN to provide support for needy applicants to be able to afford the fees to apply and I believe we only had 3 applicants for that program. So, it seems there is an issue of outreach here. One of the questions that is sometimes asked both within the ICANN Community and in the wider world is what is going on in terms of broadening participation? Would somebody on the panel like to address that point?

Alice Munyua:

Yes it is a concern; it has been a concern for many of us from the Africa region. We only had 17 applications coming from the African region and I think 24 or 27 coming from the Latin America and Caribbean regions. In terms of creating the level of diversity, I think there is a challenge there obviously, the GAC has been on record actually advising and urging ICANN to increase the level of outreach and awareness in developing countries. We could see that that hadn't been done effectively and efficiently enough by just the

numbers. But then again I can't place the blame completely on ICANN because when you look, for example, in the Africa region, I think we have been dealing with completely different issues and I think having that level of participation in terms of applying and getting more GTLD applications coming from the region was not going be happening at this time because for the last 4 or 5 years we have been dealing with issues of connectivity and access. This is when we are beginning to now, we feel we have got to a point where we are having more, more of us using the Internet and perhaps in the next rounds we may be able to see many more applications. There are a lot of efforts currently now taking place like we have an African working group working on an African strategy. One of the strategic objectives is to increase the registrars in Africa and to increase the possibility of more applications in the second round. What was disappointing was also in the applicant support working group, realizing there were only three applications after so much hard work the GAC had put into it.

William J. Drake:

That would be the applicant support group?

Alice Munyua:

Yes, sorry, the applicants support group and then having just three of them. The three applications were like insiders. That also I hesitate to call a failure, but a challenge as well that we need to look at going forward.

William J. Drake:

I wouldn't be adding editorial words like blame or failure quote marks or anything like that; I am simply asking to characterize the situation at the outset because there is a question that has been raised by many observers. Maybe we could talk for a second on what you said that the Africans are focused on other matters. What are the barriers, why have we not gotten more participation from the developing countries and from the non western world in this first round?

Benedicto Fonseca:

Thank you. Well, I would like to add some words, maybe not the same vein that was just expressed by Alice and which I think is very interesting from the point of view of a GAC member. What I would say from the start is that our assessment is that this decision to adopt this large number of GTLD's is not a response to a demand from developing countries, so I think maybe the easiest answer why there was not so much overwhelming response is that this did not meet a demand or did not meet something that was being requested from them. I would say and I am speaking of course as a government respective, I am not, I do not have the ambition to speak on behalf of other stakeholders although I know their position is that our initial reaction was negative. We did not think and we still do not think there was a need to enlarge the number of GTLD's.

The decision being made, we are engaged with the process and according to the procedures we will engage but we are still convinced this was not the right step.
I think this takes us to the larger question, which is one of the issues we have raised. Does this entail a larger question? I think yes. I think this shows that the multistakeholder approach we are aiming at still has to be refined.

We are not looking in regard to the Government's role in ICANN to veto or to censor anything. We are modern really to work with the other stakeholders but on a more equal basis as part of a government and I feel the same sentiment is shared by a number of other governments. We feel rather excluded from the decision making process.
I think there might be some further work; I think this is not the right moment. I think ICANN has been going through some changes that point to the right direction but not in the speed and to the extent of like, but we would visualize an organization in which governments should have a say. We are engaging in a process we did not initiate but agree to, but we are engaged. I do not have the exact numbers of applications that came from my region. I think probably they would be a little higher than Africa. We are supporting some of those, for example, the one that was proposed by the Mayor's Office in Rio de Janeiro, .rio. We are in support of that, as we are of course in support of .london that is proposed by the Mayor's Office of London. We have some concerns in regard to other GTLDs that are being proposed like .amazon and we share the concern for South Africa in regard to .zulu, .patagonia. I think those names should be not for grabs by some individual organization so, we are engaged in the process, but I think the basic point is that this does not meet the demands of the part of the developing countries. I am sorry, I think I have been speaking too much but I have been listening a lot and this message has been heard by me and we would convey this, that we should not, as governments, rush to the decisions that will impact on others but in this case it was the other way around, we were overrun by a decision and now we are trying to address it.

William J. Drake:

Thank you, you have actually raised quite a few issues, some of which we will return to later of a broader character. I just want to finish on this point. Maybe David Gross, you are a close observer of this arena. What do you think really are the reasons why, as the Ambassador suggests, there was not enough demand perhaps in other parts of the world? Are there barriers we can look to eradicate soon? Should we be reasonably content with this first round in terms of what we have got and in terms of the spread? What is your view on this?

David Gross:

Thank you very much. First of all it is a pleasure to be on this Panel and to be here in Baku, I thank our hosts very much for this opportunity. Let me answer the question in a slightly different way if I may, we now have a lot of data that we did not have before. I think it is useful for everyone to step back and analyze what we are actually seeing in a marketplace way in terms of the demand, the geographic issues, the cost issues, the interest expressed which I think it is fair to say in some respects was greater from some

quarters than had been expected. I think this is an opportunity for everyone, to some degree, to take a breath and try to understand better, which is I think is the focus of your question, to try to understand better what are the barriers that are worthy of eradication or is it the marketplace telling us there isn't sufficient interest regardless of barriers? I don't know the answer to this. I think Alice's comments were particularly instructive on this. I think there is a lot to be analyzed and a lot to be learned from this and I look forward to trying to understand, as I think everyone is, better what is it we should be doing going forward, what lessons are learned? What actions should be taken?

William J. Drake:

Well, I think efforts certainly were made to do outreach, but obviously more will have to be done. In any event, there are clearly a lot of considerations in different markets as potential entrants consider whether or not they want to bother to go for it. Obviously, in this case, in the fist round, this first experience, those players that were already fairly primed and aware and had the resources ready to go were the ones to jump first. This is not entirely surprising and one expects, as we go forward, further progress will be made in this regard. Let's turn from the question of distribution to the reactions. You have seen in the wider press environment and in the responses of some governments, views expressed that some of the strings that have been applied for are controversial and raise social, cultural, political concerns that they find are rather problematic. I would like to perhaps focus our attention on that. There has been a lot of discussion in the mass media on these kinds of questions. For example, concerns have been raised about strings that have broad meanings like say, for example, .book, where in particular, when an applicant has a closed or exclusive use kind of business model, some people say, well, maybe this is not consistent with the public interest. This is a privatization of the use of words and so on. Others saying, no, that is not really a legitimate concern.

Milton Mueller:

I have a view on that. Let me tell you I am teaching a class in information policy with graduate students and I tried to get them interested in this issue. If you take somebody with a completely clean mind who is not deeply involved in the ICANN space and you say to them, “should somebody be allowed to register a generic name in a top level domain space like .book?” They look at you and say, “Why not? What is the problem there?” Then you try to explain to them why this is controversial in the ICANN context. There is actually no way to explain that without pointing out that under the old system you had a class of registrars who had guaranteed access to register names, names like .com or .org, and these registrars wanted to maintain that guaranteed access to these terms. In other words, this isn't really about dominance of the language or anything like that. It is about business model competition. It is about whether you are going to have different business models in the name space.

Let's just take a generic term like, snarkyprofessors? Suppose I wanted to register snarkyprofessors and I wanted to control who got names in that space and I put up 185,000 dollars and spent another million dollars to, you know actually get an application

through ICANN. Who is to say that is wrong? Okay, what is the big deal? Now, obviously I am somewhat trivializing the issue a bit. Let's be more serious and let's talk about .book. There are various ways you can run .book. You could simply have an open name space in which anybody can register who gets there first and that is when you get all kinds of trademark problems and get all kinds of who gets to say you know, who gets to register Harry Potter, is it book retailers; is it the authors? Is it this or is it that? So all you do when you have more restricted approaches to the top level space, is that you internalize these problems you give the person who registered the name the right to decide, we are going to manage the name space this way and we are going to try and maximize its value by trying to run it in that way. I think that is actually a good thing to have competing business models, some of them open and some of them restricted and closed. I don't see any monopoly power issue here. In other words I don't think anybody monopolizes the market for books simply by controlling the top level domain name .book.

William J. Drake:

Thank you Milton, but still I have to wonder, those clean minded students of yours who have never been involved in ICANN; it is one thing to talk about the registrars, the competition between business models, but there are others who have expressed interest who are not registrars. There are others who expressed interest, for example in civil society and particularly I have heard in developing countries, people expressing concern, somehow they see this as a change in a kind of privatization of a linguistic common heritage. You hear that kind of argument.

Anriette Esterhuysen:

I think yes, but maybe I will speak from the perspective of one of Milton's students and as a librarian which is my training, and it seems as if what has evolved in ICANN and it is expressed by the GTLD process, it is a kind of a distorted demand and supply relationship. It is where the supply of tools that should ease access for information in the public interest is kind of becoming driven not by making information more readily and logically available, but, by competition for names that are perceived to hold riches for those who own it and who can resell it. So there is a certain lack of logic in that, for me. I am not sure that, and this is the librarian in me, that process of making information more fairly and equitably accessible belongs in the marketplace. I like Milton's idea. I think there is a space for mixed business models and I think competition between business models is good and that it enriches both the sort of public interested oriented ones as well as the profit orientated ones. I think completely losing the fundamental principle that the Internet and domain names are there to make it easier for people to access information needs to be considered from a public interest perspective. If earlier classification systems, like duodecimal or Library of Congress were developed driven by an open marketplace competition process they would have looked very different. I know technology is very different but I think humans still relate to information and process and access information in very similar ways.

Benedicto Fonseca:

What I would like to comment on is that I think to most people I know if the kind of question was framed the way it was framed by Milton, the answer would be the opposite. People would be surprised that someone would be entitled to exert the monopoly on some TLD. I think one interesting approach taken in the Human Rights Commission was that it should go more or less online. So it is not realistic to think that in the real world someone on a worldwide basis would be entitled to hold a monopoly on .book or .hotel. So it is rather surprising from people that are not involved and are not in the business of this, and I think this is a matter that encompasses other issues than exclusively the business model. So it has to be looked into not only from a business perspective I think. One of the challenges when we are dealing with the multistakeholder approach is not to let the process be hijacked by one of those perspectives. I think I am listening to what is being said, I think it is very important but from the perspective of a country that also supports the notion of open data, open government, it is rather, a perspective that is not exactly favored by us, but as I have said we are participating fully. We are engaged in the process and we look forward to what is being decided upon on those issues.

William J. Drake:

Part of what you just said that resonates with me a little bit is people who are not involved in the process. Those of us who are involved in the process may feel that well, we spent years developing this whole procedure and there is a way in which people can go about filing objections to strings, and this is all very structured and it will be taken into account in a very transparent manner, but for those who are not participants of the ICANN process and are not particularly aware of what is going on; they wake up later and find out that this word has become the property of so and so and then express a concern. I don't know if there is anything anyone can do about that. The fact that some parties are not aware of or not participating is not easily overcome immediately.

Geoff Huston:

I just want to clarify, the business about having a monopoly on a word or owning a word. That is not what is going on here. That is simply an incorrect way of framing the issue. If I register a .book, I have an exclusive assignment of the TLD string .book. That doesn't mean that you can't use the word book; it doesn't mean that police break into your store if you put book on the front of it. It doesn't mean you can't register the book in Spanish or 16 other or 27 other languages, and what I have to also make clear here is that exclusive registrations are an inherent part of the domain name system. You have to make an exclusive assignment of the string to somebody. So we are not debating whether somebody has a monopoly on it. Monopoly power means, a level of exclusivity that simply doesn't exist merely by registering a name. It does give you a technical exclusivity. And finally, let me point out that these generic words were registered at the second level. Basically when .com was the only thing, it was almost the default route. There was a book.com; there was an Amazon.com. Now it was interesting that the Ambassador thinks that a private company should not get that, but maybe a government

should have a monopoly on it because the Amazon River flows through the territory; I am not sure what is his position on that? I think we have to not confuse the exclusive assignment of a domain string with economic or political monopoly power; that is simply not the correct way to do things.

Is this a case of search and denial? Because quite frankly, folks don't use the domain name system to find out things; they use search engines. Domain names strike me as the horse and carriage of the car industry. Honestly these days, all they are tokens that you use once you have found what you found. I don't actually think they convey much. Unlike a twitter message which has at least 140 characters, domain names are shorter than that and they are generically useless. They don't actually convey any information and it always surprises me that such an amazingly large industry has sort of started up around a system whose real utility has come and gone. Search engines these days are what you really should be wondering about. Search engines are the underlying issue of why is my content visible or not visible?

Interestingly governments have let search be a property of private industry now for over a decade and have never really looked at the underlying issues of to what extent that search function has relatively vast economic implications. Yet we are happy to spend millions upon millions of dollars mucking around with domain names. Perhaps domain names are simple and easy and that is why we love to spend so much time and fascination on them. But honestly, they don't do much. Search is everything out there; domain names are just vanity labels.

I find it pretty weird, that the whole system around generic names was an outcome of the failure of .US and then almost every other country just quite neatly aligned their domain names underneath the top level country domain name and figured out internally, yes we can sort things out. Then to suggest somehow that we need more generic top level domain names, and then assert unilaterally that the rest of the world needs them too. Seems to be a little bit of assertion of demand without the substance. Then to say, the other countries didn't follow along; maybe they are missing out on something. I would suspect that the other countries didn't follow along because maybe they understood something and that realistically generic top level domain names is not the savior of tomorrow's Internet; it is irrelevant.

William J. Drake:

Thank you Geoff, that was suitably provocative. There have been other kinds of names that have also have been subject to some controversy or concern. Fiona, for example, concerns have been raised about regulated industries, like financial industries and so on where there is the possibility of consumer protection questions. Do you have thoughts on those kinds of questions?

Fiona Alexander:

I know in the government advisory committee questions have been raised around regulated industries and the names pertaining to them. I think maybe perhaps some historical framing is useful. This is not the first time there has been an expansion of the top level domain name space. By my count this is the third time. My recollection of the history of this system was one of the founding principles of ICANN was to actually introduce competition in the domain name space by introducing new TLD's. So I am little bit of a loss as to Geoff's view about the failure of that .US, but this could predate my time a little bit. So again, I think it is important to remember this is not the first time this has happened. I think it is the first time it has happened in this way and this many. I think what you are seeing is the consequences of previous rounds in the way that ICANN went about doing it.

There were concerns that those weren't effective, the six year policy making process, leading to the results today, which different people can argue are not perfect but it is where we have gotten to as a stakeholder community, and agreed as the way to go forward. What we have right now is each of the stakeholders having an opportunity to express views, whether it's public through the public comment process, which is closed now, or governments through the tools which are available to them, which is to express their individual government early warning through the GAC, which again the purpose of the early warning is to let applicants know governments may have a problem. There is a possibility in some cases of remediating that application in particular with geographic names. Then the subsequent process in the April time frame is a GAC consensus objection, which presumably if the GAC as a consensus says this shouldn't go forward, will not go forward. That is the process as a whole.

I think what you are seeing and I wouldn't want to speak for the GAC as a whole, what you are seeing in the GAC is different governments going through their own internal processes. In the United States we run a monthly DNSR agency meeting and we went through the applications, all 1,930 as a government, to figure out what strings and what applications we may or may not have concerns with in anticipation of participating in an early warning process, the results of which will be out November 20 or 21. I don't want to speculate on what people would or wouldn't do but I think it's fair to say governments have concerns about consumer protection, consumer fraud and consumer harm. Any time you are changing something I think governments want to make sure there are protections are in place. I think it is important to not lose sight of the purpose of the program at the outset and people can be disappointed in the results of who applied and who didn't apply. I think that's a fair question and one that will need to be addressed in the review of the program. I do think the fact that you had 1,930 applications with a significant number of companies, a significant number of money means that someone somewhere believes there is a business model, perhaps Geoff doesn't, but there is a business model in some cases and in other cases the TLD's have particular uses for communities. I think if you look across the applicants there is not one purpose for each of these TLD's. Each TLD tends to have a different purpose depending on who has applied. It is hard to talk about them in the abstract as well.

William J. Drake:

Okay that is why I asked you a concrete question which was pertaining to regulated industries, what are the specific concerns that governments might have with regard to applications pertaining to regulated industries?

Fiona Alexander:

I think governments collectively will want to make sure that any string that purports to represent a regulated industry has appropriate consumer safeguards in place. What those safeguards may be or may need to be may be different from a country to country perspective and may be different from sector to sector. Those are issues the GAC is grappling with in Toronto and will be grappling with going forward.

William J. Drake:

Thank you, we will return in a second to the GAC and more generally the process of reviewing them. I just wanted to get out on the table some of the concerns that have been expressed about the types of strings. One other we have heard some expressions of concern about, well, actually two perhaps, geographic related and also those that have potentially religious or cultural salience. There have been a number of expressions, we saw, for example, I believe it was Saudi Arabia objected to a rather large set of applications and said a number of these had raised cultural concerns about appropriateness and so on. Would anybody like to speak to those kinds of questions?

Heather Dryden:

Yes, the GAC is actually considering whether the applicant guide book has sufficient provisions for public policy issues and some countries are going to be looking beyond consumer protection issues, but also strings with religious terms that don't have the support from the relevant organizations or community, geographic names that don't have support from, you know, governments as well, as well as obviously strings that have multiple meanings. Again, that could have geographic connotations and at the same time there is the commercial, then each member country is doing that at the national level to where the GAC offers its advice. We are calling that of course early warning which will allow GAC members to interact or the applicants to interact directly and then there is going to be advice on that, yes.

Benedicto Fonseca:

I would just like to refer to our concern with regard to .amazon that was referred to by Mr. Mueller. Well, first of all, Amazon is not only a river, it the whole of a geographic region that spans many countries including Brazil, so we of course are objecting that some private institution own the Internet domain and of course we are not objecting that any book store names itself Amazon or hotel names itself Amazon or any kind of business, but if somebody is entitled to a unique Internet domain, to own a top level domain, I think this is a problem for us, not only for Brazil but the whole region. I would

like to just make two comments with regard to other issues that were touched before. One of the barriers of course is the cost and I think this is one of the reasons why there are not so many applications coming from the developing world. This is something that might I think has been discussed in this illuminated environment of ICANN and all over the years. By the way, we have been participating actively, not only from the perspective of Government but also we have a very robust civil society private sector that has been fully engaged in ICANN.

When I am speaking as the Government and challenging some of the decisions and the process it is not because of lack of participation but rather because the points of view did not have the exact place to be considered and we are not duly considered. These were overruled in the process. I think one of the questions that were asked and one assumption that was made is that we need to assign some names to different institutions because this is the way to run things. Is that really a need? Do we need that from our perspective? The answer is no.

William J. Drake:

Why don't we talk a little bit then about the process by which objection and evaluation takes place then. We've got a set of 1,930 string applications. They are going to have to be reviewed in the ICANN process. A very elaborate approach has been mapped out for that and it includes several bases for filing objections by different parties and includes also a fairly wide scope of possibilities for governments it seems to me. The Governments have seen in Toronto, we've learned there's not just advice but there also requests and other things, so there are all kinds of ways governments and other parties can express concerns. Could somebody perhaps describe a little bit just briefly the range of objection processes and how we'll go about doing these evaluations going forward?

Milton Mueller:

It's a very disturbing process, if you ask me. I think it is basically governments getting together in a room as the Governmental Advisory Committee and they are basically making or trying to make international law, enforceable international law, enforceable through ICANN and its control of the route, without going through a democratic process. They are saying, "This is the advice of the GAC" and basically what that means is a few of the more active and dominant governments in the GAC are saying this is what they support and nobody else objecting. Then they are saying, "We don't have to pass a text or a rule that actually expresses what we're trying to stop. We're simply going to say, "We don't like this guy, we don't like this applicant" or "we don't like this string" and they don't have to take it back to their national legislatures and get ratification of a treaty. There's no accountability. You don't even know how the different governments voted or stood on this particular issue, so you get an advice, let us say the GAC decides they don't like .gay, okay. Is it illegal to say the word .gay? Obviously not. In fact, in the US it would probably be illegal for the GAC to stop anybody from using that word simply because they didn't like homosexuality.

I sort of agree with Jeff Huston that the issues here are not about whether we get this domain or that domain. That is not really very interesting to me. What is extremely interesting to me is the authority of governments over the ICANN process because on the one hand we have the United States and many other western countries on the war path about the ITU and the WCIT process because governments are taking over the Internet and yet we see the GAC within ICANN asserting more and more authority, now deciding that its advice would have to be overruled by a two thirds vote of the board and asserting more and more authority over the top level domain name process.

I think there's an absolute double standard here that on the one hand we're saying governments should not be involved in the governance of the Internet when it comes to the ITU or other institutions, but inside ICANN we're saying governments are going to have a kind of arbitrary veto power. There are no rules that tell you what is allowed and what isn't. It's just they sit around say, "Do we like this or don't we". That is kind of an arbitrary veto power that doesn't have to be ratified through a democratic legislative process. I think that is scarier than what is happening at the ITU.

William J. Drake:

If I could maybe try to get a few more people in just on the process of it, so everybody is clear, how we're doing, how in ICANN the evaluation and objection process will work. It's not a foregone conclusion that all these things will go in. Obviously, there is competition between various applications and so on. How are they being reviewed?

Fiona Alexander:

Just keep in mind the time-lines and I don't have the exact dates in front of me because these date will have shifted most recently, but applications were due in the spring time, the application process is closed. Anybody in the world was able to file public comments on applications that were submitted. There was a request for an extension of the public comment period. ICANN granted that extension and the public comment process is now closed.

Now the ICANN staff has outsourced to a variety of contractors to review these applications, my understanding was that each application was probably about 300 or 350 pages per TLD by the time we filled it out. Each application has to go through a series of financial and technical checks to make sure the applicant is able to actually run a part of the Internet critical infrastructure. This is all part of the initial evaluation. Initial evaluation results, I understand, are probably due out in March now of next year, I think is the time frame for that. Also during this time period there is ability for people to raise objections to a TLD. Separate and apart from the GAC process which Milton has inaccurately described there is the ability for stakeholders to file objections. I can never remember all four of them but the two that come to mind are the legal rights objection, so if you are a legitimate trademark holder you are able to file an objection based on protecting of your mark. There is also an opportunity to file a public interest objection, so based on the public comments if other people weren't able to pay to file the objection

ICANN has hired an independent objector to review the public comments and file objections. There are two other vehicles for filing or methods for filing objections as a stakeholder. I just can't remember them off the top of my head. Governments for their role, as I said, have two processes.

This isn't about governments having a veto power. It's about governments having a place inside the multistakeholder model. In this case it means governments having a role and a voice inside the new GTLD program. So the first vehicle is governments individually being able to express early warnings through the GAC. The second opportunity, which will be in the April time-frame, is governments collectively saying, "We think a particular string is not in the public interest, therefore, it shouldn't go forward" and then the ICANN Board will consider that advice. It is presumed the ICANN Board will take that advice, if however they're not going to take that advice you have to have that bilateral consultation. That is the process as it's laid out. Again, the GAC process is not about vetoing or governments telling people what to do. It's about governments participating in the model and that's what this is about. You can't have a multistakeholder model that doesn't include a role for governments.

William J. Drake:

That was very helpful. When you say it is presumed that the GAC advice will be followed, how does one characterize that presumption in relation to the larger questions that are raised around this issue of governance and the role of governments Vis a Vis the multistakeholder process?

Fiona Alexander:

I'd refer you specifically to the text in the guidebook that actually gives very specific wordings when it describes the role of governments and the government objection process. If the governments collectively have a consensus objection there is specific wording that the Board has agreed to do. I don't want to disport that. It is important to take a look at those words specifically.

Heather Dryden:

My name is Heather Dryden. I am Chair of the Governmental Advisory Committee at ICANN. I'm also from the Canadian Department of Industry. Thank you for giving me a chance to talk a bit about the Governmental Advisory Committee in a way that will really complement what you have heard from my Government colleagues on the Panel. Regarding the Governmental Advisory Committee, it has been increasing in its effectiveness and this is really important because if it's not effective, governments won't participate. So for the multistakeholder model to work it has to be an effective means for governments to influence and advise the board at ICANN. However, it important that there is balance established between the committee and other parts of the organization and if there isn't a balancing of influence, then I can see how there might be concerns

about that.

In terms of the new GTLD process it's important to remember that the mechanisms that have been described by my colleagues called "early warning" and "GAC advice" is really the result of extended discussions, advice, consultations, about how to address some of the concerns that governments are raising about the process. In fact, this was not the first thing that governments proposed in order to better address some of the concerns about what might be applied for and whether that would really be in the global public interest for those applications and those strings to be introduced into the domain name system. So to talk a bit about those mechanisms specifically, it is useful to think of the early warning process as being a low bar or a more lightweight signal that governments can provide because they have concerns. Hopefully, many of those concerns can be addressed so that if there can be communication with an applicant and those early warnings, by the way, are going to be published. They will be made public. You will see what early warnings are going to be filed. November 20 is the date for communicating the early warnings as a whole from the GAC to applicants.

It's, as I say, a lightweight process for that and for those issues that can't be addressed or that aren't going to be addressed, some of those may be proposed by a GAC member for broader discussion within the GAC. If you are talking about a consensus objection, so we're not talking voting; we're not talking about vetoing anything, but if you're talking about considering an application for a consensus advice coming from the GAC, in particular an objection, that's really difficult to accomplish in a setting like this. So it's a high bar or a more strict level of agreement needed among governments and that is deliberate. That's by design and we think it should be that way.

William J. Drake:

So there is a differentiated range of possibilities here in terms of Governments' responses to these issues and of course as was pointed out by Fiona there are many other processes as well for people in the international community to raise concerns about the strings and there is an elaborate review mechanism established under the applicant guide book to deal with these kinds of questions. I would like to take a couple more questions and then we will turn to IPV4 markets.

Parminder Singh:

I am Parminder from IT For Change, an NGO based in Bangalore. I think one thing we should make clear to the audience who may not be very familiar with what kind of problems we really are dealing with here: there's a particular category of new GTLDs which are both private and closed using generic names. That's the most problematic and that's the one which has attracted most adverse media and civil society attention. These are GTLDs like .book and .beauty where not only they use generic names but they can be taken up by a company who would then not allow anybody else or may not allow anybody else to register second level domain names under it, so this is a particular

category which is attracting the criticism of privatization of names.

Now to the comments from the panelists, I have been arguing with Milton Mueller for a long time and he says it is a matter of technical exclusivity. It is the same as the second level domain name. Both we do not agree and Milton has claimed for a long time that domain names really don't have any semantic meaning and there are so many people that think the companies are going to use this label to kind of exclusively dominate a particular area and have competition issues. However, I would then come to Jeff's comment that domain names are simply not important enough any longer and Milton kind of approved that approach, but if that is the fact then should we put domain names out of the critical Internet resources bracket and put search engines into the critical Internet resources bracket and we should have sessions on managing and governing search engines here and not really the domain names?

Raul Echeberria:

It seems to me that we can't look at Internet issues only from the free market perspective. I think we also have to take into account other interests. Of course, this would include new generics. If we look at this from the view point of making money in other words, from a free market view point, this would be a very impoverished vision of Internet. What we are trying to promote is a much broader vision and I see this is coming up in the content of the workshops we're having here; in other words, innovation, investment, learning, all of this is very important. We take them into account but we also have to take into account that there is even more than this. We shouldn't look only at the interests of individual persons or corporations that want to make money in accordance with free market principles. We can understand this but account must be taken of all the other interest that has been expressed here and of course there can be other stakeholders as well.

William J. Drake:

I think that point of taking all interests into perspective and having a process that's inclusive is a good one to end on for this particular topic.

Benedicto Fonseca:

First of all, I would like all my comments to be seen from the perspective of a representative of a country that practices, not only preaches but practices multistakeholderism, that believes in IGF, which believes in the institutions that run Internet governance. We do not by any means look at initiatives to curtail the activities of any of those institutions, so I think this is the basic framework in which my comments should be seen, first of all. Secondly, I think it's not helpful if some comments are made, some attempts to disqualify the comments, for example resorting to assumptions such as that only the US and western countries are working in the ITU to prevent inter-governmental control. This is not the case. In my country, we also have, as my colleague yesterday said, prepared a position for the ITU meeting but our approach is more or less

conservative in the sense that we want to be in line with the constitution, not wanting to expand beyond its boundaries. So I think it is not just accurate and it's not fair to say that only the US and Western countries are concerned about some of these aspects.
Finally I am sorry I would like to say that I think this has already been touched by Fiona and Heather in regard to the GAC procedures but I would like also to say that the approach my country takes to this exercise within GAC is not the one that was described. It is not an authoritarian approach. We want issue early warnings or we participate in the consensus, we feel it needs to be fully informed in a way that would entail an endorsement, not because of the authority of the GAC because it has none, it has not a decision making power, but because its argument will be heard and agreed there.

Chris Disspain:

We're going to move on now to IPv4 and IPv6 addresses and secondary markets, a topic that those of you who have been around for a long time will know that the critical Internet resources session at the IGF has always had a section on this. Remarkably on this particular occasion, whilst we have Axel and Paul and Raul and various other people from the RIRs in the room, none of them are up here on this Panel but I suspect we might call on them at some point. Geoff, would you be prepared to just very briefly introduce the topic of IPv4, IPv6 and explain for those who don't necessarily understand?

Geoff Huston:

I am from APNIC, one of the regional Internet registries. You know, we're not running out of domain names soon. There seems to be an infinite supply of names and quite frankly anyone that actually argued the last domain name is going to be registered next week would be kind of silly. But you can't say the same about the fundamentals below that which is actually the addresses because, for the Internet itself, it doesn't negotiate names as packets that move through the network, it negotiates IP addresses. So every service, no matter what it is, if it's a public service, it needs an IP address. Now, when the Internet was first designed and this is going a long, long time back, the original address base used was 32 bits. At the time, the world was full of mainframes and there were a few thousand of them; so to use 32 bits was considered to be crazy talk. Other protocols at the time used 16 bits and they thought that was just fine. 65,000 mainframes would cover most of the surface of the planet. The idea that you had 32 bits and 4.3 billion possible address devices just seemed incredibly large. But you and I now know that computers are the size of the inside of your pocket, computers are now single chips that sit inside your passport, computers are literally everywhere and most of them want to talk. Most of them want to communicate in one way or another.

So it is now no surprise that those 32 bits are looking not just finite but, in some cases, we have run out. Addresses were centrally managed by the Internet Assigned Numbers Authority (IANA). They administered blocks of addresses where each block is 16.7 million addresses, what we call an "8". Its last blocks were handed out into the RIR system in February last year, 2011. In the RIR that services the Asia Pacific area, APNIC, we handed out our last conventional address in April of last year, April 2011. That

doesn't mean addresses are completely unavailable but the policy we're now using inside that region is far more restrictive and each and every applicant can get at most 1,024 addresses forever. That's it. The ripe NCC that services Europe and the Middle East has now encountered exactly the same situation and their available pools of address bases are down to their final block as well. That happened in September of this year. So they are also now down to a policy of, at most, 1,000 addresses to any person. The others RIRs in the North American area, ARAN, AFRINIC in Africa of course and LACNIC in Latin America and the Caribbean over the next two years we expect them to run out. The run out projections vary slightly but it is basically a here and now problem.

The theory was that we were going to all use IPv6. This is an address protocol that has 128 bits of address space, enough addresses if someone said that if they were all grains of sand, you could not only construct the earth but another 300 million planets like it. It's a huge address base but we're not using it. About the most optimistic metric one could give of IPv6 penetration in the world today is still under 1 per cent. Realistically when we try and measure the amount of IPv6 out there, we're calibrating our measurement instruments down about as finely as we can to detect this. So we're in this paradoxical situation where we have a network that is growing out of control. Last year, I believe we hooked up more than 800 million devices, a lot of them mobile smart phones but many other devices as well. The address base only grew by 150 million. So most of those devices sit behind various forms of network translating units. The amount of IPV6 last year grew by a much lower amount. So somehow we're managing to drive ourselves into a rather strange situation in this world where the old transparent end to end Internet is no longer clearly evident in much of the Internet and the drive to use an address base that would restore that transparency isn't really being picked up by industry.

Chriss Disspain:

Pedro, why are we not using IPv6?

Pedro Veiga:

I don't have a clear answer to your question but I will try to describe my affiliation with IPv6 that began in the beginning of the '90s. As you mentioned initially, I am a professor at university but I have other roles that are more related to your question. I began following the crisis of IPv4 and the initial work on what was called by that time IPNG IP Next Generation. So it was understood that IPv4 was going to last only a few years and we arrived to IPv6 that has been just described. We began shortly after doing some academic work. I had a student that wrote one of the first implementations of IPv6 in the Linux kernel and, shortly after, I have been appointed to manage the Portuguese Research and Education Network. My initial temptation was to put IPv6 in operation. It was not easy. The products were not in the market but one of the critical dates was 2003. In 2003, the European Research and Education Networks had already a lot of experience in the network running both protocols. So it's technically called dual stack. We could run IPv4 and IPv6 in the core network. But I have another role. The other role that I have is I manage the top level domain of Portugal. Also, to prepare our infrastructure for IPv6, we

updated our information system to allow IPv6 glue records so that the user in addition of putting to a given domain name the IPv4 address of the server put the IPv6 address. This happened in 2004.

Now, eight years after, the number of users putting their IPv6 address there is rather short. There is not a motivation. That I will try to cover later on, at the same time more or less, the European Union created an IPv6 task force. There were some political documents stating that European industry should move forward for IPv6. The task force basically vanished after a few years. So what is happening now and trying to answer to your question, the ISPs in my country, we are a medium sized country but we have a good deployment of broadband in cable, fiber, and wireless. To date, the ISPs are still installing in the premises of the customers IPv4 only routers. When I contact them to know the reason, they say the routers that support IPv4 and IPv6 are expensive, are more expensive than the other ones and they want to delay the investments. Maybe now that the IPv4 address space is being exhausted there will be an incentive for them, but the market is trying to delay investments more than it can.

I would like to finalize with something. In 2008, our Research and Education Network was wishing to do a public tender to connect the same institutions, around 400 institutions in the country, and we had to make a public tender and in the public tender we discussed internally in the organization if IPv6 should be mandatory or not but, I must confess, we were afraid if IPv6 was mandatory there would be no valid tenders. So we decided to ask for IPv4 but favor the proposals that had already IPv6. The company that won proposed to have IPv6, but then it was a nightmare implementation. Although their core network was prepared, the routers were compliant; the problem was with their technical staff. They had many difficulties. But basically the market is very slow because they have to invest some resources in training staff in buying maybe slightly higher equipments and they want to delay that.

Chris Disspain:

So my understanding, and I am not an expert on this, but my understanding is that although IPv4 addresses have been distributed, there are a significant proportion or number of those IPv4 addresses that are not actually used and one of the topics that we're going to discuss today was the emergence of a secondary market where somebody who is given a bundle of IPv4 addresses many years ago can now create a market in those addresses and sell them; thus maintaining the ability to continue to use IPv4 for longer. Would anyone on the panel like to have a crack at addressing that before I move on to someone else?

Milton Mueller:

Yes. So picking up on the previous speaker, the problem is actually even worse than he suggested in the sense that even if you implement IPv6, as long as there are a lot of other people out there who have not implemented it, you have to keep running IPv4 in order to remain compatible with them. So that means that when you're running what they call dual

stack, you still need these IPv4 addresses. So it becomes extremely important to put those addresses to the most efficient use. In the early days of the Internet, before there was a more formalized contractual system for rationing addresses, the address box, the number boxes were basically handed out fairly liberally and that means that there are a lot of people, especially in the North American region, who have surplus addresses. For example, before there was such a thing as a business commercial ISP, any organization with a substantial network had to basically run its own Internet service provider and therefore they would request addresses, large number blocks, 16s and so on, and as soon as there were commercial ISPs they didn't really need those blocks anymore but they didn't return them because there is no incentive structure in the current system to make them return them. So that means there are literally over a billion, or at least one fourth, maybe one third, of the IPv4 address space is actually available for continued use and, because of the slow implementation of IPv6, it is pretty clear that we're going to have to use them. So the transfer market has been a way to move these resources out of these unused spaces and into places where they need them.

Geoff Huston:

Certainly we've run short while at the same time the foot is firmly pressed on the accelerator of deployment. Last year, we added more devices to the Internet than we have ever added before and this year promises to be even bigger. But it is not quite as dire as you think. If you look at your iPhone, if you look at your mobile device and if it has something like an app that tells you its IP address more than likely you will find the IP address being used is private, that a lot of the growth of the Internet is already being absorbed into network address translators. So that even though two very, very large parts of the world have run out of addresses and we actually do have policies that permit folk to transfer addresses, to buy and sell, we actually haven't seen an awful lot of transactions so far. Don't forget in the Asia Pacific it is now about 18 months later. What we do see, which seems quite reasonable in terms of a response, is that folks are deploying more and more of these carrier grade nets and that folks are indeed working in more and more middle ware into the situation as distinct from trying to buy more addresses. Because if you think about it, there aren't that many addresses compared to how fast we're growing. If we really tried to give everybody a public address, every Mac, every iPhone, every Android, even if we managed to pull in another billion addresses into the pool next year that would last for 14 months tops. A market like that wouldn't really address the needs of an end to end transparent network. All it would simply do is fuel more net deployment one way or the other, so folks haven't really leapt into the market because the carrier grade NAT solution has been a more convenient solution at the day.

Pedro Veiga:

I have in front of me a message I received on 21 October coming from a company: "Dear sir, as you might know the IPv4 resources are depleting and ISPs all over Europe are affected by the situation." Basically this is a proposal that I rent some of the address space that I am not using. This is happening now and this is very important to discuss.

Milton Mueller:

Yes, I just wanted to provide you with some facts about the growth of the market. It's actually much more extensive than Jeff may have indicated. We recently did a quantitative study of this and really all of the major RIRs, that is to say Asia Pacific, ARIN and RIPE have passed transfer policies allowing these market transfers only in the last three years and APNIC only depleted its free pool in the last year. In that year we've seen a growth of a market that is currently valued at least USD 100 million and if it continues to grow at its current rate it would easily reach a billion dollars next year and if it continues at that other rate for another two or three years it could easily surpass the domain name industry in market value. So think about all the fights and all the battles we've had about domain name policy and it's happening because of the money involved. Now translate that into the terms of the IP addressing world and I think you're going to see major institutional changes, changes in rules and regulations and changes in industry structure in response to that. It is really important and Pedro's comment should be built upon, there's all kinds of new business models being proposed, leasing of addresses and so on. I think we really need to focus on how to do transfer markets right. I don't think it's the only issue but it's certainly an important one.

Chris Disspain:

What is the first thing I am going to notice, not as a person involved in ICANN or in the RIRs or anything just as a person? What is the first thing that I am going to notice that is going to make this matter to me, even a tiny bit? Because a lot is happening in spaces I don't even understand.

From the floor:

I wanted to put my own stamp on why IPv6 is not being deployed. It is because it has a significant last mover advantage. Right now, the cost, in recent years, the cost of deploying has been high; the benefit of deploying has been low. The reason we connect to the Internet is to talk to other people so there's a huge advantage of being the last person to convert from v4 to v6 because then you will be able to talk to everybody with v6, so we are, in a sense, all competing to be the last person. That creates a huge population of non movers and, yes, as Jeff said there's a lot of carrier grade net and other trickery that has been used. There's also a belief some people have that v6 is not inevitable. There is the idea that perhaps we will fill the entire routing table with all 32 bits of space accounted for by someone. That turns out to bring perils of its own because the routing system cannot tolerate the massive disaggregation of the tiny little prefixes we would get there. What we have at the moment is three unpleasant alternatives that everyone in the world is being asked to select among.

Raul Echeberria:

My name is Raul and I am the CEO of LACNIC which is the regional Internet network for Latin America and the Caribbean. I would like to reiterate my previous point and that

was the risk of analyzing Internet programs only from one perspective. In a recent panel the comment was made that the addresses that have been assigned are necessary ones and I wanted to correct that because I don't think they are necessary. First of all, I think in a number of regions there are smaller registries. In the smaller regions, again, we have smaller RIRs. Those organizations that have IPv4 addresses want to transition to IPv6 and they are connected to both worlds, if you will. For a long time, the assigning of IPv4 addresses was done in very small blocks and this would help them to adapt, help the providers to adapt their respective networks. In my view, I think these addresses, allocating these addresses is necessary and they need to be made available on the market. We have to facilitate rules for this transfer from 4 to 6.

Now, in some regions, these rules are being implemented and they are being observed but in other regions they are still being discussed. We need to have principles so that we can ensure that the process by which these addresses are allocated are consistent across regions, but I would like to reiterate that I think what is necessary here is to adapt to the situation. If we focus on the importance of the IPv4 market, we may be hindering the application of the IPv6 deployment.

Geoff Huston:

I wanted to very quickly respond to your why should we care? What's in it for the consumer? It's going to cost you. In the short term it's going to cost you. Typically right now an ISP in the US makes USD 400 a year from a customer. Whichever way you look at carrier grade net, v6, even buying addresses on the market, the cost when you amortize all of the costs and siphon it back down is around USD 40 per year per customer. In other words, what you would see immediately is around a 10 per cent price rise, but the longer term is more dismal because in the last 20 years what has happened is you have actually seen an open system at work, there can be good ideas in a dorm that create a billion dollar industry next week, companies like Facebooks are because the network is open. As soon as you put carrier grade nats and other forms of middle ware right inside the network, what you will lose the next second is openness. The current incumbents can buy a place at the table. If you are Google or Apple this is great, but the barriers to industry are then supreme. Nothing gets innovated, nothing happens. If you thought the telephone world of the 1980's was dismal, if you thought that Microsoft represented a huge regulatory problem over monopolies, if that is your outlook, you haven't seen anything. If you managed to monopolies the current environment where the world of telecommunications and information is now incredibly rich and place it in the hands of a very, very small number of providers simply by virtue of being inside a network that can no longer innovate, life is over. That is the long term risk that you as a consumer face.

Chris Disspain:

So, in simple terms, if I invent something that needs a large number of IP addresses, I can be held to ransom because those IP addresses are privately held and I have to buy them? Is that effectively what you mean?

Geoff Huston:

Where do you put your servers? Because you can't put them out there on the open net because all of a sudden the carrier grade nats aren't working very well. The limited ports are actually set to let companies like Google dominate this space. Once you get scarcity, scarcity becomes something that is exploited.

Martin Levy:

I have probably spent 10 years focusing on IPv6. It is 2012. I just want to correct something that was said earlier and go with a different vector than Geoff has gone. The reality is that it is 2012 and there is an effort to convince people to type the commands to enable v6 but the graphs are at least up and to the right and show there is more v6 being built into the core of the network. There is more v6 being built into some of the major sources of information, sources of websites such as the players that supported World v6 Day, World v6 Launch, the major content players. I just want to push a little bit of a positive message towards v6. You could be the last moving and say everything is fine, but in reality, the water is warm today, come on in. There are a lot of people that put a lot of effort in it. My argument would not have gone anywhere four or five years ago. Four or five years ago I would have had technology against me in reality but it is 2012 and I do think, and solidly think, I have technology in my favor today.

From the floor:

I want to comment on this idea interpreting IPv4 as a huge market. For me it is like, there are 4 billion addresses formerly. But it is like to compare we have 4 billion Coca Cola bottles and imagine a market with 4 billion Coca Cola bottles. It is one side, from another side we simply ignore and some people who propose and pushes that technically in predictable future we can use only no more than 16 million prefixes, IPV4 is scarce and we can use it for future, thank you.

Anriette Esterhuysen:

Chris, I have a question and I have limited understanding of the implications, but what we have heard quite often in working with people in the Internet who are supporting secure online communications for human rights defenders or for activists and journalists in countries where there is quite a high degree of un-procedural surveillance and interception of online communications, is that IPv6 comes with a danger that it could be easier for repressive regimes to trace and track how users are using the Internet, what content they accessing. Does this imply that we need to also invest in public policy with stronger protections for rights of privacy and anonymity in the Internet, once IPv6 has been deployed?

Geoff Huston:

Nothing would be further from the truth. If you are behind a carrier grade nat, that carrier grade nat knows everything you do, every website, everything, every e-mail, every site you went to at any point in time is logged at that carrier grade nat. That carrier grade nat is not your nat. It is owned by your operator. If you are worried at all about somebody else having the knowledge of what you are doing, then maybe sitting behind a carrier grade nat is a cause for some concern on your part, perhaps it should be. Behind IPv6, deep packet inspection is an option, but when you have got an end to end protocol and you are desperately concerned about someone looking inside then you encrypt. That is what folks do. As long as you have got an end to end protocol, you can encrypt. If you haven't got an end to end protocol encryption won't work. Nothing could be further that the truth that v6 is the problem, I think you will find v6 is the only thing you could deploy at this point. The solutions we have in v4 for this, things like onion routing and so on, are relatively gross hacks on a theme that rely on the kindness of strangers to function, which in terms of privacy is not a good place to be.

Milton Mueller:

Yes, I just want to emphasize I agree with what Geoff said about carrier grade nats and the industrial implications of the growth of this kind of kludges on the Internet. That was why I was somewhat surprised to hear him say we didn't need the v4 market. We could just deploy carrier grade nats. The first best option is to make totally efficient use of the v4 space and then next to migrate to v6 so you maintain the end to end system. The question we really need to be thinking about, the question I want to put in everybody's mind here is, what is the date that you can turn off v4? Think about when that date occurs? I cannot come up with too many reasonable scenarios under which it is less than ten years from now. Some people say 25 and of course some people suggest never but we are talking about 10 to 25 years at least of a transition period.

Mr. Timish:

I come from the largest marketplace in the world. We have seen a metrix that should matter, we only represent network operators and service providers which is the core of our business, with expressions of interest from little more than 650 companies around the world in the last 12 months an we have seen remarkable uptake in the European region, so it is possible that there is a market plowing up quickly in regardless of what goes in this room, the questions we get are dramatic and the concerns they have are remarkable.

From the floor:

I remember that when the IPv4 crisis started, 1988 if I remember well, everybody said, we have to solve a problem until 1998, but then with a lot of reengineering with the protocols for dynamic location of addresses, we have been watching the years moving and it seems like doing a race when the finish line is moving forward. I have been contacting politicians, stating that governments should put in place policies for the public administration to be a promoter of IPv6, but when I approach politicians, from time to tame, they change.

From the floor:

We have always known that the transition to IPv6 works best if everyone moves at once. We learned more recently that no one really cares about IPv6 until they run out of IPv4. The benefit of the active transport market in IPv4 is more about the spreading of the motivation for IPv6 for a successful transition, rather than it is about providing IPv4 for the sake of IPv4. So hopefully that will be a relatively short term situation. As for the price of IPv4 addresses, there is supposedly a market price around at the moment of 11 dollars per address, that sounds cheap, but it goes to hundreds of millions of dollars for large blocks, we are not seeing the transfers happening. We have a Dutch auction where the price is going to come down until we really see transfers happening and we can look forward to that day. I think the idea of the IPv4 transfer market moving to the sort of craziness that we see in the domain name world is also really unrealistic. What we have is two options, we have the option of buying IPv4, we have the option of transitioning to IPv6, to imagine that IPv4 is escalating in an unlimited way, it is like horses , there is a cost to transitioning to IPv6, if the 4 is too expensive, then IPv6 becomes the solution which is a good thing.

So, I think the beauty of that is actually that it sort of rationalizes the choice of IPv6 among ISP's who are making the choices between options that are hard to cost. As for the transition, the length of the transition to IPv6, maybe there is a long tail as Milton says, you might think about the transition from ISP dial-up modem access to the infrastructure, I don't think they do that anymore. They make an active decision to turn it off once they have a handful of users, they don't have to maintain the two protocols anymore. That is an easy answer, more than we don't care about IPv4 anymore than we have to worry about how long it is going to last on the Internet.

William J. Drake:

We will now turn to a very controversial topic which is International telecommunications and the forthcoming world conference on International telecommunications in Dubai in December under the auspices of the ITU. There has been a great deal of talk about this topic obviously in the global sphere both in the political environment, including at the national level, various governments debating the issues in the blogosphere, in the mass media, and of course within ITU. Governments have been engaged in a extended process of debating the revision of the ITR's, which were last updated in 1988, and since I believe 1999 there has been a series of experts groups and council working groups and so on, looking at the question of whether or not the telecommunications regulations, which are after all are a binding international treaty should be adapted and to the current environment, and this has led to as I say, a great deal of discussion and debate among many parties. Perhaps we could give a brief overview of where we are, what the process is about, what the timelines are, etc., that would be helpful to make sure everybody here is on the same page?

David Gross:

Yes, this is actually a topic I feel more confident to address, thank you very much.
Let me first disclose that because I am a member of the U.S. delegation, the views that I express either are or should be interpreted as being completely consistently with the U.S. views on this subject. Take that as you will and Fiona being on the panel also a member of the U.S. delegation can correct anything I might misstate by pure accident.
In terms of background, the ITR's were established, the most recent version was established in 1988 about 24 years ago, they are a short treaty document, they have been viewed as having the flexibility that has allowed for the extraordinary changes in the telephony industry, almost the quarter of the century since they were established in Melbourne Australia, in 1988. There has been over many years an increasing call for the world community and particularly the governments involved, the 193 governments involved at the ITU, to re-look at whether or not there should be changes made to those ITR's in order to bring them up to date. As a result of decisions made by the ITU, the decision, to have a WCIT on world telecommunications, beginning in Dubai, going from December 3rd to the 14th. As you can tell from the dates it is an extraordinarily broad treaty writing conference, only 2 weeks long. For those who are familiar with the ITU, quickly recognize that because of the need to do translations into all of the United Nations' languages and the need to have legal reviews by all governments prior to signing of those agreements, that in fact we only will have about 8 days for governments to negotiate those agreements.

Because it is the ITU, it will be a government only negotiation, although I understand that a certain number of governments, like the U.S. government will have private sector members on those delegations. But ultimately, it will be an inter-governmental negotiation. There have been proposals made now for the better part of a year or longer by a large number of interested parties. The process was opened up to allow for submissions to be made by basically any interested party, governments and non-governmental groups alike. However it is important to recognize that the document that will be the source of the actual negotiations in Dubai will reflect proposals made by member states; that is proposals made by non-governmental organizations are for the purposes of informing the dialogue and discussions and could be adopted by member states but there is no requirement that they be a part of the actual negotiations. So we will be going to Dubai in just a couple of weeks for what will be an extraordinary important, as illustrated by so many of the discussions by the IGF, and we will have a decision on what if any, changes should be made to the ITR's, by the middle of December.

William J. Drake:

I will add a small addendum; some governments have civil society and the technical community in their delegations. Why are we talking about this at all at the IGF? What is the concern with regard to the Internet and Internet governance that arises with regard to the proposals that have been put forward? Some folks are argued there is no connection, that Internet governance is just names and numbers managed by ICANN and the IRR's. Others have said if you have treaty provisions that directly impact the regulation of the global level of the Internet that this constitutes Internet governance, let's talk about some

of those proposals, the issues around them and let's start for example with the question of definitions? There have been a number of suggestions in both during the preparatory process and the council working group and now in some of the national proposals that have come out to adapt the definition of telecommunications that is long been in the international instruments to include such things as "and processing", which implies information processing and therefore the Internet and/or to expand the definition to say telecommunications/ICTs. So I wonder if that kind of language is included in this treaty, how that might interpret how one reads all the treaty provisions and their implications.

David Gross:

Let me say you are correct; the definitions are an important part of the negotiations at WCIT. There are at least 2 important aspects in terms of the definitions of telecommunications you are referring to. One is that, I think it is always important to recognize that the term telecommunications is defined in the convention and in the constitution and I believe it is now well recognized that there is no opportunity to revise that definition in the ITR's in an effective matter, because its otherwise defined or defined in the primary document for the ITU. Having said that, there seems to be at least 2 methods that people are using to try to expand the jurisdiction or at least arguably expand the jurisdiction of the ITU in this area. One is that some are trying to suggest that the term telecommunications already includes ICTs, information communications technologies and I would refer, for example, to the recently submitted proposal by the Arab state administrations for the work of the conference. They say, "... in its definitions of the ITR's the ITU already cover ICT's," In black and white the Arab states, a very significant and a very important part of the ITU community of course, takes the positions that the term that was been long defined by the ITU, well before Internet I would submit, already includes this. So, if that is true, that means the ITU has some extraordinary jurisdiction, at least this is the argument in favor of them having some extraordinary jurisdiction in the Internet issues, as you pointed out, there are a number of proposals to create a new definition for something called telecommunications/ICT that looks very much like the established definition of telecommunications but includes the word processing.

There are 3 possible intersections, one is if you adapt the definition to explicitly cover Internet then of course the entire instrument applies, secondly, if you are a government that is of the view that the term telecommunication already entails the Internet, from your standpoint in implementing the agreements you could say that we are going to regard this as applicable to the Internet. Thirdly, specific proposals a number of governments made, directly related to the Internet and cannot be understood in any other way, such as defining terms like spam, IP interconnection and so on and putting them into the international telecommunication regulations, all of which raises some interesting questions I think. One example, routing. Now, there are countries, there are governments that have said, you know, we have problems with identifying where the traffic is coming in from and in the telephone environment this can include concerns such as you know, people who get these telephone calls from unidentified numbers and it turns out they get a big telephone bill at the end of the month because it has come from some shady

operation in a foreign country and they have been billed very high and they go and complain to the governments. The carriers would be able to know where the call is coming in from. The revenue aspects, the carriers that used to get a lot of money from settlements are concerned it is harder to see where the traffic is coming in from.
In the telephone environment there is one set of concerns. If you expand this to the Internet then you have a question of identifying where the bits are coming from. And some of the proposals that been made by national governments suggest that carriers should be able to do this.

Geoff Huston:

We also talked a few seconds ago about the use of carrier grade nats. The use of a technology that deliberately alters the addresses in a packet and deliberately sends different information then was at the source. So under the regulations that insist that nothing is changed in the packet. We couldn't do this? This is this kind of exercise of regulatory insanity where the folks who actually understand the technology and the folks who are working at the regulations come from not just entirely different departments but from entirely different backgrounds and entirely different understandings and that what we actually do inside the network to make it work, sometimes seems to be entirely contrary to some of these regulatory proposals which perhaps for the best of motives, espouses answers with the profound implications that cut across most of the current security and operating practices we use in the Internet today.

William J. Drake:

Some people have raised questions about whether or not the revision of the ITR's, in accordance with the proposals made, might impact Internet freedoms. I think the routing question is an interesting one in this context. Those who have raised concerns about human rights, freedom of speech, things like that, see the possibility that all communications routings would be identifiable as potentially impractical.

Anriette Esterhuysen:

There is a lack of feasibility in this process, but also just even the attempt to do that type of tracking and tracing in an Internet environment has very different implications from doing that in a traditional telephony environment. I do think it is of great concern to those of us who believe the Internet is an incredibly important platform for freedom of communication and one of the rights that are very important is the right to privacy and then also the right to anonymity. But I think there are broader concerns about the ITR revision and I think it relates to the definitional issue. It also relates to the introduction of issues such as cyber security in the ITR's. These are issues that go beyond basic telecommunications and they can have profound impacts on how people use the Internet and what they do on the Internet. I don't think the ITU is the ideal body to make regulations public policy issues. I think the ITU, the universe of telecommunications and the universe of protocol don't operate in separate dimensions, but I think there is a big difference between the ITU being involved in a process that discusses an issue such as

cyber-security on the one hand and on the other hand trying to build that in, into the regulatory framework. I think perhaps another point that has been brought up for civil society in the WICT process is multistakeholder participation, you know I think the ITU was the institution that created the precedent for multistakeholder decision making, around the WSIS. That is going to be one of the lasting outcomes of the process, that it is hopefully making member states as well as the ITU re-think how it facilitates effective multistakeholder participation.

William J. Drake:

You see that some parties have been concerned about the changes in the global environment and how they impacted carrier revenues and trying to think about what kind of business models and what kind of regulatory structure would be needed to try and preserve the financial position of the telecommunications industry in this rapidly changing environment.

Luigi Gambardella:

Even if we are here at the IGF more to listen, mainly to listen rather than speak, sometimes it is more interesting to listen rather than to speak. If I may say a few words to answer your question, following these very interesting days in IGF, I think that one of the main messages that is coming from these meetings is that we need to work all together and really I think that all of us have the same goal. Preserve the Internet of today. Internet is global, and requires global solutions. I think we believe that WCIT should be a success and has to be a success and we are confident that WICT will be a success. A new season of cooperation and engagement is needed, we believe that this is true and we will work in order to have such a kind of new season of cooperation and engagement. Everybody agrees that the market and the Telecom industry as a whole are undergoing a fundamental shift. The ability of higher bandwidth connectivity, new applications and services are being enabled that go far beyond the traditional services of voice calling. In both, the consumer and on the price segments services such as voice over IP, social networking, instant messages and the rise of the applications have changed the way customers use their mobile and fixed connections. This development is significant and Telecom operators need to adapt and rebalance their tariff structure between voice and data services.

Let me very clear on one point, which has been misinterpreted and communicated in the wrong way. We have never asked for increased regulatory intervention, but the aim of our proposal is to establish a clear method for clear communications, the current model has some shortcomings that need to be addressed. Today there is a huge disproportion amongst revenues and a clear shift towards players who are not contributing to network investment. The IT folks should be flexible enough to encourage future growth and the sustainable method of market, expecting the guiding principles, the successful development of the Internet, private sector leadership, independent logistical government and commercial agreements. And we are as I said certainly not asking for any change to the current Internet governance model which is based on private sector leadership and

multistakeholder dialogue.

So, as I said, in the paradox of this discussion is that we as European Telecoms operators want to avoid the decision that would prevent new business models from emerging and would hamper the inference offers and limit consumer choice, and there is a risk of an economic and technical terms and conditions will be much higher if the development of the Internet continues to be jeopardized by the lack of sustainability or by the lack of end consumer satisfaction. And we just want to be clear; our commitment to an open Internet and to continuing consumer access to services is firm. We believe that the operators should be able to negotiate agreements to achieve sustainable service for Telecom service. If I may, a few words on how we see the situation now. As has been said by David Gross, who has much experience on this, we welcome the fact that several member states, several member states not in Europe, also outside Europe, have agreed with the issue that we have raised and, not only on the relevance but on the fact that these issues are relevant, it is very relevant for the future of the sector and has to be addressed.

William J. Drake:

So the core concepts that have attracted a lot of attention are the notions that the regulations would include provisions that explicitly mention a centre page sort of principle as a possibility in the negotiation of what you call fair and sustainable compensation and recognize of quality of service as a key concern as well. And some of these ideas have come up in, for example, proposals from some countries in Africa and elsewhere that have picked up on some of these points.

I am wondering from a developing country standpoint, how would this notion of having a centre pace type of approach, officially recognized as an option, in the international regulations.

Benedicto Fonseca:

At the Dubai conference, our positions are to be finalized; however, there are some parameters that will guide our participation in the conference. First of all, we are having multistakeholder preparation lay out by the Brazilian regulating agency, but in full consultation with stakeholders. Some of the basic parameters is that we would, as I have said before, take a rather conservative approach in the sense that we agree that the ITU constitution, the basic elements about that should be retained, that the ITR should be aligned to the existing constitution and rules so we are not aiming at, as an outcome of Dubai, to enlarge the competence of ITU. We think the competence; the areas to be dealt with by ITU should be restricted to those technical aspects that are being dealt with by ITU already. We do not seek an expansion in that regard. We have a particular concern about costs, the roaming costs. We are putting forward a proposal on that. We would like to discuss the issues not only that are important to Brazil but to the developing world in general. This is one of the specific items we would like to discuss but, as I have said, in the overall framework of, let's say, conservative approach in regard to the mandate and to the areas in which ITU should play a role in this.

William J. Drake:

Milton, do you have a thought on the possibility of a sender pays sort of a model in which over the top players would also play a role in helping with the financing of the build out of the environment? What are your thoughts on this?

Milton Mueller:

If somebody is really pushing for a sender pays principle on Internet based packet communications it is simply not viable. It is a nonstarter. It is not going to happen and I am actually confident that Telecom Italia and other supporters of the ETNO proposal will back off of that thing very quickly and realize that it was a mistake to even put that phrase in the proposal. When it comes to quality of service, my question for ETNO and for the supporters of that and for the opponents is sort of what all the fuss is about? Can't they do that already? In other words, if they have a service to sell to an over the top player who can come to them and say, "I can guarantee or prioritize your service", and those over the top players want to utilize that service, what exactly is stopping them? There's nothing in the ITRs, there's nothing in Article 9 that stops them from negotiating that. In certain Governments there might be national laws of the net neutrality sort that might stop them from prioritizing in a discriminatory manner. So it seems to me that what ETNO is asking for is some kind of recognition of this principle and we can have fruitful debates about that but this is not the end of the world. Like so much about WCIT, the whole thing has kind of been blown out of proportion.

Anriette Esterhuysen:

I think I agree with the Brazilian approach, I think in terms of general principles, roaming, however, is an important issue. I would be delighted if regulators can compel European operators to reduce their roaming charges but to come to centre place from a developing country perspective. I think the implications are dire and I think on top of a growing broadband divide I was in a workshop yesterday where we discussed a recent OECD report that looked at the growing broadband divide between developed and developing countries. I think implications for access to information and knowledge are really serious but I want to ask the moderator to give the floor to a colleague of mine who is in the audience from a policy think tank in Asia, Rohan Smarajiva, who wrote a very comprehensive and well argued paper recently that describes very clearly why sender pays is going to be very bad for developing countries.

Rohan Samarajiva:

The basic issue is that everybody is concerned about investment. I appreciate Mr. Gambardella's concern about the need to invest in the infrastructure that will connect us, connect the poor of the world, the people that I work with, the people in my region, to the Internet. What will yield investment are good business models. What will support good business models is demand. What will yield demand, as we have seen from the research

that we are conducting in places like Indonesia, India, Pakistan and Bangladesh, is attractive content. Today what we have is a situation where, just to illustrate using a case, a young person in Indonesia will be requesting a video. The video would most probably have been made in Indonesia but it is sitting on a server in another country on YouTube. When this information is being requested, what the sending party network principle says is that that network has to pay the network in Indonesia. Does this make any sense? Information is requested by a customer of an Indonesian company and payment is to be made by somebody else. In addition, what this will do is that the transaction costs, I know that both the Arab states and Mr. Gambardella's organization are talking about commercial agreements, but how many commercial agreements would have to be entered into? Today we know that the peering agreements that are entered into are not based on written texts. They are handshake agreements. Now we are talking about thousands upon thousands of agreements that will have to be entered into by companies and I have been in the middle, as a former regulator, of trying to mediate some of these issues with regard to voice telecommunications. I know how complicated those agreements were. Now we are going to have another layer of complicated agreements. At some point, particularly for the poor countries, particularly for areas that are not seen as having high advertising potential, there will come a time when networks and all the top providers will say, "We can't do this anymore, transaction costs are too high." The Arab states proposed that its Governments must consider appropriate access charges. What you are going to get is a Balkanized Internet. With a Balkanized Internet, we will lose the driver that is bringing our people into the Internet through a normative business model. What I would say is if your current business models are not yielding investment, you might want to rethink them.

William J. Drake:

I think we should focus on the principles and not any particular organizations in this context but, nevertheless, the point remains. Balkanization of the Internet is a possible result of changes in the charging arrangements. By the way, this also ties into the question of how we define who is subject to the agreement and whether or not it is just going to continue to be administrations that recognize operating agencies as before or operating agencies more generally, in which case all these things become rather different.

Fiona Alexander:

There are two foundational issues for the discussion in Dubai. One is the definitions and the second is scope and that's who these obligations are actually applied to, recognized operating agencies or operating agencies and both of these issues are foundational to the US position which was articulated quite well yesterday in a session and is fairly well known in terms of what our position is. With respect to the APNIC proposal, the United States has said repeatedly it would not support this kind of proposal for the ITU and for the ITRs. I appreciate Luigi suggesting that we have a shared objective of preserving the Internet of today. Putting a toll booth on the Internet, which is kind of what his proposal would do, doesn't do that and, as very eloquently articulated by the gentleman in the audience it doesn't help development. We all agree we have to discuss sustainability of

the Internet and sustainability of broadband but doing it in a treaty document amongst Member States is not the right place or the right venue. Doing it in a place where 95 percent of the people in this room could not speak does not seem the best way to solve a problem on Internet policy and that is one of the reason we will not support this proposal at this conference.

William J. Drake:

You have raised another important aspect of this. There may be legitimate concerns behind some of the proposals that have been controversial and debated, particularly with regard to financial aspects for developing countries. The question becomes is this particular instrument the appropriate place to try to address them or may there be better way to approach some of these questions? I just put that on the table. Alice, I would like to go to the audience pretty soon because we're actually, believe it or not, moving towards the end of this session and we do want to have time for the discussion with the audience, and we have the Chairman of the conference here as well, but I just wondered, I know I've talked with you about some of the discussions in Africa about the ITRs and the concerns that have been expressed by some of the ministries and administrations there about changing the telecom environment. Given the kind of response that we've had here, how can we go about then trying to accelerate development and what role do the ITRs perhaps play in helping development from the standpoint of the Government's you have been talking to?

Malice Munyua:

First a disclaimer to say that I cannot really speak on behalf of the Africa region, neither can I speak on behalf of Kenya because Kenya hasn't actually developed a position and we are still planning on having multistakeholder consultations that are going to be led by the Communications Commission of Kenya, which would mean then currently we are supporting the Africa common position but that is going to change depending on what proposals are presented by the various stakeholders of the national levels. So I think we are in the same position similar to Brazil. I think that what's important in terms of ensuring that quite a number of the stakeholders are able to contribute to some of these discussions, and the development of national positions which then obviously automatically would be linked to the view or the vision we have for ICTs and Internet for development. Taking into consideration, especially for African countries, to remember that communication networks, deliver all types of services and so most of these issues are actually quite important for a lot of the African countries.

I'm quite positive that none of the African Governments, especially at least the Kenyan Government, are going to come up or support any proposal that are likely to have an outcome that curtails development, especially looking at how far we've come at the national level in terms of the various innovative and creative ways we've used the Internet. Just to mention some, mobile money and mobile applications for development, I know for sure that the Government and various stakeholders at the national level would

be very keen to ensure that the proposals they support, or at least we support, support development generally.

Luigi Gambardella:

I would like to say a few things regarding the African position and that of several countries. We have a lot of respect for them and for everybody because I think it's not up to us to judge what is better for them. I think it is up to them to decide what they believe is better for them. So this will be discussed and judged by them. Obviously, what are the concerns in general outside Europe? The concern and the question is what is happening and has happened in Europe will happen also in our region; will happen also in our country. The telecom operators will start to fail and will start to reduce revenue, who will invest in local infrastructures? There will continue to be the same level of local investment. So this is the question that they are raising and there are some concerns regarding this. What is the right way to solve the problem is up to them and up to the Member States to decide.

Geoff Huston:

The telecom industry used to be a vertically integrated industry that had services as well as transmission; it was a complete one stop shop. But on the other hand, my water company simply delivers water. It is a commodity utility operation. Perhaps the challenge is to take those former vertically integrated, vertically bundled companies and instead of spending large amounts of money building infrastructure the consumers actually neither want nor value, the real thing is to actually go, "Maybe we should just become a commodity utility company and stop yearning for mythical dollars that simply aren't there."

William J. Drake:

That seems so much less attractive than expanding into new markets.

Geoff Huston:

Obviously, it is less attractive but that is really the pressure that is going on in the industry.

David Gross:

I want to of course associate myself with the terrific comments that Rohan made. I think that is very much along the lines of our thinking as well. I think in terms of one of the points that I certainly agree with that Luigi made is the importance of WCIT and the importance of having an outcome that all can agree with, a classic ITU win-win is certainly what we want and we are tremendously heartened by the extraordinary capacities of our Chairman at WCIT. I have known him for many years, he is extraordinarily effective and good and we will be in his hands to make sure in this very

brief conference that we will be in very good shape. So it gives me great encouragement. There are two additional points I think that are very important to be made with regard to what Luigi was saying. In the claim, which I can certainly understand, that there is no attempt to try to have new regulations, nevertheless this is the International Telecommunications Regulations. It is a treaty, it involves rights. When there are rights being provided, I can't speak about the Italian constitution, but in all of the legal agreements that I know of when there are rights given, there needs to be a dispute mechanism for the enforcement of rights as a matter of course. Whether that dispute resolution mechanism is domestic courts or the ITU, which has never been involved in such matters before, I think it would be an extraordinary and very dangerous precedent for all of us, not only in this area but in areas generally.

Milton Mueller:

I just wanted to say that I don't want telecom companies to become commodity utilities. I think it is essential for the dynamism of the market that network operators continue to innovate and to seek new services. Of course they are not going to do that by going backwards towards telecom or telephone based pricing structures but there is in the US in the mobile sphere a re-pricing of bandwidth that is going on attendant upon the transition from dominance of voice to dominance of data and I think that the companies need to look at that kind of re-pricing as the source of the solution to their problems, and that if regulatory systems in the EU or in specific nations impede that re-pricing, then that is what the companies need to be looking at.

Chris Disspain:

How many people in this room are going to be at WCIT? Because it's a real shame this sort of discussion can't happen at WCIT and you might want to tell all the people at WCIT how much of a shame it is that we can't have this sort of discussion at WCIT. Taking that message would be great.

William J. Drake:

Actually, we have the Chairman of the WCIT here and I wonder if you would like to say anything and then I will come to you.

From the floor:

Every country has got its own accreditation process and its own also consultation process that goes all the way until they submit their current proposal to their region groups, and then the regional groups get together and discuss this multilateral form and reach their consensus. So there are proposals and then the regional groups get together and start negotiating on the proposals. Now, I just want to highlight something. Every party, and I'm not talking about Governments right now, every party has got an interest. Believe it or not, with my experience of the history of all these treaty conferences that I participated in, we come together with a lot of polarized positions and at the end of the conference we

get to a fantastic text that is agreed by all parties and everybody goes happily after that and countries ratify those treaties. We have seen that over and over again and I am hopeful that the Dubai treaty on WCIT will be one of those treaties. I just wanted to encourage one thing, which is that governments should engage all their stakeholders in their deliberations and their submissions and for what they have is a position in order to engage everybody in this process. We, as a country, we have engaged everybody in the process and I am sure, I am talking now on behalf of the UAE, and we have done that, and I am hopeful that others do the same. But we should not leave the momentum of the spirit of cooperation. We should not just say something and stick to it. We need to sit together and discuss that and understand the other positions and be open to discussion to reach a consensus and reach an agreement and that is where everybody wins. This is the spirit that we will go into the conference having. So that is the philosophy that we have been working on in the past months in order to reach a successful conclusion on WCIT and I will be happy to get any questions that you guys have.

Mr. Ibrahim:

My question to Luigi would be about the ETNO proposal. It just stands to reason that mature telecoms will probably be charging less than developing telecoms. So what guarantees would I have from a developing region that my traffic won't be routed half way across the world when contents are selecting which market it pushes its traffic through to get me and I find my traffic get bounced all around. My second comment, really quick, is about the meeting here actually. A lot of people are complaining they can't get on the Internet because IPv4 in the meeting has run out. Doesn't it stand logic the we implement IPv6 here, so that you get more addresses so that people can get connected?

From the floor:

I moderated session 87 yesterday on enhanced co operation. Because we can't discuss it in a very large way, I'll try to sum it up very quickly. What we basically discussed is that everybody has to get out of their silos. We had governments, we had industry, we had regulators, we had international bodies and everybody always talks in their own private silo, except at the IGF apparently; so maybe it is an idea to do that more often so that people actually have more interaction, learn what their actual problems but also their actual knowledge is that the next experience that they bring and influence each other's thinking that way. I think the IGF once a year is a great event but maybe it should happen more often at different sort of conferences where usually everybody sits in their own little world. That was, I think, the main conclusion yesterday where everybody agreed upon and certainly no world treaty for the Internet. We had eight and a half points out of nine points there.

Mr. Candy:

Another question for Luigi. You've talked a lot about sustainability of the Internet and how what is going to happen in Europe might happen elsewhere, but I am wondering the

only number you've given really of definition is that you're spending 44 billion in investment which is divided between voice services, Internet, and European obligations. So I'm wondering how you quantify this and how much you think you can raise if this works out. How much money would come out of it? Are you thinking that you'll be able to cover all your investments, half? If you can just get a little more specific what do you mean by "sustainability"? What is the problem that could come in other parts of the world that follows from this?

Luigi Gambardella:

If I may, I will start from the last question that is very interesting. What we meant for sustainability of the Internet is basically that there are two things to consider. First are the revenues and second are the cost investments. What is happening, for example, in Europe and these have started to happen outside Europe, the telecom operators are losing revenue, between 2 and 3 percent. Then we have to guarantee investment for the new networks like LTE, and fiber. The level of our investment in infrastructure is a certain percentage of our revenue, which is about 15 percent. So we invest about 15 percent of our total revenue, our investment and investors for infrastructure. If we reduce the level of revenue, we will reduce the level of investment. This is I think extremely, extremely easy to understand and we believe that this system, how it is now, does not work and I agree with Milton Mueller pm what he was saying before that has started to happen that several operators in other regions of the world are re-pricing.

The Chair:

Thanks for this open discussion. I think being close to the Dubai event, I think this very active discussion will help us come to consensus in the Dubai event. I would like again with these comment to conclude this section of critical Internet resources and again thank you all for excellent moderating and thank you to all the floor participants for this valuable discussion

Workshop #76: What is the best response to IPv4 scarcity? Exploring a global transfer market for IPv4 addresses

Reported by:

Milton Mueller

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

The emergence of a trading market for IP address blocks as a response to the exhaustion of available pools of IPv4 addresses in the registry system is an important development that affects the Internet service provider industry, users, and the transition to IPv6. By raising the economic stakes of IP addressing issues, an emerging market for IP addresses leads to greater policy contention and could pose further challenges to the policies and structures of existing Internet governance institutions involved in IP number allocation. This workshop experimented with a new method of deliberation in the IGF. Instead of a few selected panelists giving talks to an audience and then answering questions, it featured an open discussion guided by a framework. The framework, which is included in this report, set out 5 policy issues related to market trading of IPv4 number blocks. The five issues were:

- The role of RIR needs assessments in transfers
- The status of (un-contracted) legacy block holders
- The accuracy of post-transaction records
- Aggregation
- Market power

For each issue, several policy alternatives were defined, and were intended to be used as the basis for discussion. The policy options could be – and were – modified during the session. At the end of the discussion a straw poll was held to see how many participants agreed with one of the articulated alternatives, and whether anyone had changed their mind.

The discussion was moderated by two experts on Internet addressing policy issues: Dr. Milton Mueller, Syracuse University School of Information Studies, and Geoff Huston, Chief Scientist at the Asia Pacific Network Information Center (a regional Internet registry). Both moderators gave a brief introduction to the issue. Approximately 30 people attended the workshop in Baku and another 12 or so participated via remote participation. The workshop discussion succeeded in clarifying some of the policy options proposed in the workshop, but this discussion did not result in consensus. Instead, the discussion, and the straw polls demonstrated how divided participants were over some of the policy options. Two participants objected to even having any kind of straw

poll. The discussion and debate did, however, lead to modification of the original framework's definition of the policy options. In issue A (needs assessment), several new policy options were added, including the idea that if needs assessments were meant to prevent monopolistic forms of hoarding or unproductive speculation, that it might be possible for other entities, such as national regulators, to undertake that function rather than using registry as a mechanism to enforce market behaviors. "None of the above" was added for those who felt that there might be policy options not represented, and "abstain" for those who did not want to express an opinion. In Issue C (accuracy of post-transaction records)

Conclusions and further comments:

Most of the issues were too complex to be fully aired in the short time of a workshop, but there was a robust discussion of the needs assessment issue in particular. The results of the straw poll for needs assessment are displayed in Table 2. It shows that 9 participants would like to end needs assessments altogether for IPv4 transfers; 6 supported retaining them in their current form; 6 would like to search for another party to enforce the policy objectives and remove that function from IP address registries. Four (4) participants abstained or went for none of the above. Thus, a clear majority of the straw poll (9 for A1, 6 for A3, and 2 for None of the above for a total of 17, or 68% supports some kind of change in our approach to needs assessments, but there is no consensus on what that change should be. Given that this was a short session that included a very small set of IGF participants it is not possible to draw any further conclusions from this exercise. Issues B and C were collapsed into the same discussion, as it was agreed that the policy options for both issues were essentially the same. The issue is whether holders of legacy address blocks that are not under contract to an RIR need the approval of an RIR to sell their number block to another organization. There were some assertions that this was exclusively a North American problem, but it was noted that legacy blocks currently held by North American companies could be and almost certainly would be transferred to other regions.

Consideration of Issue C led to intensive discussion of the role of the address registry. The discussion could be said to have produced a strong consensus on the importance of a common, comprehensive registry that maintains the uniqueness of all IP number allocations and assignments. The differences arose over whether the registries should be allowed to use that essential function as leverage for imposing other policies on legacy holders, or enforcing certain market behaviors in the context of an aftermarket for addresses. Several participants noted that the IP numbers had no utility without a uniqueness-maintaining registry, and that all entities described in the registry had a common interest in the maintenance of the registry function. This led to the modification of policy option C1 to include a proviso that those parties who held addresses that were described in the registry should be required to pay their "fair share of related registry costs."

The straw poll for Issue C revealed even sharper division than on Issue A. Unfortunately, the number of votes was diminished by the fact that the operators of the remote

participation process failed to submit the poll to the remote participants. At any rate, only 3 of the 11 participants in the poll supported alternative C3, which "RIRs should not update records unless receiving party signs a contract and conforms to RIR policies." Five (5) supported C2; that "RIRs should update legacy transactions based on legal proof of transfer, but legacy holders should pay a fair share of related registry costs." No one (0) supported the view that legacy transfers should be updated regardless of whether the parties pay a fair share of registry costs. There were 3 abstentions.

While recognizing that these are complex issues that bring a wide panoply of perspectives and motivations to bear, the workshop was able to illustrate to a broader group some perspectives on the underlying issues and options in this matter, and that it probably sharpened the participants' sense of what the policy options are and why one would or would not support a specific option.

Workshop #87: Cross border cooperation in incidents involving (Internet) Critical Infrastructure

Reported by: NL IGF (Dutch Internet Governance Forum)

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

International cooperation is a subject which is often mentioned when talked about cyber safety, -security and –crime. This is fundamental for the fight against crime and increasing the online safety. Yet research shows that it is hard to put forward. In workshop 87 'Cross-border cooperation in Incidents Involving (Internet) Critical Infrastructure' the topic is discussed by nine panelists from different backgrounds around a central question: 'Does the world need a comprehensive cyber treaty?' The background of the panelists was divided as follows: three participants from the Internet industry, two government officials, a supervisor, an interest organization, a supranational government organization and an international partnership.

Highlights:

Collaboration and partnerships

The industry participants seek for cooperation, structurally in partnerships and on an ad hoc basis depending on the type of threat. They actively exchange knowledge. Also with governments. Governments are advised to establish a cyber security strategy. In this way a country will focus on priorities. This could lead for example to a national cyber security center or one CERT that the main players in the country bind, but also several administrations in one place binds. (SIDN (Dutch .nl registrar) underlines this with an example of how they, as an industry participant, within the Dutch national cyber security centre cooperate and have putted a part-time employee into the centre). An incident response plan prepares governments for incidents and clears up who with whom should be in contact. To successfully combat incidents, a 'level playing field' is necessary. Outreach and capacity building are necessary elements to accomplish this. The EU is

working on this for years and will soon present a new strategy that should lead to a level playing field, and then they have to work together. The Council of Europe notes that they offer these programs and perform under the regime of the Budapest Treaty on cyber crime.

From the perspective of a supervisor, CERT and botnet center cooperation in a structured manner is a must. Now this is still insufficient structural and too much focused on known, trusted people. That should and could be better. eco, the German association of ISPs, announces a large, EU-wide project, ACDC that should lead to a public - private partnership to detect botnets, disabling command and control servers and clean up PCs of end users. If everything goes according to plan, the project will start on February 1, 2013 with the establishment of pilot projects in 14 countries.

FIRST is an organization of computer incident response teams from public, private and academic world, which actively shares knowledge, for example about attacks and provides contacts to cooperate. FIRST also mentioned that they actively assist new countries and participants after registration as a member by sharing knowledge and experience.

The Dutch initiative, Abuse Information Exchange, is currently still a relatively closed circuit, but this may change after the startup phase. A unique feature is that ISPs cooperate with SIDN (the.nl registrar) and collect and process information about botnet infections centrally. Finland has an active botnet center. The cooperation between FICORA and the Finnish telcos and ISPs is regulated by law. The collaboration was so successful, that Finland is one of the least affected countries in the world. It is striking that almost all data on infected PCs in Finland comes from abroad. In Asia / Pacific are some good CERTs, but there is still much work necessary like capacity building. Cooperation is also not common there.

Capacity building in Africa

An online question from Cameroon focuses the discussion on capacity building in the developing world. The adoption of the Convention on Cybercrime by Cameroon is a first step, but there is much work needed beyond that. The U.S. has organized sessions in parts of Africa. FIRST does this too, focused on training and awareness of possibilities.
The treaty or rather not? There is no need for a new all comprehensive treaty. There is plenty of that already applies, online and offline, while the Budapest convention offers enough grip for (cross-border) cooperation. An important observation is that a treaty exists between states and on this topic everyone has a role. It is important to finance capacity building initiatives. Programs that help protect critical infrastructure and building resilience also brings legislative standards to developing countries. This builds the necessary level playing field. The industry noted that it is now tremendously trying to reach a higher standard of safety and that they continue to develop this. Regulation can lead that one is satisfied with the limit set by the government. On the direct question "does the world need an all comprehensive web treaty?" voted the dived panel 8 ½ vs. ½. The finest ruling against a treaty was this: "It is a song of a siren." In other words, very

beautiful but fatal.

Sharing information

In the area of cooperation, SIDN suggests that standardization of information requests from investigative agencies would make it easier for his organization. The government can play a leading role in his. Google stated out that transparency and cooperation with the investigative agencies are delicate, because the correct information must be provided without delivering privacy-sensitive data, unless there is a court order to do so. Around the Cybercrime Convention a code for cooperation between ISPs and LEAs is drawn. In case of an incident it is the ISPs that report that. They do not have to seek actively for crime. There was asked whether a digital 112 or 911 number for reporting online (security) incidents can help to make reporting as normal as in the offline world. It shows that in South Korea such a number already exists. The EU is providing a proposal, whereas in the U.S. there are features that make this possible. However, the reaction side needs more capacity and knowledge.

Conclusions and further comments:

The main goals:

- Enabling data sharing between public and private, also across borders, without violating privacy laws.
- Disposal of botnets.
- Report on responsible parties how urgent this subject is.
- Maintaining the use of the Internet and trust.
- Governments, do something now, because every year we wait, the more difficult is becomes for regulators to keep the problem manageable.

Recommendations for the main session "Managing Critical Internet Resources"

- Use the laws that are already there and work actively together.
- All countries have to establish an active cyber capacity.
- Develop a standard behavior on the Internet, without curtailing the openness.
- Establishing in structural manner cooperation between industry, government and investigative agencies.
- Capacity building (repeated by many) in developing countries.
- Develop yourself into a "connector". Only by actively working within the imposed limits, someone can stop or change developments.
- Expand an organization like the G8 24/7 network, as well as other existing institutions.
- A new development is that the Internet threats have developed at the level of states. It is therefore political now.
- It is no longer just technical. Many issues must be resolved through policy.
- This can be through building a broad consensus on norms and values.
- Outreach is important. So look if Pan-EU projects are possible.
- "Capacity building" costs money and therefore requires resources. The Cybercrime

Convention collaborates actively on this.
- Ensure that regulators and investigative agencies play an active role in Internet governance, because they are part of the solution.

Workshop #99: Moving to IPv6: Challenges for Internet Governance

Reported by:

Hisham Ibrahim

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

This workshop discussed some of the Internet governance-related issues raised by the adoption and uptake of Internet Protocol version 6 (IPv6), a technology developed by the Internet Engineering Task Force (IETF) to supplement (and eventually replace) IPv4, the version that underpins the Internet today. The session was moderated by Hisham Ibrahim of AFRINIC. Geoff Huston, of APNIC, set the scene on the need for IPv6, by taking the workshop participants through a journey through time 20 years back to 1992 and monitored the evolution of several technologies such as the computer industry, main frames, mobile devices and of course the Internet. Huston made that point that currently 700 million new devices are connected to the Internet per year; translating into the demand for 200 million addresses for IPv4, address space that does not exist. Huston jumped with his predictions 20 years into the future to 2032 and warned that if we do not deploy IPv6 we will end up with a number of networks that are not able to talk to each other, giving the example of electric voltages and power sockets that work on different voltages and outlets on a country by country basis.

Martin Levy, of Hurricane Electric, showed a single slide that had 5 different real life statistics from the 5 major “geographic / cultural” regions in the world all indicating the same thing. IPv6 is being deployed world wide, the corves are all going up and to the right, with an obvious spike during IPv6 day in 2011, and a clear jump after IPv6 world launch in 2012.

Demi Getko, of NIC.br, gave an overview of what his happening in Latin America, and more specifically in Brazil. Getko echoed the previous speakers concern on splitting the Internet into people that do not want to move to IPv4 and continue to NAT everything and limit the amount of ports available for different servers and the ones that move on to IPv6 and leave the first camp behind. Getko ended his talking saying that while it is easy to get IPv6 deployed at the core level, there still are some obvious last mile and equipment issues that need to be addressed to get a full IPv6 service to house holds and end sites.

There were two other speakers on the panel that were supposed to intervene with their experiences Salam Yamout, of Lebanon and Salanieta Tamanikaiwaimaro from Fiji, however due to last minute apologies they were not on the panel and could not participate. At this point the moderator opened the floor for comments. Marco

Hogewoning, of the RIPE NCC, discussed the point made by Getko mentioning that many CPEs now support IPv6 and that a survey has shown that 50+ different models have IPv6 support on them. A question from the floor from the Swiss systems user group was addressed to the panel on how to get the national regulator to do something to promote the transition. The panelists pointed out some of the issues that the regulator can get involved with however there was somewhat of a disagreement of the level of regulation there should be when it comes to technology related issues. Paul Vixey gave his experiences with IPv6 and DNS.

Conclusions and further comments:

To conclude the session the moderator asked the floor, several questions on the various networks they use at their homes, offices and daily life, the questions revolved around the level of IPv6 readiness these networks have and the level of awareness within the different communities of the need to move to IPv6, from the room responses it was clear that a lot of effort has happened over the past few years and more will be deployed in the near future.

Workshop #100: Internet Governance and RPKI

Reported by: Chris Buckridge, RIPE NCC

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

This workshop discussed some of the Internet governance-related issues raised by the adoption of Resource Public Key Infrastructure (RPKI), a technology developed by the Internet Engineering Task Force (IETF) to validate the registration of Internet number resources, including IP addresses (IPv4 and IPv6). RPKI is intended to help ensure the long-term stability of Internet routing by preventing route hijacking and leaking, resulting in a safer online environment for Internet users. The Regional Internet Registries (RIRs) are taking the lead role in deploying this technology to their members, in consultation with the multistakeholder Internet community. The session was moderated by Hisham Ibrahim of AFRINIC.

Geoff Huston, of APNIC, gave a technical description of the Internet routing system and the role that RPKI, also known as Internet resource certification, can play in making this system more secure. He outlined the activities that the Internet Engineering Task Force (IETF) and the Regional Internet Registries (RIRs) have been undertaking to develop and deploy a global system of RPKI.

Heather Dryden, of the Canadian Government, outlined the interest of government, particularly the Canadian government, in the development of RPKI. She noted that this is clearly an area being led by the technical community, but noted the interest the public sector has in seeing a more secure routing system (including the financial cost incurred by bad routing incidents). She also noted the assistance that government could provide, in terms of encouraging uptake by vendors and other relevant stakeholders.

Malcolm Hutty, of LINX (the London Internet Exchange), raised the issue of overlap between policy and technical development. He suggested that the RPKI system may have unintended consequences that actually detract from the defined goals. Specifically, he noted that with widespread adoption of the system (and people basing their routing decisions on RPKI information), revocation of a certificate could equate to disconnecting the resource holder from the Internet. This would mark a significant change, as RIRs currently have no ability to reclaim the number resources that they have allocated, and there are questions about whether the RIRs should have this power. RIRs are organizations that operate in specific national jurisdictions, which mean that the power to revoke certificates would be dependent on that national legal system and its authorities. Malcolm argued that policymaking in this area therefore needs to consider not only existing law, but laws that may yet be made.

Sebastian Bellagamba, of the Internet Society (ISOC), approached the issue from a freedom of expression perspective, and noted that he comes from a region (South America) which has a history of instability in terms of legal systems. However, he argued that the risks associated with the deployment of RPKI would be outweighed by the benefits that it would bestow.

Paul Wilson expanded on the problems already being caused by insecure routing, including the squatting of unused addresses, which are then used to facilitate problematic activities such as "mail bombing" and phishing. He also noted that APNIC already revokes address space, which means removing records from the database and routing registry. More often they use the threat of revocation to ensure policy compliance. He suggested that RPKI would primarily result in a more automated process for doing this. He also agreed with Malcolm that the issues Malcolm had raised would only present themselves with wide adoption, and this remains a very long way off. Paul suggested it will be a long time before network operators are willing to trust their routing decisions to an RPKI system, but in the meantime RPKI will serve a useful role in triggering alerts for uncertified space etc.

Marco Hogewoning and Chris Buckridge of the RIPE NCC clarified the situation noted by Malcolm regarding the RIPE NCC's interaction with Dutch authorities and a recent legal request to freeze certain resource registrations in the RIPE Database. They also noted the importance of involvement by law authorities in multistakeholder discussions in this area.

Dmitry Kohmanyuk, of .UA (Ukraine) asked about the APNIC transition to five trust anchors. Paul Wilson clarified that while a single, interim trust anchor had initially been deployed, this has now been replaced with a different strategy, as each RIR deploys their own trust anchor. He noted that this reflects what each RIR community wanted to see, but it also means some more complexity. Adiel Akplogan, of AFRINIC, argued that RPKI should not be seen as giving any more power to the RIRs than they already have, and argued that the issue must be considered objectively on its merits.

Alain Bidron, of FT/Orange, asked about the provision of RPKI for legacy IPv4 address space. Paul Wilson noted that the legacy space has transferred to respective RIRs, based on the original registrant, and could therefore be certified by those RIRS, according to the relevant policies. Brenden Kuerbis, of the Internet Governance Project, sought clarification in this point, and it was confirmed that the RIRs are not certifying those resources registered only in the IANA database.

Baher Esmat, of ICANN, asked if RPKI would require additional expertise or additional cost for operators. Marco Hogewooning noted that there may be a cost involved, as with any new technology, but in terms of specific deployment costs, RPKI is becoming a standard feature in routers produced by many vendors. Paul Wilson and Adiel Akplogan noted examples of when both APNIC and AFRINIC have had to revoke number resources. This generally occurs when the RIR loses its business relationship with the address holder, but has also been done, in some cases, on the basis of requests from legal authorities due to legitimate cases of misuse. Malcolm Hutty made a concluding statement, expressing his belief that we should widen the technical scope of the problem and address or mitigate the concerns he raised. Sebastian Bellagamba agreed, arguing that this is the best solution so far, but it is important to keep investigating and be aware of the problems that remain or are raised by RPKI.

Conclusions and further comments:

The workshop identified a number of perspectives on this issue.

Workshop #113: DNSSEC for ccTLDs: Securing National Domains

Reported by: Bill Woodcock

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

This panel was moderated by Richard Lamb, DNSSEC program manager at ICANN, and speakers included Demi Getschko, CEO of the Brazilian national registry; Eduardo Santoyo, administrator of the Colombian national registry; Svitlana Tkachenko and Dmitry Kohmanyuk of the Ukrainian national registry; Roelof Meijer, CEO, of the Dutch national registry; Ondrej Filip, CEO of the Czech national registry; Bill Woodcock, director of Packet Clearing House; and Bevil Wooding, root-signing Trusted Community Representative from Trinidad and Tobago. Dr. Lamb gave an overview of the state of DNSSEC technology. The national registry representatives each described the state of DNSSEC deployment within the ccTLDs they administer, and each mentioned one or two unique or unexpected challenges or accomplishments. Mr. Woodcock spoke on the topic of high-security DNSSEC practices and operation, and the future of DNSSEC as a cybersecurity building-block. Mr. Wooding described the state of DNSSEC deployment within the Caribbean region.

Conclusions and further comments:

DNSSEC has become an ever more critical cybersecurity building-block, in the wake of attacks on the DNS, problems with the Certificate Authority system and the increasing importance of authentication. DANE, which helps secure websites, is the first major follow-on protocol, and we hope to see similar efforts to secure email and real-time text, audio, and video protocols soon. Large payloads of DNSSEC responses have opened the door to more severe DNS reflection DDS attacks, which in turn has required that new DNS response rate-limiting software be developed.

DNSSEC penetration has been very successful in countries with national registries that have pushed it aggressively, while countries without serious national-level buy-in generally have implementation and support lag at the registrar level. Although not a primary barrier, implementation and maintenance costs and complexity were cited by audience members as hindering deployment. Comprehensive awareness, education and training efforts are underway to address these and other deployment barriers by the same collaborative international multistakeholder community that developed DNSSEC and together manage and operate various parts of the Internet's DNS/DNSSEC infrastructure including the root. These efforts include everything from sharing knowledge on best practices and lessons learned to providing free training to expanding free DNSSEC hosting offerings, e.g., with AFNIC joining PCH as the third operator of a FIPS 140-2 Level 4 DNSSEC signing infrastructure, and Brazil intending to be fourth. Together these organizations plan to work on a high-security DNSSEC implementation Best Current Practices document.

Workshop #123: Human Rights, Internet Policy and the Public Policy Role of ICANN

Reported by: Carlos Affonso

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

The workshop aimed at providing the audience with information on human rights implications that might arise out from the public policy role of ICANN. The panelist presented their perspectives on a number of human rights involved in ICANN activities, mostly focusing on free speech, privacy and security concerns, as well as in the implementation on a rights assessment in ICANN's public policy activities. Domain names – as mentioned by Wendy Seltzer - are ways for people to express themselves, either for commercial or for non-commercial purposes, in the Internet, raising concerns over restrictions that might be applied to them as pointers to online speech.

As recent national laws have been authorizing the filtering of content using the DNS, as well as domain name seizures by law enforcement entities, the regulation of the DNS sets the stage for a fine tuning of the balance between several rights and interests. The panelist

discussed the fact that ICANN is not – and should not be – a human rights developing body as such would go far beyond its technical mandate. At the same time, as comment from the audience suggested, the framing of the debate around the expression "human rights" be the most adequate for some stakeholders as it may be understood as a strictly non-commercial approach to ICANN's activities. Other concern is that it could lead to an interpretation that would expand ICANN's mandate far beyond its reach.

On the hard task to find balance among rights, panelists commented about the protection of trademarks in the new generic top level domains program. The live question on the table was whether that would be an implementation of the compromise that was struck among a multistakeholder group of trademark holders, registries, registrars and non-commercials representatives, all working together to agree that there are some areas where trademarks need to be protected against infringement and some others where the rights of others to register generic terms need to be respected and balanced.

Still on the issue of new generic top level domains, Hong Xue raised the question of the community-based registrations and how they can be important to give voice to some groups, but at the same could impose some questions of representation and legitimacy that could challenge the new domain policy as drafted by ICANN. Another topic that has been addressed by the panelists was the WHOIS policy. Apart from the usual discussion on the balance between privacy and security concerns related to the information disclosure provided by the WHOIS, panelists debated how the availability of such information may hinder online speech as registrants may feel reluctant to provide accurate information in countries in which such information may be used to locate the speaker and enforce measures to hinder opposing political views.

Focusing on the way ICANN functions and how it can be responsive to human rights concerns arising out of its activities, Kuo-Wei mentioned that such task is two-folded: first it is necessary to listen to all stakeholders on the topic and then implement a procedure when needed. Franklin Netto mentioned that the topic of human rights and Internet governance is welcomed not only for the purpose of discussing if access to Internet is a human right, but as well as to provide room for the debate over a number of other human rights from the first, second and third generation such as the right to expression, to assembly and to development, all being reflected, in some degree, in the Affirmation of Commitments (AOC). The AOC, as the panelist mentioned, states that ICANN should act in the benefit of the public, and the human rights debate is a driver for the fulfillment of such task.

Privacy concerns were also raised, as it is an issue with the renegotiation of the registrar's accreditation agreement with ICANN. In this regard there are concerns over the demands presented by law enforcement agents on data verification and validation and data retention. On a more practical level, on the new GTLDs program there has been a proposed change in the policy development process to require a rights impact analysis on the crafting on ICANN's policies, opening space for this debate to foster in the forthcoming years.

Conclusions and further comments:

The discussion about rights in ICANN has matured, not only between the multistakeholder groups, but in the organization as a whole. One of the main goals of the workshop was to think about ways this debate will evolve, continuing a process that has begun in recent NCUC's Policy Summits. The organizers expect that the issue of human rights will get increasingly relevant in the making of ICANN's public policy and therefore the existence of multistakeholder s spaces for debate on what has been done and what are the ways forward with the issue will be key to guarantee that a rights assessment in ICANN's policy will be an instrument to improve the legitimacy, transparency and accountability of the organization in the global Internet governance scenario.

Workshop #140: The International Telecommunication Regulations and Internet Governance: Multistakeholder Perspectives

Reported by: Karen Mulberry, ISOC

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

The topic of this workshop, International Telecommunication Regulations (ITRs) and Internet Governance: Multistakeholder Perspectives is a "hot issue" in light of the December 2012 World Conference on International Telecommunications (WCIT) meeting in Dubai. The conversation identified some core principals for the revision of the ITRs. The main principals proposed were:

• The ITRs should not be expanded to cover the Internet, explicitly or implicitly.
• The stakeholders who are affected by regulation should have something to say about it before those regulations are adopted.
• Don't regulate for the wrong reason.

It was also noted that the key is to analyze what the effects of regulation will be before any are adopted. One of the worst things that can happen is to discover that the side effects of a regulation are so damaging that it destroys the very system that one is trying to support, enhance and evolve. Therefore discussion centered on a need to establish a way forward at WCIT that preserves the Internet's utility and allows it to continue to evolve. The discussion then proceeded to address a range of additional points. One concerned claims that the existing International Telecommunication Regulations deserve the credit for catalyzing the development of the Internet because they allowed Administrations to enter into special arrangements with counterparts that could include the liberalization of leased circuits and networks. While such claims are overdone, it was recognized that the 1988 ITRs did remove an important treaty barrier to change.

The workshop then explored the processes that Kenya, Brazil, and the United States are undertaking to consult with private industry and civil society on the various proposals that have been put forth to modify and add to the existing ITR treaty text. The workshop explored the various mechanisms being used to develop national and regional proposals

for consideration during the WCIT discussions. There was also an extended substantive discussion of on one the proposal put forward by ETNO to add new text to the treaty that would have an impact on the Internet by creating internet-related provisions, including one requirement encouraging interconnection agreements based on that a content provider or senders pays for network transport principle.

In addition, there was a discussion of the differences between the Internet and traditional circuit switched telephony. It was noted that convergence and the emerging shift of public switched telephone networks to IP-based networks could increasingly complicate efforts to draw a bright line between Internet Governance and telecommunications regulation. Nevertheless, it was argued that the Internet and Internet Governance should not be addressed at this WCIT and the focus of the ITRs should remain on enabling international telecommunication services as these have long been defined in the treaty.
Conclusions and further comments:

It was agreed in the concluding discussion that the Internet model works. It is also important to recognize that when the Internet was first being constructed, it was a series of private packet switched networks connected via TCP/IP and agreements between parties. Two questions were raised that will need to be addressed in the ITR debate; the definition of recognized operating agency, and the treatment of IP interconnection. Finally, it was noted that public policy needs to be for the public good, and to take into account the people whose lives are going to impacted. Hence, any closed intergovernmental discussions of the Internet, which is about open and permission less innovation, are problematic.

In conclusion, given the potential hazards in renegotiating the ITR treaty, the smartest outcome for this WCIT would be minimal changes to the existing regulations.

Workshop #159: Strategies for expanding IXPs and other Internet/cloud infrastructure

Reported by: Jeff Brueggeman

A brief substantive summary and the main issues that were raised:
The workshop explored infrastructure deployment from a range of perspectives and highlighted successful case studies and strategies for expanding Internet and cloud infrastructure, with a particular focus on emerging markets.

The workshop was moderated by Karen Rose, Sr. Director of Strategic Development and Business Planning, ISOC

the panelists were:

Michael Kende, Partner, Analysys Mason Group (Switzerland)

Fiona Asonga, CEO, Telecommunications Service Providers Association of

Kenya/Kenya Internet Exchange Point

Bill Woodcock, Research Director, Packet Clearing House

Paul Wilson, Director-General, APNIC

Martin Levy, Director of IPv6 Strategy, and Hurricane Electric

Karen Rose introduced the workshop and the panel of experts. She described the goal of the workshop discussion as progressing beyond the technical issues associated with the deployment of Internet Exchange Points (IXPs), which had been addressed in prior IGF workshops. She noted previous IGF workshops on IXP issues had produced significant outcomes. Among these included connecting together those looking for how to establish IXPs with those willing to help, and spurring partnerships and collaborations that helped local communities to build technical capacity and set up IXPs. Karen noted that this should be considered a success of the IGF's multistakeholder process. She further explained that this panel would extend that work, and in particular, the discussion would encompass issues such as the remaining infrastructure gaps, the economic impact of IXPs and the legal/policy environment that is needed to promote further infrastructure investment.

Michael Kende summarized recent economic papers he has published on the evolution of Internet traffic arrangements and the growth of Internet Exchange Points (IXPs). These recent papers, talking about the benefits of an IXP in terms of reducing "tromboning" (transiting traffic to distant IXPs and back again), lowering costs, developing a regional IXP, and increasing revenues from more content use that can be locally accessed. The challenges include having the incumbent join, and getting the infrastructure to bring capacity into the country and between ISPs and across borders.

Bill Woodcock discussed the importance of IXPs as bandwidth producers. He noted how AMS-IX is one of the greatest producers in absolute terms, because it creates much more traffic than the Netherlands consumes, in comparison to Germany where consumption and production is more balanced. At the same time, the fastest growth is coming from the newer IXPs that have relatively low amounts of traffic, in Latin America and Africa. He noted that most growth now is in the Caribbean, which clearly was tired of 'exporting' money to the US and the UK by buying capacity to those countries, while the least growth is in the Middle East where the expenditure is considered negligible. Finally he spoke about the recent paper he published with Dennis Weller showing that most commercial agreements facilitating the exchange of Internet are not even written on paper. He observed that government regulation would not produce similar results.

Fiona Asonga spoke about the growth of the Kenya IXPs (KIXP), which now has 38 members. They have been able to expand, so there is now redundant exchange in Nairobi and an exchange in Mombasa to take advantage of the undersea cable. The exchange provides value-added services for operators, such as network measurement tools and security services. In addition, the exchange has worked with Google and Akamai to cache

content locally, and with local content providers to host Internet content. Fiona described the benefits that have resulted from lower costs, latency, government use of the exchange for e-government services (through the Kenya Revenue Authority), and more regional traffic. The ongoing challenges in Kenya are infrastructure deployment, especially in rural areas and with respect to regional backhaul.

Paul Wilson discussed how ISPs compete in retail markets, but must collaborate in technical terms to peer and create the network. He gave a figure of $20,000 to set up the new exchange in Nepal and how the start can be very low tech. He also noted that APIX has recently emerged to exchange information, and that one of the large intangible benefits of an IXP was community building and understanding of the ecosystem and the interconnections of the companies. Paul noted that the best ecosystem needs low barriers, such as no telecom-style licensing and few bureaucratic hurdles, in order to deliver low cost of using the IXP to promote usage and to end tromboning, which should be more expensive than using the IXP. He sees an opportunity for IXPs to help facilitate the development of CDN and cloud services. Paul also noted that the non-profit association model for IXPs, where members and participants work together to establish and manage the exchange, has been highly successful around the world. He added that human factors, including as the willingness of prospective participants to collaborate, are more determinative of IXPs success than technical issues.

Finally, Martin Levy presented the viewpoint of an infrastructure provider deciding to invest in a country. He noted the positive impact of the IXP on the expertise of the local engineers and requirement that cooperate in creating the peering, and in so doing also gain expertise in buying capacity domestically and internationally. Further, the IXP will lead to the development of a better data center than otherwise needed for just serving the local IT industry. He indicated that countries that have strong growth of bandwidth and infrastructure, including data centers, are the same countries that have well functioning IXPs. Martin said that when global network operators are considering where to next expand to next, the presence of an IXP provides an incentive and is a good indicator of a country's potential for market growth.

The questions and discussion with the audience focused on the challenges for landlocked countries, and incenting incumbent providers to join an IXP in getting an incumbent to join in an environment without regulation. Questions from the audience also prompted a discussion of whether it was useful to connect IXPs together in an attempt to foster greater connectivity. Bill Woodcock explained that this model has not been successful, and can actually add costs and create bottlenecks. Fiona Asonga noted that some governments have been encouraging IXPs to interconnect and have even offered to provide subsidized links. She noted, however, that consistent with Bill's comments, operators in the region find more value in connecting directly to different IXPs rather than through a link between IXPs.

Conclusions and further comments:

The workshop discussion identified a range of tangible and intangible benefits of deploying IXPs. The tangible benefits include additional bandwidth and lower costs, but also improved quality of service and more capabilities to host local content in a country. The intangible benefits include building expertise and a community of stakeholders to collaborate on building and maintaining Internet infrastructure. These broader benefits should be explored further in future discussions. A necessary pre-condition for these positive impacts are government policies that open markets to competition and international gateways, and that promote investment and innovation in new content and services.

Workshop #194: Localization of Data and its Implications for Economic Development

Reported by: Garland McCoy, Technology Education Institute

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

Vlada Radunovic from DiploFoundation was the moderator and he began by introducing Ambassador David Gross who delivered the opening (setting the stage) remarks for the workshop. David began by reminding the audience (both the audience in the room and the remote audience) about the huge amounts of data that are uploaded onto the Internet every day and downloaded every day. Youtube, Hulu, Netflix, government date, email, were all cited and David rose the question "where is all this data, content, stored and how do we access it?" "Who cares about the security of this data and the looks after the privacy concerns associated with huge amounts of stored but accessible data?" David asked the audience. David cited the policy challenges, economic challenges and environmental challenges associated with the advent of huge data centers that are popping up to handle the exponential growth of data on the Internet.

Vlada next introduced our fist panelist, Bill Woodcock of Packet Clearinghouse, who delivered an easy to understand explanation of how data moves through the Internet. He discussed the relationship between the Internet exchanges and the Internet infrastructure. He spoke about the significant cost savings associated with setting up IXPs which facilitate the exchange of local (in-country or region) calls and data. He spoke about how traffic is routed through the Internet with every digital packet going through one Internet exchange point and the concept called "hot potato routing" where outbound traffic takes the shortest path. He spoke of the importance, from the perspective of an ISP, to minimize your costs by getting packets off your network as quickly as possible as this is to the customers benefit. He spoke of how data is cloned (copied) again and again to move it closer to the consumer. The cost of replicating data is very low so it is sent out to as many local servers as possible to bring it closer to the consumer. He stressed the importance of exchange points being neutral, not being aligned with any particular market operator.

The next panelist to speak with Robert Pepper from Cisco Systems who delivered a power point presentation on the Visual Networking Index study which looks at data

traffic and a similar study called Cloud Index. These studies look at data center and cloud traffic, workload, transition and cloud examples and how people are using cloud services. The studies all point to the significant growth rate of data center traffic globally. He stressed that 75% of the traffic stays within the data centers (data center to data center traffic as content is cloned and distributed) and he spoke of the efficiencies of scale, so that bigger is better in the data center world!

Robert noted that the growth in use of cloud services and traffic is being driven by consumers in large part. He defined cloud as shared access to things like voice, video, data processing, computing. So it is a demand type of service that is shared. So in four more years Robert said, two-thirds of the traffic will be cloud based. It's taking the desktop and putting it in the cloud. Right now cloud applications are being driven largely by video and video on demand which of course is the consumer. Robert ended his remarks by talking about the need for robust delivery of data for public purpose applications like healthcare and education and he spoke of the need for developing countries to consider moving from 2G directly to LTE to ensure they have the bandwidth and he noted that the LTE technology has lower latency because of its design.

Both Robert and Bill agreed that having IXPs (local exchange points) and local data storage and delivery is to everyone's advantage. If you are providing services locally, nobody is at a disadvantage. There are 340 data IXPs all designed to localize the data exchange and data centers are always build (clustered) around exchange point (hot potato concept).

There was audience participation, both remote and in room and the discussion centered on the need for the exchange points to be neutral, not controlled by the government or by a carrier. Bill pointed out that the cost of putting in an IXP is returned in a matter of days because the IXP creates valuable bandwidth. Traffic that once had to travel outside the country or region can now stay inside the country or region freeing up valuable bandwidth. There was also discussion of the need to build many Tier 1 capacity fiber connections to handle the traffic between data centers. Supper high speed capacity is needed to handle traffic between the data centers.

Bill Woodcock mentioned the five things you need in the network as an answer to an audience question, you need; local loops to reach end users, domestic backhaul, international transit, multiple ways to get in and out of the country, and a regulatory environment that makes all of this work.

Next we heard from Naveen Tandom of AT&T in India and he spoke of the sovereign need to protect the data in country. He spoke on the need to have interoperability capabilities and recognition of standards and certifications. He cited India's data laws and gave an example where you can't take customers data, like billing data, out of the country. There was discussion about the fact that India has 7 exchange points but only two are in active use because the other five are not trusted because they are not seen as truly neutral. Again it was stressed that these exchange points need to be neutral for them to be trusted and used by all the carriers (ISPs). Bill said that India needed more IXPs and

faster IXPs.

Next we heard from Jimson Olufuye who runs an ICT company in Nigeria that manages among other things, data facilities. Jimson, with his ICT colleagues built and association called the Africa ICT alliance and they have built 6 IXPs in the region. He stressed the fact that the content is in a local language and the importance of working with the government to address issues and to help get the right laws and regulations in place.

Ko Fuji from Google was the next speaker and he talked about the fact that Google was a cloud-based Internet company serving both companies and consumers alike. He listed some of the consumer services; Gmail, YouTube, search and maps that were cloud services with shared access. He mentioned that the cloud gives end users flexibility on how access their information, what devices they use; mobile devices, fixed wired devices etc. He listed some of the criteria that Google looks at when they select a location for one of their data centers; proximity to reliable networks and bandwidth, proximity to end users, political stability of the host country and its laws and regulations, also important is an available skilled work force and the availability of abundant and affordable power (with an emphasis on renewable power sources and the environment). He stressed, as others had, that data centers consume a lot of energy. He cited the website where people could go to take a virtual tour of one of Google's data centers and see the location of some of the centers.

Next up was Sam Paltridge and economist with the OECD who also had a power point presentation. He documented that when you put taxes, fees and regulations on voice and data moving into and out of a country the volume of voice and data declines dramatically. His presentation documented country after country that had put termination fees on voice and data only to see their volume drop and their tax revenue decline. His presentation sent a clear message that countries looking to fill their treasuries on the backs of taxes and fees on data flows in and out of their countries that revenue path disappointing.

We wrapped up the workshop with a presentation from Jacquelynn Ruff from Verizon who spoke of the significant investments made by Verizon and others in the network and how cross boarder agreements on data flows and spectrum use are essential. She discussed the concerns about government intervention in systems that are working and the need for a multistakeholder process.

We had a solid engagement with the audience and had several remote participant questions. We have a lot more to discuss on this topic and every member of the panel hopes we can continue this topic discussion at next years IGF

Conclusions and further comments:

We just touched the surface of this important, dynamic and evolving issue. "Big Data" is becoming more and more a part of the Internet structure and we should continue to discuss this topic.

Main Session: Internet Governance for Development (IG4D)

Seventh Annual Meeting of the Internet Governance Forum
6-9 November 2012, Baku, Azerbaijan

7 November 2012

Chair:
Mr. Ismayil Alekberov, Ministry of Foreign Affairs, Azerbaijan

Moderators:

Ms. Alice Munyua, Chair, Kenya Internet Governance Steering Committee, Government of Kenya

Mr. Carlton Samuels, Vice-Chair of the At-Large Advisory Committee (ALAC) for ICANN

Panelists:

Mr. Brian Cute, CEO PIR
Ms. Erika Mann, Managing Director of Facebook
Ms. Carolina Aguerre, General Manager, LACTLD
Mr. Philipp Grabensee, Chairman of the Board of Afilias
Mr. Rohan Samarajiva, founding Chair and CEO of LIRNEasia
Mr. Nakaya-san, MIC's Institute for Telecomms Policy
Mr. David Souter, IISD, Academia

Remote Moderators: Mr. Fouad Bajwa/Ms. Sylvia Cadena

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The following is the edited output of the real-time captioning taken during the Seventh Meeting of the IGF, in Baku, Azerbaijan. Although it is largely accurate, in some cases it may be incomplete or inaccurate due to inaudible passages or transcription errors. It is compiled here as an aid to understanding the proceedings at the session, but should not be treated as an authoritative record.

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Ismayil Alekberov:

Now we resume the meeting and I want to open the afternoon session. Considering our overall theme this week, Internet governance for sustainable human economic and social development, I think the session is particularly important. I am looking forward to go our discussion about these important issues that are at the heart of a dialogue for this IGF. Actually, Internet governance for development has been a cross cutting theme at the

whole Internet Governance Forum since the first meeting in Athens in Greece in 2006. Since that time there have been some developments and our aim is to ensure that the IGF continues to be relevant to the needs of developing countries and that is what we will discuss this afternoon because Internet governance has been to a great extent recognized nowadays as one of the important elements in the overall development, particularly those who are exposed to the developing part of the developing regions in the world.
The topic of development is rarely covered in some cases, in many of the Internet governance discussions taking place outside of the IGF; in other words, the Internet governance for development is discussed quite substantively in the framework of the Internet Governance Forum, but elsewhere it has not yet received its deserved value or its deserved attention.

The first topic we are going to discuss is going to be a good example of this which is the impact of new top level domain names on developing countries and what are the costs and benefits to the user. We look forward to having very productive discussions.

Carlton Samuels:

We are going to begin this session by asking Professor David Souter to set the stage for the discussions.

David Souter:

I want you to look at the platform behind me and look at the main theme for this year's IGF which is Internet governance for sustainable human, social and economic development. What I want to talk about is the overall relationship between Internet governance and sustainable development. I will start by saying something about what sustainable development means. After all, it's a basic definition of development now in the United Nations' system but it is often something of a cliché often misunderstood. It is not about environmental protection. I think that should be clear from the start. It is about finding a balanced way forward which enables economic prosperity and social inclusion and environmental viability, environmental viability of a kind which enables the next generation to advance in development as much as the present generation does, which doesn't jeopardize that future generation's opportunities. It emerged around the same time as the Internet, say, 25/30 years ago and it is concerned with the world as a whole as well as with individual countries. It is concerned with rich and poor, with north and south. The threat to sustainability which was identified 25 years ago, and which remains now, is that many of the development models that we have are not environmentally viable into the long term. They provide unbalanced growth. They fail to deliver social inclusion and the object of sustainable development is to achieve something different from that. The opportunity of sustainable development lies in the capacity for innovation, for doing things differently and that's also at the heart of what the Internet does.

The starting point for this question is: firstly, what has sustainable development got to do with the Internet; secondly, what has it got to do with Internet governance? One of the organizations I work with is the International Institute for Sustainable Development and it

has been involved in the IGF for a number of years. Today it has published a book, which I have in this form here and which is available from the APC stand in the village. It is about the relationship between the Internet and sustainable development over the past 30 years in which time the Internet has become the most dynamic factor in global, social, economic, cultural and political development. The principal concern of the book is the question whether the Internet and the information revolution mean that we need to change our understanding of what sustainable development is and whether, in turn, sustainable development has implications for how we think about the Internet and Internet governance. I will list some examples of why this might be so and this is not the usual list of suspects of the ICTs are nice for development, it is about long term changes in global society which are taking place largely or substantially as a result of the Internet: changes in the patterns of production, trade and consumption of goods services, who produces what and where; changes in the labor market, where people work and what they do; changes in access to information; changes in public services that depend on information like health and education. Changes in people's perceptions of their personal identity, of the communities in which they exist, virtual and physical; changes in relationships within families, between societies, between diasporas and home communities; ways in which people are becoming highly dependent on devices and intermediaries in the communications world to mediate their relationships with other people, with their governments, with businesses and so forth; changes in relationships between the citizen and the State, which we tend to think of in terms of democratization and rights but also of surveillance and so forth. Changes in the pattern of human settlements, where people live as face to face communications become less essential to them; and, of course, most of those changes have gone much further in industrial countries than they have in developing countries, which poses further challenges for developing countries as they seek to integrate into this very rapidly evolving global environment.

Now, I said these are not short term impacts; they are long term shifts in the way society works. They reach to the nature of human society in a very similar way to that in which the industrial revolution affected European societies 300 years ago and that's why they're often called the information revolution. They are changing the parameters of the feasible, the nature of opportunities and threats which face all countries. They are not by any means all benign and they are not at all predictable in many cases. They are deeply challenging, therefore, to governments that need to understand where they should invest for the future of their countries, where citizens are threatened. They are especially challenging for resource strapped developing countries which have little margin for error when they are making choices about investment and planning. So these changes in the nature of society and development and sustainability that I have described they are to a very large degree enabled by the Internet. Does that mean they are relevant to Internet governance? I think the answer to that depends on how narrowly we look at Internet governance. If we think that Internet governance is merely technical, if we think it's about IPv6 and domain name management and so forth, perhaps your answer to that question would be "not much". But actually issues like IPv6 and domain name management do have substantial impacts on the opportunities that are available in developing countries and it is crucial for that and for other reasons, including reasons of equity that the

interests and concerns of developing countries are heard more strongly an Internet governance fora than they have been to date.

In practice, though, we don't actually think of Internet governance that narrowly any more. Much wider issues are involved in our debates around it. Issues such as spam obviously cut across the boundary between the technical and public policy impacts. Actually here we discuss far broader issues than that, such as the impact of the Internet on rights or the role of the Internet in public information or delivery of public services or the importance of access in enabling development and citizen empowerment. That is not Internet governance in any sense narrowly defined. In fact, it is the governance of policy domains which are much more wide reaching where the Internet is important but where primary governance responsibilities lie outside it very often in mainstream governance institutions. So I will suggest three questions, my first question is this: it is about how far we think Internet governance is concerned or should be concerned with the impact of the Internet as well as with the workings of the Internet. If it is going to be substantively concerned with the impact of the Internet and this is in particular an impact on sustainable development, we need to engage much more substantially with policy makers and with governance institutions in other policy domain than we currently do in Internet governance fora, including this one. It will involve us thinking afresh about the boundaries between Internet governance and the governance of other policy domains. We could even, if the term wasn't already taken, call it enhanced cooperation it seems to me.
The second issue that I'd raise is concerned with the relationship between technology and society and one of the essays in this book, the sociologist Robin Mansell talks about a tendency in the developing world to think about technology being introduced into societies as an external force and transforming them. She argues that is fundamentally wrong. What matters is the interaction between technology and society which is a continuous interaction. It is human behavior that is influencing innovation on the Internet at least as much as innovation on the Internet is influencing human behavior.
So we need to grasp the complexity of that recursive relationship which is at the heart of the Internet's contribution to sustainable development and that too points to greater dialogue with other policy domains.

My third issue would be to consider how Internet governance can address challenges where the direct impact of the ICT sector and the Internet is substantial and threatening to sustainability, most obviously in the contribution of greenhouse gas emissions from the ICT sector and the contribution of waste from the ICT sector. In both of those, the direct impact of the sector on those negative forces in sustainability is substantial. The growth in the ICT sector's contribution to greenhouse gas emissions is around 6 percent a year, for example. Now, of course, this results from things that are very, very positive: the growth of networks, the growth of services, the growth of usage and access. What that leaves it seems to me is a responsibility on the sector to address the problems that arise from it. So the question is there are ways of managing and mitigating these negative impacts on the environment of the ICT sector. Should we leave that to the private sector or do we see it as part of a role of Internet governance? Should environmental factors be incorporated in the engineering of the Internet, in network architecture, in the design of devices, data centers, applications? Is that a kind of Internet governance we're going to go

for, we're prepared to take on board.

I will finish with a vignette from earlier this year. In around June or July the Third Earth Summit was held by the United Nations in Rio de Janeiro. It was a highly disappointing event and one of the great disappointments of it, and this is in spite of efforts by IESD and others, including the ITU, including OECD, one of the most disappointing things was the failure to address changes in the world since the Brompton report which started it 27 years ago. There is virtually nothing in its reports about the impact of ICTs and the Internet on the world in the period since sustainable development was first thought about, even though that is the biggest single factor changing world society. Meanwhile, in the corridors of the conference centre there was a perfect example of the power of the Internet. All the delegates were there continuously on their computers, on the Internet. They were using the Internet to e-mail their friends, to plan their interventions in the conference, to co ordinate with colleagues about the negotiation of the conference documentation, to make dates for dinner. Their entire behavior demonstrated how profoundly the Internet had changed the world but they didn't include that in the text which they agreed. So the sustainable development world needs to think about the Internet in new ways and we need to think about sustainable development too.

Carlton Samuels:

Now that the stage is set for us we are going to go to the speaker for cluster one. If you recall, the cluster question is: how do the various actors in the developing world, governments, industry groupings and technical community, civil society perceive the relative costs and benefits of expanding the domain name space to the end user? Are there any issues on which greater clarification and mutual understanding would be helpful?

Brian Cute:

I am the CEO for Public Interest Registry. Public Interest Registry is the operator of the .org top level domain. We are also a supporting organization to the Internet Society and thank you very much for having me here today to talk about this important issue.
In terms of the impact of new TLDs and the different actors from a development perspective, PIR (Public Interest Registry) has had what I would say is a very positive experience so far. While we haven't launched new TLDs, in preparing for this, PIR made a decision to apply for the .NGO string for non governmental organizations and .ONG for the Romance language equivalent of that string. Our experience so far in doing significant outreach to the developing world in particular, where a large community of NGOs resides, has been of a positive reception of the potential impact of a new top level domains to serve this important community that operates in the developing world and, importantly in terms of observations, it wasn't just a positive reaction to the potential of the new string but how that domain in conjunction with other services could provide new opportunities for NGOs to connect, to be found, to be visible, to be connected to donors and foundations who want to contribute to their important missions.

I can't speak to the entire new top level domain program, there's well over 1,000 applications, some of them are focused as generic strings, some of them are focused as geographic strings, some of them may be focused like NGO and ONG to serve in a particular way the developing countries and the developing parts of the world, but I can at least, as an opening observation say that our interactions with the communities has been very positive, especially down at the grassroots level. There is a clear understanding of the benefits of Internet access even where there is none. There is a clear understanding of the dynamism of social networking and other services that can be accessed on the Internet and that has been clear to us and we believe that this is indeed an opportunity to create some impact across the developing world.

Carolina Aguerre:

I am representing LAC TLD, the regional organization for Latin American and Caribbean ccTLDs. As top level domains operating in the region since the late eighties, these are communities that have specialized immensely in what it means to deal with local Internet communities and the fact that, for example, these days 72 percent of domain names in the region that are registered in the LAC region account for ccTLDs shows the huge penetration country codes still have in the LAC region. But looking a little bit at the figures that were released in June by ICANN for the applications for the new gTLD applications in both Latin America and Africa, it was not surprising to see that we had very few applications for new gTLDs and I am saying it is not surprising because if we take into account both Africa and Latin America and the Caribbean, we've got not more than a dozen ICANN accredited registrars, which shows in a way there is not a very developed market for domain names in the region. I think it a process that goes hand in hand with this very sort of weak demonstration of interest for the new program. Something I heard today in a feeder workshop for this session which I think was very relevant was the idea to create a particular gTLD program for developing economies. These regions are already lagging behind and there is still a great opportunity and market and community opportunities to develop in both these regions.

Another substantive idea that I would like to raise regarding new gTLDs is taking into account that the developing regions are accessing the Internet through mobile phone devices. Shorter domain names is an asset that we will have to take into account and it is not something to look at lightly as Internet access will be predominantly through mobile phone devices in these regions. My basic idea for this first round of presentations is to think about how we need to think of intermediary organizations at this regional level in developing economies, in particular, so that these players are closer to the community of end users and they have more cultural and linguistic ties that are more proximate to the users they want to serve. Just looking at new gTLDs from a consumption perspective only for these developing economies is not enough.

Philipp Grabensee:

I am serving as a Chairman of the board of Afilias. Afilias, as a registry operator, runs the top level domain .info and .Moby and also technically they can provide and support

several generic top level domains and ccTLDs such as, on the generic side, .org and others and several ccTLDs, as an example .in and we also support as a technical back end provider around 300 applications for new TLDs. I think if you look at the impact of the new TLDs one has to look a little bit on past experience on how TLDs are used and why they are used. I think most people have their original experience dealing with TLDs or dealing with the Internet, their original experience is using either e-mails or social networks. I think that accounts for the developed countries and also it counts for the developing world. I think it is more even a shift from using e-mails. First access to the Internet is more a shift to social networks.

Then there is a time when people start to shift from using social networks to using domain names for themselves and the question is what makes them shift or maybe not just shifting, maybe using domain names in addition to the social networks for communication purposes. We believe that people at a certain stage when they run their business, when they run their blogs, when they run their websites, they want have a little bit more control over their own content than they might have just being involved in social networks. What makes people do that shift or what encourages that shift? I think a major part and I think that the same counts for the developing and the developed world, its education but the other major aspect I think where there is a significant gap is availability of domain names. This counts for the existing domain names as much as it will count for the new domain names to come up. I think in developing countries you have less registrars and therefore from a very practical point of view the access to domain names is very difficult. It not really the price, I think generally of course price is an issue but domain names, it depends a little bit of course on which domain name, which purpose the domain name serves, however, the price is relatively cheap and, even if the domain name itself is cheap, if you don't have registrars in the country, you need to go to foreign websites, foreign registrars, you need credit cards, you might need credit cards from that foreign country, credit cards which don't work, so I think the penetration of registrars in the developing countries is a major aspect of the access to domain names.

In preparing here for this session I have looked at some statistics and this thesis is really supported by the numbers. If you look at, for example, India where the domain names have grown from very few domain names in 2005 to nearly 2 million by now and at the same time the number of registrants has grown from 32 to now around 90 registrars. What needs to be done is to have registrars in the country I think, there has to be an environment in those countries, first of all, for local companies to attract or to see that is the business and then the next step is of course that probably global companies will not just serve the country with their website from their own country but well, you know, what we see, for example, from India and what we see a little bit in South America but not to that extent, coming into the country and opening operations there and giving the people direct access in the country.

I think that is very important for the access to the existing domain names and also for the new domain names to come because if the people don't have access to the domain names, then all the domain names wherever and we have seen the relatively poor or humble number from South America and from Africa but even so, you know, if those were in the

next rounds a few more and there would be programs to encourage such things, it's still a problem how people could get those domain names. That's something I think Governments can help with in that regard to set the framework for those registrars to establish themselves and also to deregulate this the national ccTLDs because that is, usually, on most of our experience the first step, the first step people take in using domain names instead of just using social networks. Then last but not least I think what Brian has mentioned, new sales channels are also important, than just registrars but it has to be seen how those new TLDs, maybe NGOs is as good example for that, how that will be distributed not just to the already existing world of registrars and maybe would introduce new opportunities to have access to those domain names.

Carlton Samuels:

There are also some feeder workshops that are in play here and this is an opportunity for the leaders from those workshops to add their grist to this mill and bring in as much information as possible from the workshops into this discussion. The floor is open now for audience participation and interaction and of course we would love to hear from the feeder workshops.

Tijani Ben Jemaa:

I am from the At Large regional organization at ICANN and the ICANN Afralo workshop this morning focused on the new generic top level domains and the question was: will the new gTLD program be an opportunity for development or another mean for more digital divide? Seven panelists from the five regions of the world introduced the subject and their different angles, for example, opportunities for developing economies, the impact of the regional gTLD and the development of the Internet on the region, development opportunity brought by the IGNs, opportunities in the Caribbean islands, and opportunities for the Internet end users in various regions. All the speakers recognized that the new gTLD program, at least for its first round, cannot be considered as an opportunity for development for several reasons. They all spoke about the future and what should be done to really make the gTLDs serve the development.
Several suggestions were made such as not waiting for the next round, for the second round, and make use of the second level of the existing TLDs or those that will be delegated in the next few months. Second point: start now preparing the next round in terms of outreach to raise awareness, in terms of capacity building, in terms of creating an enabling environment for a viable domain industry, also engaging with developing countries' business associations not by just delivering messages but also mainly by facilitating actions on the ground, empowering the ccTLDs in those regions, improving the process for the upcoming rounds. Another idea that was very much appreciated in the room was to conceive a special round before perhaps the second round to be oriented to further applications from developing economies.

Rinalia Abdul Rahim:

I am the designated moderator for workshop number 122 which is on the new generic top level domains, implications and potential for community engagement and development. This workshop has yet to happen. It is designated as a feeder workshop but it has been scheduled for Friday 11.00 am room 8 and I would like to see all of you there although I am not an oracle and I cannot predict what will be said at this workshop but I can explain to you the rationale and the thinking behind it which actually has connections with some of the things that the speakers have mentioned today. In the pending expansion of the top level domain space 1,930 applications have been received by ICANN. Of note is the low number of the top level domain applications categorized as community related. There are 84 applications representing only 4 percent of total applications. It should be noted that 7 overlap with the IDN category and 11 overlap with geographic names. There has been much discussion about factors that could have contributed to the low uptake of the new generic TLDs for communities. Generally, it is believed that few measures have been taken to facilitate the participation and engagement of communities, particularly those from the developing world, but in the Afrilo workshop that was mentioned by Tijany just now the other factors touch on time, in terms of the time that is given to apply, the expertise that is needed and also the financial requirements. These are the barriers.

Now, the workshop on Friday will pose the following key questions: what is the value of proposition of new TLDs for communities if at all? If there is value, what kind of support is needed to not only increase uptake but also ensure sustainability? What are the unique issues that apply for cross border communities and how would this affect their ability to mobilize or receive support? Such community includes, for example, the community of children around the world or the gay community or even the African community which includes the African diaspora. The hypothesis is that the following would apply for demand stimulation: awareness raising, capacity building, financial support, technical capabilities support, management capabilities, partnerships for viability and sustainable business models. To address the questions the workshop will feature perspectives from representatives of various communities who have applied for new GTLDs .kids, .asia, .africa .gay and they will involve discussions with panelists that bring in views from all regions.

Olga Cavalli:

I am from Argentina and I am a representative of the Government of Argentina. I am a member of the MAG and I am also a university teacher. Carolina, you mentioned that you heard this morning in a workshop that perhaps it could be good to have a program for new GTLDs for developing countries. How relevant is it for a developing country requesting a TLD and at the same time it looks like developing countries should be looking at the new gTLDs program because, if not, some relevant names of the communities could be taken by, for example, commercial brands. In a way I see it as a stress situation for developing economies in also not only facing the challenges of developing life of our countries but also at the same time trying to understand new things that are happening in the Internet that could be somehow problematic for handling some relevant strings that have meanings for the community.

Carolina Aguerre:

The proposition that was made in this morning's workshop for developing a particular program for developing economies, a new gTLD program for developing economies, was greatly concerned at dealing with, firstly, the issue of costs which was initially perceived as extremely high but also the submittance of a new GTLD proposal which wasn't only the USD 185,000 plus the back end costs, so that amounted, as we all know, to nearly half a million dollars. This is something that emerged as one of the main arguments but this is also something with regards to your question that is centered in how we need to develop greater awareness inside developing countries in terms of governments, in term of civil society and in terms of market structure, the industry that is concerned with ICTs and web content, on the impact of these new gTLDs because, as you rightly mentioned, there have been problematic cases and problematic strings for particular communities.

You are very much aware that in your own country and you have been one of the advocates for this new gTLD program in raising awareness about it but it is the passiveness of certain local members of the community, even Governments, who have not engaged appropriately with this new issue. This poses many challenges both for the national communities, also for ICANN which needs to engage much more in disseminating, in enhancing awareness and promoting a greater dialogue and cooperation amongst the different stakeholders involved in developing the Internet in general. Domain names to me are a very important factor but it not the only critical factor in developing Internet content and elevating the standards of emerging economies and their access to information.

Brian Cute:

About community based TLDs to begin with, I think that is a very important issue and whether there is a particular special round for developing countries in the future or just a second round. On that point, it is critical. We applied for .ngo and .ong as a community based application to serve the global NGO community but if you have reviewed the requirements and the definitions of the community within ICANN's first round of TLDs, it's a challenge.

I think one of the challenges for communities in the developing world as they approach this question the next time is to think very carefully about your community, about how it is bounded, about its definition and how it can be well served at the end of the day by the TLDs, so this is a critical point. I also understand there may be some concern or disappointment about the opportunity that was presented in this round for developing countries and actors in particular but I want to come back and highlight a couple of points in the first part of the discussion. Where there is genuine opportunity in this round. Philip, Carolina, the question of distribution, of the lack of registrars in Latin America and Africa, this is a clear opportunity regarding how the domains are going to be distributed in the developing world to users. In this round you have vertical integration. Now, you have the ability of a registry to be a registrar. This is an opportunity for local players. Finding a local partner to distribute your name is an opportunity for local players.

Also, specifically, this is about more than just domain names. What really can be the benefit here is connecting users in the developing world to the Internet, to value added services, to social networking and I believe you're going to see those types of services offered as a package.

How is that an opportunity? In particular, we are looking for and have found in India, for example, a local service provider who currently serves the NGO community, who offers a cost effective package of web design, web hosting, who offers training in Word Press and importantly the NGO user can control the content that it puts out onto the Internet. Those services, as an offering, are an opportunity within this current round. I want to underscore that there are existing important opportunities that shouldn't be overlooked but its very important going forward that we all focus in on the issues such as community definition and other aspects of expanding this opportunity.

From the floor:

I think it is more a point of distribution than really where the application is coming from. It doesn't mean that an application which might not come from a developing country might not serve the local community but the issue is more if you cannot get that domain name, if you don't know about this domain name, if you don't have access to that domain name that is first a more significant issue. Then of course it’s nice if you have also an application from that very specific place but if you don't have access to the domain names it doesn't matter where the application form comes from.

Carlton Samuels:

Can I ask the panel a question? Professor Souter said a couple of things that I thought made some kind of impact, at least in my mind. The first one, he said that the Internet is changing the parameters of the feasible. He also said that innovation is central to the idea of sustainable development and because the Internet, where I come from, in my part of the world, the Internet is seen as a paradigm for development, social, economic development and also for innovation. The idea that the Internet governance framework needs to be expanded beyond the mechanics of the Internet to more about impact. Would anyone care to say something about that specific framework?

Carolina Aguerre:

I am going to tie it in with an idea I had when I was thinking about the impact that this might have for end users and to think about not the end user as such but the organizations involved in this development. In that respect I am very interested by new gTLDs, community gTLDs, they are going to invest back in their own communities with their new domain names that will be registered and the .africa proposal is an example but we have previous experiences with .cat, .asia and there are many other cases. I am sure many other local NGOs that will register NGO names in the region will also benefit from this greater exposure. I think that in some way looking at new gTLDs and the new domain names that might arise can also generate these new organizational opportunities, these

new revenue opportunities, fund raising opportunities to expand the Internet for their communities.

From the floor:

I would like to propose a different approach. I am from Brazil, from the Brazilian Government. I am the Director of the department in charge of Science and Technology at the Ministry of Foreign Affairs. My sense of this discussion is I think we are departing from an assumption that gTLDs in itself are good and so we are discussing why developing countries are not engaging these, why there was such a weak response to the call for new gTLDs, and then we are trying to see what are the problems to overcome in regard to costs and the lack of registers. Then we resort to developing cultural representatives themselves and we see there is a lack of interest and a lack of demand. I have pointed this out in the intervention this morning. I think the TLDs do not respond to our demands, I am speaking for Brazil. I am not speaking for the collective of developing countries. I think it should be the other way round. What are the needs of developing countries? It not our assessment that gTLDs address the most pressing problems of the developing world so I think if we start discussing it is a lack of awareness, it is a lack of this and that, this does not help in the way of trying to assist developing countries in overcoming their difficulties. I do not mean to be rude but I think it would be rather artificial once a decision is made that was not responsive to someone's demand then to come back to this same person and say, "We have this decision." At the same time there are more pressing problems. I am glad to see that in other parts of this discussion we are discussing infrastructure, we are discussing things that are really pressing for developing countries. Again, I think the discussion around gTLDs is not something that addresses at least my country's concern to a large extent.

From the floor:

This afternoon we discuss how the developing Internet can contribute to development. This is a very important topic. I listened with interest to the statements by the panelists on the podium; I listened carefully to the questions and the comments from the floor.
I very much agree with the comment made by the delegate from Brazil. I forgot to introduce myself, my name is Renshan, and I am a diplomat from the Foreign Ministry of China.

I support the comment made by the Brazilian delegate; that is to say, when we talk about the purpose of discussing the governance of the Internet it is not simply to discuss questions like the distribution of the domain names or the resources coming from gTLDs. Fundamentally speaking, the Internet has greatly promoted economic development and changed our lives; however, not everybody has automatically benefited from the development of the Internet.

On one hand, the Internet has promoted our social development and progress. At the same time it has also widened the divide between the developing countries and the developed countries at least in the digital world. Therefore, the most important question

we should discuss today is how to understand this problem. But of course, in terms of promoting the MDGs and in the narrowing the digital divide, and in realizing sustainable development, the Internet has played an important role. Therefore, first of all, we should from a political level approach the development of the Internet and it's governance, secondly, we should also seriously discuss how we can develop the Internet so the Internet can achieve more balanced development, so that all corners of the world and all regions of the world and all people of the world can more equally benefit from the development of the Internet. I also participated in other workshops this morning. I heard many, many comments which are similar to the comments by the Brazilian delegate. Therefore, I venture to say that I hope the experts on the podium and our audience can focus our attention more on this kind of discussion. That is to say, we are only 15 years away from the MDGs. The time line for the MDGs is 15 years. We are only three years away from the dead line. Therefore, the time is very pressing. I have noticed that many audiences have raised many practical questions, for instance, how do we enable people from the developing countries and developing countries to have access to the Internet technology because through this technology they can have access to knowledge and information which can promote their economic social development and improve their lives and change the destinies. Many people have talked about this. Because today we are having an international conference, therefore, we cannot ignore this fact that is to say how can we carry out beneficial international cooperation, for instance, in areas of financial support, supporting infrastructure development and also awareness raising and also the building of new partnerships.

In fact, more specifically we can do more, for instance the Internet can distribute and disseminate knowledge, information, and also it can disseminate the different civilizations so as to promote the understanding between different peoples and the understanding of different cultures, therefore I think when we discuss the governance of the Internet, in the long term we should talk about the future of the development of the world, this is also sustainable development. Therefore we should discuss our topic at a higher level, of course domain names are important, gTLDs are important, however I think our discussions should be beyond this level. We should talk about questions at a higher level.

From the floor:

I am Christina from the Telecom regulator in Egypt and also am representing the Arab IGF Secretariat. This morning I took part in a workshop that I think raised some interesting points about capacity building efforts that are relevant to the questions we are asking here on enabling environment and IGF. The workshop was best common practice for building capacity. The Panel included representatives from both the public and private sectors speaking about a range of capacity building activities from technical training through to policy mentoring, to funding, and awards programs. The goal was to identify areas where those organizing these different kinds of activities could learn from each other, either for providing strategies for success and discussing challenges that remain. The themes that emerged from the discussion include the following which I would like to share with you. First the importance of the multistakeholder approach to capacity

building, speakers pointed out through cooperated efforts through the public and private, the capacity can reach what it needs to, but such corporations, challenges often requires a willingness to go outside the comfort zone of either sector and find new ways of working and developing projects and reaching out to the right people.

Secondly, capacity building requires a blended approach, so the discussion was about combining elements of technical, political and diplomatic dimensions in the training and the capacity building and this is evident in events like Internet governance summer school's or INET conferences that speakers described. Also activities like the IPv6 road shows and more technical elements that have helped to build the relationships between the technical community and private sector as was shared by the speakers. Finally we identified the need to engage youth activity, beyond this it is vital that we reach out to those with capacity building education and capitalize on their experience and expertise in mentoring new participants.

Ismayil Alekberov:

Before giving the summary of what we discussed and where we are, I would like to briefly comment on the interesting points stressed by the Brazilian and the Chinese delegates, that discussion around gTLD's are important but this does not address the concerns of development and we should not discuss domain names but rather concentrate on the discussion points like the Internet promoting our social development. It is a very interesting and very useful discussion. But I want to just clarify, we have been discussing the pending expansion of the top level domain space and how it, from the technical community perspective, from civil society, perceives the relevant costs and benefits for development and how expanding the domain name space to the end user works and any issues on which greater clarification and mutual understanding would be helpful. This is what we have been trying to achieve. I believe to a large extent we have addressed those questions by the panelists and by the comments from the audience. Overall, I want to go back to David Souter and the introductory remarks, that Internet governance, at a very high level, is not seen as narrowed down but rather it is more, a much broader process. He was trying to give more global context to Internet governance and explain that Internet governance can address challenges which have direct impacts to sustainable development. Carolina taught us about the new gTLD needs for the developing world and that there is an existence of a great market and community opportunity for Latin America, Caribbean and Africa regions and that there is a great opportunity for more interaction and more interface between those regions. In developing countries, penetration has been an issue.

Alice Munyua:

This next session is about the creation of an enabling environment, what it takes to attract investment in infrastructure and what the challenges and opportunities are. As you all know I come from a continent that has quite a number of challenges in terms of meeting development goals but I also come from a country that has found very innovative ways that address some of the challenges we face. We have seen quite innovative solutions

emerging to address the various development challenges and we continue to see and witness the transformative potential of the Internet. So I would like to link it back especially to what David Souter mentioned in terms of the idea of broadening how we are defining enhanced corporation to include cooperating and collaborating with other sectors, for example when you look at the transformative impact of the Internet in African countries, let's take for example in Kenya, where it is used for banking; where the Internet is used for agricultural information; for health; also sorts of other development applications. So you know, the issue here is engaging with other policy makers on other policy domains; health, agriculture, it will be fantastic to see innovative roles for and collaborating. I would like to have a certain level of discussion around that.

What does it take to encourage innovation and growth of IT services including mobile technology and how can these technologies best be deployed to address development challenges? What are the challenges and opportunities for participation of stakeholders in developing Internet governance policy and regulatory approaches?

Erika Mann:

Thank you, I work for Facebook based in Brussels, I have been in the European Parliament for Germany as well. I covered external trade issues for 15 years in the European parliament and worked on many issues which relate to developing countries so let me maybe point out a few areas which I think are important for our discussion. The most important one I think is that really there is not a single solution. We sometimes think that there is one single solution but what we have understood at Facebook and the way our business functions for example, that there are many different opportunities and many different regions of the world and many, many different countries in the world. It always depends on what you want really to achieve locally and it depends on your business opportunity which you have available in the country like Germany, or in a country like Kenya or in a country like Brazil, so there are many differences. I think this is something that the Internet teaches. On one side it is global, so the global opportunities are there, the other side there are still very different national and regional and even local environments. We have to understand. This is something I think which really relates back to the question just raised, what can governments actually do? I think governments have a huge opportunity and chance to understand actually how to attract investment and this relates back to understanding your own business environment. We always think this is natural, but I can tell you from our own data that we collected at Facebook. We collected data about how our own business functions and how much we contribute to the growth, the economic growth in Europe and the United States recently. We haven't done the investigations yet for other countries because to collect this data is highly complex. It looks very simple but all the new Internet economies and all this new Internet business and all these new Internet markets are highly complex so you really need to collect data. You need to understand how your local market functions. You really need to know what you want to achieve. This is important for governments really to invest, to get the knowledge, to get the data about your own markets, to get the data from the own business partners, to get the data from the start up companies, to get the data from the business schools so you can really connect the dots between what you want to achieve and your

very local market and your national market and how you want to connect to the global development.

The second thing I think is important to understand is that these new markets and these new Internet economies are very particular. They are not very comparable to the older Internet development we have seen for example, in the software environment and the telecommunications environment. They are very different. They can start in one country and they can become global. Give you one example. Spotify an online music distributor. It is typical example, born in a small market in Sweden, and then became European and now it is international, so it is very important to understand this. Really, the particular needs for particular business models, and they can evolve nowadays everywhere and then they can move to the global market. Another issue that is important is understanding the particular environment because they are all connected nowadays to the Internet environment, to Internet trends and to Internet cycles. For example, if you talk about the health sector, now what are your strengths in your particular countries? This is interesting for investors, for foreign investors to come into the market. Is there a connection you already have in your country between the way business works between a particular health care provider and maybe certain Internet services which relate to each other? The same is true for logistic companies. The same is true for many other companies so I think it is again important to understand your strengths and then connect it back to the particular Internet environment and what you want to achieve.

My final comment is really to understand that we are in a very early phase. We are all still pioneering what is going on, at least when we talk about the most recent Internet development phase and recent business models which are evolving. We all experienced and don't forget all of us sitting in this room, we all experienced the first telecommunication wave , we experienced the mobile wave and now social media, search engine, everything that comes next, we are part of this movement. We have to understand it is still a very early phase which gives us a great opportunity because it is really possible that with the right support from governments, with the right support and understanding of the new data, the national data and the local data and the global data, it is possible to influence the business evolvement in the right way in your respective countries. There is no disconnection between what can happen in a country like Brazil, which can happen in a country like India and what is possible in other countries. But you have to get the environment right. You have to lay the groundwork right, you have to keep markets open and I think you have to understand that you need to support your local markets well. On the other side, you need to stay connected globally and do not disrupt markets, thank you so much.

Rohan Samarajiva:

I will be looking at the first question, which is what is needed to attract investment and encourage innovation with specific emphasis on mobile applications. I will also in this process touch on some of the infrastructure issues. I am a former regulator, a former director of Telecom. For the last eight years I have been running a think tank, dealing with ICT policy and regulation issues, primarily looking at infrastructure matters, so in

this particular presentation I will be looking at the interface, where that lowest level in the way you think about the Internet, the bottom level is sort of creeping up and threatening, I suppose, to do some damage to the upper levels. Given that I run a think tank and one that does policy relevant research, let me begin with some research. One of the things that we have been doing since 2006 is to run a very large 10,000 sample, representative sampled survey across 6 countries, 12 languages, basically focusing on the poor or the bottom of the pyramid; not representative at the country level but representative at the lower level. In the course of this research and our sister organization in Africa, Research ICT Africa, does this similar study in African countries, what we found in the most recent iteration in 2011 was that people were beginning to talk about a standard question, how often do you use the Internet?

We get a large number of people who say, I don't know what the Internet is. I don't use it, and so on. Yet we were beginning to see people who said that and then a few minutes later would be saying that they are using Facebook. Now, for those who know, this would be somewhat curious? How could you use an Internet application such as Facebook without using the Internet? What people were doing was that they were jumping ahead and they were talking about the applications that they were using and they were communicating and they were doing things with rather than talk about this abstraction called the Internet. What this story illustrates is the importance of attractive content. In Indonesia, our survey was unfortunately limited to the island of Java, where the great majority of the Indonesian population lives. We have the highest participation of the Internet among the poor and among these people; obviously, Facebook was very, very big. It was driving smart phone adoption; it was driving a whole lot of things. What I want to emphasize is that content is king. Attractive content is what will bring people on to the Internet. It is not how much subsidy government gives. It is not how much money telephone companies extract from various parties in the eco system. It is demand. It is content that creates demand. Once you have demand, and you have companies that are capable of developing the appropriate business models, you will then be able to serve these people and for some mature people in mature markets where they are not used to changing business models, this is a puzzle because the kind of demand generated, for example, my people, the people that we study, are those who will at most give two or three dollars style a month in revenue.

Now for most European Telecom operators they cannot even understand how they can make money from people who will give that kind of revenue a month but in Asia we have plenty of companies that are making good money based on these kinds of revenues per customer but very heavy minutes of use, so they are making revenue on minutes or bits rather than on customers. With these kinds of business models we have incentives to bring more and more people into the system and with more and more people coming into the system, there are more opportunities for the expanding or I would even use the word exploding numbers of young people who are developing applications; particularly mobile applications. When in Colombo, the city that I call home, we have android developer conferences. We don't have halls or rooms big enough to hold the crowds. People are beating down the doors wanting to get in because they have a sense that barriers to entry are lower; the opportunities are higher in this new mobile application space.

So, the issue is we see a lot of reason for hope. Ten years ago, I was fortunate enough to be in government as a regulator, when the mobile wave was catching and we were beginning to connect our people at unimagined rates onto voice telephony. That story is over. We are, now from our research, we can see that people are beginning to move into the Internet into what we call more than voice applications. Are there dangers to this? There is a clear and present danger proposed by the proposals before the WICT conference next month. That clear and present danger is the proposal that was even extricated today, this morning at the main session by Mr. Luigi Gambardella of ETNO and which is written into the proposal for example of the Arab States, of some kind of access charges that would be levied from entities that send data to a particular network. Now this is all abstract but let me explain it, let me explain it using an example. Let's assume there's a young kid who is trying to download, who sends a query saying I want to see such and such, a YouTube video. A small amount of data goes out to wherever that is and that is not necessarily in a particular country and that content may not necessarily be from the United States in many cases, the YouTube content they are looking at is from their own country. It will go to wherever the survey is and in return there will be a large flood of data that will come back to let's say Sri Lanka, where the kid is. Now according to the ETNO proposals, according to the Arab States, the government will get involved in setting appropriate access charges for the data that comes in. Now just recall the example. Some kid in Sri Lanka asks for the information and the entity Facebook or Google or whoever, that is somewhere else that is responding to this request is being asked to pay. I think there is something fundamentally illogical and irrational about this, but I am just explaining to you what the proposal is; it is not my proposal.

So what is this likely to do? Now the ETNO proposal and even the Arab States proposals talk about commercial agreements. Now we know that today pairing agreements are mostly done without paperwork; handshake agreements. We also know that these kinds of commercial agreements that these people are talking about between thousands of networks. We are not back in the old bilateral monopoly days. We are in a liberalized environment; in this liberalized environment we have thousands of countries. So we are talking of thousands upon thousands of bilateral commercial agreements. Can you imagine the transaction costs that are involved? Then in addition, we know again from the past that these companies will be setting their prices; they are not cost oriented. There is no particular benchmark to set the prices. The governments will set appropriate prices that are appropriate for their budgets I suppose. So, at some point, there will be these content providers, these applications providers, who will say, well, I am sorry, we would like to respond but, the transaction costs and the payments we have to make are too high and we will no longer provide information to Indonesia; we will not provide information to Bangladesh; or not provide information to Liberia, etc.. What we will have is a Balkanized Internet. What we will have is a drying up of the attractive content that is driving people on to the Internet. What we will have is that some of the preconditions for the young people who are now developing these applications; the preconditions will be gone, because now they have got an Internet with less users on it. Because remember, the sequence is content drives demand. Demand leads to business models. Business models

leads to investment.

I agree with Mr. Gambardella and everybody else in the sector that we need investment but in the past decade we have seen enormous investments coming in. We have seen the cables that didn't exist around Africa now existing. We have seen new cables coming across the Pacific. We want more cables; there will be more and more role outs in all our countries, but investment is not done as a fixed percentage of revenue as we are told. Investment is done based on business models, otherwise how would companies that don't have revenue still be investing? So, this is the absolute condition; rolling back these kinds of misguided proposals is the necessary condition for investment to be attracted to the developing world and for the conditions to be created for the young people who are now developing all sorts of mobile applications, because what they want is a seamless Internet; not one that is either Balkanized or in a less troublesome scenario, but which is still a troublesome scenario, one where more and more content retreats behind pay walls. Because if, for example, a network in Sri Lanka is asking a network in Italy or France or some place, for payments for the data that they are sending back, they will turn around to the application providers; to the over the top players and say, hey you give us some money because we have to pay those people in Sri Lanka. Where does the money come from? It doesn't come out of the sky. They will then retreat behind the pay walls and tell us to pay. Now the issue is, for those of you in the developing worlds who take credit cards for granted. That is not impossible, it is inconvenient; it has transaction costs, but it is not impossible. But for that young kid who doesn't have a credit card. Less than 10% of my people have credit cards, and even those who have credit cards don't have internationally accepted credit cards. The pay wall is not a pay wall, it is an insurmountable barrier. So the bottom line is, some of the proposals that are before WICT are ill considered and they will cause harm. The first principle of public policy is to do no harm. I think the most important thing we need to do, is to make sure that harm is not caused both to attracting investment and to encouraging innovation by rolling back these ill considered proposals.

Alice. Munyua:

Thank you Rohan very much for sharing with us some of the challenges and especially some of the proposals to be considered by WCIT. But another challenge, and I think that I will want to link with the issue you have mentioned here of demand, is the way some of our countries are going on especially well, I will share my own experience, the Kenyan experience, where we have gone ahead and initiated an open data project, of course, in the hope of encouraging new services and applications and all of that. But looking at it also from the perspective of supply of what the government is supplying rather than what the citizens are demanding. We found that it is quite challenging and one of the biggest frustrations is the lack of uptake and realizing eventually that what we need to have done in parallel to implementing the open data initiative was to create awareness and also create a certain level of digital literacy. So governments really do have and all stakeholders really do have a number of challenges and have to come up with very innovative ways of dealing with them. I think the idea, back to what Erica was saying, that a fast understanding of what the environment is and then understanding of what the

demand is, is extremely important.

Mr. Nakaya-San:

I am the head of a research institution attached to the Ministry of Communication of Japan. The first question to talk about investment which was touched upon by the previous speakers, actually this is also an issue for Japan and I would like to just highlight three key words for attracting the investment. The first one is profitability; second one is stability of society; and third, transparency of society. Well, profitability; it is no doubt that a company will not invest without having profitability in evidence and it is not, how can I say, prerequisite. The company can create a market or a profit if the society fulfils the following two elements and that is stability and transparency. Stability of society that is, related to the predictability of the plan or the business. So once a company invests in a country, they have to keep their business for a long time. And to sustain their business they need a sustainability of society otherwise, they sometimes have to get kicked out of the country before making enough profit to cover the cost. So it is really necessary to have a stability of society. The third word is the transparency. Well, as Erica Mann mentioned, it is necessary to create a kind of sound environment for investment including proper regulation and it doesn't have to be over- regulated business but should be in a proper level. But I would like to put more stress on the implementation of those regulations. There are many regulations which are not implemented properly; or sometimes are not implemented at all. So, whether the legislated regulation exists or not, does not directly relate with the existence of their transparency. So, if companies do not know who does what in the government and how they act to regulate, it may be difficult for a company to keep investing in a business because sometimes they also get requested by the government to go out of the country and cease their business.

Those conditions are the same for any country, even for Japan; and this is a big agenda. As I introduced at the beginning of the afternoon session yesterday, Japan suffered from a big earthquake last year. That means Japan proved that Japan has a kind of a risk of a big earthquake. That affects stability of society because even though companies invest in Japan, if a big earthquake occurs, the company lost its asset and also we suffered from a lack of electricity supply after the mass disaster and that affects the behavior of the company a lot. There are many atomic power stations in Japan and residents or Governments around the power plants realize that there might be a risk of losing electricity supply aftermath the earthquake. That means that a company may have to stop their operation even though their preparedness for the earthquake is very good. Keeping the stability and transparency are very important to attract companies not only for the developing countries but also developed countries. I turn to the latter part of the question, which is how can these technologies best be employed. I think it is up to what you want to get from that investment but a lesson I learned from that disaster is that we should not throw away all the technology. What was useful after the massive disaster in the devastated area was audio broadcasting by radio stations, not Internet and not mobile phones. Those infrastructures are totally damaged by the earthquake and tsunamis. They washed away everything. However, only radio stations were still available because those power stations were spectrum anterior stations and were located on the top of the

mountain and people can receive those broadcasting by a small packet radio and the radio's power is supplied by dry cell. It doesn't have to come from the power plant. So still we need to keep all the technologies to survive or to sustain the society and I am moving to the question 2: So the challenges and opportunities for the participation of the stakeholders.

I think this is partly attached to what Dr. Souter said at the beginning of this session and actually there is no doubt that Internet governance is more and more important than before and we do need to incorporate many stakeholders in a discussion of Internet governance, there is no doubt. I tried to do this, to bring many delegations from Japan for this conference but it was not successful. I asked why and I got the answer just five minutes ago. Maybe I was a bit Internet centric. The intervention from the Chinese diplomat reminds me of this. For many people outside of the ITU or ICT community, domain names are difficult to understand. They may not understand how much it is important for their life or for their business. So we have to transpose the importance of our wording to another phrase which could be understandable for those people and persuade them to understand how much it affects their own domain. In other words, we have to go out of the ICT field and have them understand in their own way how Internet governance affects their life or their business. So I want to propose that maybe next year or in the following year, rather than having feeding workshops and this conference hall, let us have some meetings outside of the ICT domain such as a conference on education, conference on medical science or conference on business and let us try to persuade and understand how Internet governance affects their own domain and let's have a feedback on this matter and discuss again. Then we will get to know how we can best address these issues because these issues are cross cutting and we do need everybody to understand the importance of Internet governance.

Brian Cute:

I would just like to echo that last point, that we in the domain name industry have known for years that what we do is not easily understood; so I find that last suggestion particularly provocative in terms of taking this education exercise that we're in the middle of out to other fora may in fact do some good. The questions are heard and well understood that there is broader impacts here, there are broader policy issues, the questions from the Chinese Government and Brazilian Government officials are duly noted, but we do tend to live in this world of domain names which is unique and bounded and under the ICANN umbrella but the effects are clearly well beyond that.
I think that was a very provocative point and one we should consider carefully.

From the floor:

When I saw the title of this session, I was very excited about participating in a discussion on issues of interest to developing countries. We are convinced of the importance of Internet governance of course. We have been participating in many dimensions, as Government, as other stakeholders in Brazil participating actively. So we are pretty convinced of the importance of Internet governance. It is important to hear successful

examples, in countries that have already have in place instruments for Internet to develop fully. It is important to hear, although we can read in economic theory, I think it is very important to listen to Japan, their experience, it is useful. But I somewhat was under the impression that we would have a kind of different discussion here and touch on the issues from a perspective of developing countries. I think I came here with a very open mind. We want to engage more, we want to see what kind of bridges we can build between what is being done here, and what is being done elsewhere. I am coming out of here fully convinced of the value of IGF and I really think IGF meetings should devise ways for it to resonate more in the outside world. I think it is important to discuss among people that meet every year, they know each other, but it is important also for these results to be taken to other spheres of the world, although maybe it is not exactly in the mind frame of some that other parts of the world that they should participate because maybe they are not knowledgeable enough, not illuminated enough. I think it is not only a matter of learning how to do it; it is the ease of getting kind of assistance to devise policies through which those countries can be assisted to the largest extent.

Of course, being from a Government and representing people that have the responsibility to design public policies, we are concerned about what can we take from here to bring there? I think it is very important that also not only from the angle maybe of some technical aspect to be considered, some experiences that are successful, I think they are very important, but what kind of thinking can come out of these meetings that on a global perspective take into account different situations, different experiences, how can these assist further in this endeavor? I think this is the kind of discussion I was looking for. We had some of this but I would really encourage that the focus we have is not only to try to replicate some other experience, because we know in the real world it is rather difficult. So when some instruments are in places that are benefiting some institution, some companies and not others and then it is not just a matter to blame those other countries that are not benefiting, collectively what can we do to assist these to work for everybody's benefit?

From the floor:

My name is Desiree and I would just like to reiterate the Japanese delegate's comments about Internet governance and how it is important for people who are not involved to also understand it. I am talking about this from a young person's perspective and how to engage young people in the discussion of Internet governance as well so that there is an enabling environment for this.

Mr. Buccato:

I would like to comment on the importance of domain names because that was a part of the discussion on why we want to have new domain names, especially for the developing countries. I would like to go back to why domain names were originally created. It was an identifier to define who is using what IPs. In the old days, we had only IP addresses. There were no domain names. Now we have domain names for everybody. Why? We have to identify the person or business, whatever people who are using the Internet. This

is very important for business to find out who is your customer, who is your supplier, who is doing what kind of business. It is very important to have a good identifier.
In addition to being an identifier, domain names are becoming more important. I would like to say domain names are the identity of the people. If you say Facebook really it is not just a Facebook.com or in a case of Google, it is not Google.com, it is an identity of the company. So if you have a good domain name for your business in developing countries you can identify the importance and the reliance of your product and service and so on. That is why such identity aspects in domain names are important. We have to again go back to this original meaning of domain names and see the reality and you have to again use those for business purposes or in all education.

Rohan Samarajiva:

I would like to respond to the comments made by the Brazilian ambassador. I do believe that it is important to address development issues in the sense that I think in the United States when the Internet came about there was a pre-existing infrastructure that it rode on. In many of our countries, there is no pre-existing infrastructure for it to ride on. So there are those who comment out to me about, for example, the country with the lowest telecommunication penetration in the world today, Myanmar, and talk about how Internet can do this or Internet can do that. But when nobody has got any electronic connectivity, there is very little that you can do. So I think it is important that you also address that lower level of infrastructure that, for example, we have been focusing on for the last eight years but these are not insulative. There is interaction between these things.
So, for example, you know you can have many things going on in the Internet that influence what is going on at the lower levels and vice versa. The issue I think that we have to also remember is that multistakeholder platforms, such as IGF, will allow us to have this conversation. I think there was an earlier comment about people living in their little silos and not talking across the silos. So I think this is a wonderful opportunity for people to talk across these different languages and different silos. That does not mean to say that we need international treaties. We don't need international treaties. When I look at a lot of the proposals that are being made before WCIT for the ITRs I think what on earth are these things doing in an international treaty? You don't need an international treaty to say that networks would be optimally utilized. Those are all national matters. Those are things we can discuss with the countries. But instead we have the situation where people whose business models are not working are running to whomever and asking for international support to support their inability to innovate basically.
So I think we need more of these kinds of conversations and less of the kinds of conversations sadly that we will be having in Dubai next month.

Erika Mann:

I think the ambassador has an interesting point and I've heard the way the discussion evolved in what you said. So I think maybe we should, when we look ahead for the next IGF, maybe hopefully we will repeat something similar to the discussion like today but maybe we can be a little bit more precise on certain topics so that we have a clearer understanding of what we actually want to achieve and how we want to come out of the

discussion, and maybe we can take on some case studies that look into different business models how they evolve and we take particular examples from different developing countries. Then probably we get a better understanding and a clearer image of what we want to achieve and we can in turn understand what should be done or what can be done on the national level and on the international level. I still have the feeling that to some degree there is no real clarity about this. Sometimes I have the feeling when you look at some of the Internet governance related discussions there is the feeling that we have to be on the Internet more precise and we have to get everything in control on the Internet. Sometimes I have to smile to myself because if we admit we can control our reality. I think if we just relax to some degree and tell ourselves that we do not, you know, have this desire to somewhat control the Internet completely, it is this desire which some governments fear. I am not talking about you ambassador and not about your Government. This was not what I wanted to say so please don't get me wrong. I am talking about our European governments that this is true for all over the world so please don't get me wrong.

David Souter:

The one thing that struck me in particular in work I was recently doing was the issue around reputation and brand value and so on around the national domains which I think was missing from the earlier discussion I just thought it was worth mentioning that. The second point was something which I think is in no sense specific to Kenya but is observable in other places. The young application developers and entrepreneurs are not engaging with Internet governance because they don't see it as being for them. They see it for guys in suits like many of the people here, but not as having direct relevance for their business needs. But they are the next generation of people who have the technical knowledge so I think that is important to dram them in. My general point I spent a lot of my time trying to bridge the gap between the Internet world or the ICT world and other domains, other policy domains of rights. I think the image of silos which Rohan just raised, what I kind of see is silos which are separated by paradigm gaps and there are people on the top of silos shouting to each other through paradigm gaps and that are not actually what we want. I was very taken with my neighbor's suggestion of bringing the Internet governance here into other fora which belong to other policy domains or other communities. One thing I would say about that is that the crucial thing is it should not be about us going to them and saying the Internet governance issues are important to you, it should be us listening to them about why aspects of the Internet are important to them and why we should respond to their needs. So we should be listening to them and responding to them. I have a radical suggestion which is something I have wanted to see that instead of at the start of the IGF having 20 people making very similar speeches of welcome; we have two or three major international figures instead, speaking about why the Internet matters.

Philipp Grabensee:

So it really I think comes down to access and how regulated the market is. If you look at all the ccTLDs, we have large volumes of ccTLDs in not so regulated countries and in

countries where ccTLDs are largely regulated you have a much lower volume and you can also see that shift in countries that change their regulation regimes on the ccTLDs in a more free registration form you see immediately a tremendous growth in the domain name. Then also net increases in the value of the branding of the domain name. This is my observation and I just want to share that.

Brian Cute:

I just want to tie together a couple of points that were made along the way. Earlier the note that in surveying users in developing countries some results have been a lack of awareness of the Internet or using the Internet but when asked they say I go to Facebook, and this disconnect between the Internet and Facebook and then to follow on a comment just a minute ago about the youth segment and they are not caring about Internet governance. I think in fact these are the divides that we need to start bridging and the anecdote that comes to my mind is my 17 year old son who's gaming all the time, a typical teenager and he is on games and he's using social media and whether it is him or youth around the world on mobile phones in developing countries their very, very active and maybe they are not aware that it's the Internet that is underlying all of this but when in the US a legislative proposal called SOPA was put on the table that might have had the impact of affecting the DNS negatively, suddenly my son started hassling me with Dad what's going on with the Internet why aren't you doing something about that it. They to care, its how and when it come to their attention. I think that this in a way is that divide that we are identifying that we need to start finding a way to bridge and communicate across it.

Anju Mangal:

I come from Fiji so it took me 26 hours or so to get here. I would like to talk more about the small island states in relation to some of the issues that were raised here and also related to the infrastructure issues. I would just like to emphasize what the panelist from Japan said that ICT is not only about involving ICT managers or Internet security officers or managers but it is about how we can integrate ICT within the agriculture, within the forestry, within the education and all the other sectors. Our workshop discussion was on small island states and just to make a few comments on some of the things that were raised, small island states face a lot of challenges but we also have tremendous opportunities for demonstrating the transformative power of the Internet at the national level and also regional and international levels.

There was a room full of participants that have addressed issues and challenges that they face but also, provided some great insight on the ongoing initiatives in the countries like Mauritius, Jamaica, Fiji, Cook Island, and Sumatra, Trinidad & Tobago, St. Kitts and other countries. It is quite obvious that there is still insufficient appreciation of fundamental principles in terms of the Internet and there is still limited coverage in assessing some critical issues in relation to access, privacy, content development. Overcoming infrastructure is one of the key issues that were brought up and there are still limited technical resources and what we need to do in order to overcome some of the

challenges, for example, having local content development and integrated within the different system that we have. We identified a hot topic like climate change, this is a small island state issue and it is a big, big concern and it is a priority for us. So if you take, for example, the climate change perspective, there is need to find concrete and immediate adaptation solutions on climate change. We can do this to the use of ICT and Internet but the question still remains: who is going to help us achieve this? Some countries, for example, have a migration plan already and they are buying line in Fiji to re-locate their people from smaller islands to Fiji. This is an issue about border control as well and for these rural communities and countries have access to traditional media such as radio which is still very useful and this is the only hope for them.

Some of the ICT initiatives are now applied for implementing strategies and policy to combat this issue by sharing climate change information between countries and regional organizations but without of course the Internet we will not be able to collect a lot of data or information or on climate change adaptation, but of course to do this they need to be connected to the Internet and there are a lot of issues again that were raised within this forum on how to work together as a state having a reasonable perspective and developing a framework, we all have to work as a team. So new laws are already coming into place in relation to data and privacy laws and they are enablers of information societies, but again we need to look at the opportunities now rather than later and how are we going to address this issue is something that may be of a concern to the small island states.

Rohan Samarajiva:

I want to present some of the discussions at workshop 142 that was held yesterday which was a feeder to this particular event. The topic of the meeting was inclusive innovation and people talked about, for example, localization issues which had to do with language, accommodating different languages, different fonts, different scripts and so on but one of the most interesting things that were discussed by my colleague here Nakaya San and David was this whole idea that these issued spelt out beyond particularly when it come to innovation of applications. It goes beyond the conventional ICT ministry, ICT players, people who are in the ICT space and that you need to reach out to people in agriculture, in Government, public administration and various other things. So just to give you an example, one of the issues that came up was the idea that given there is this bubbling enthusiasm among young people to develop new applications, what you need is for the Government to release and make available the enormous amounts of data that is sitting inside the Government with APIs, so that people can develop applications rather than do it in some top down fashion where the Government will be commissioning people through procurement procedures and whatever to push out agricultural information or logistic or transport information. So I think in a way what we used to say when we were working in Government was that dealing with Internet issues particularly at the application level is very, very difficult for a ministry to do because it necessarily invades the territory of other ministries. So when I was in Government when we were doing a comprehensive ICT development project we housed it under the Prime Minister and currently it is housed under the president because there is this need to coordinate and

work across these particular subject fields.

Alice Munyua:

I would like to go to the last cluster focusing on infrastructure. The key concern here regarding infrastructure is how new technologies and the global Internet governance mechanisms can enable development, and for me coming from Kenya, an immediate concern is please if somebody could actually provide reliable electricity it would be a very good beginning but I welcome all the other panelists to make contributions.

Rohan Samarajiva:

There is no question, for example, that we need the basic infrastructure in place and when we talk about the infrastructure needed for the Internet, it is even more than in the old circuit switch network days. It is a long value chain that has to be looked at. So the value chain if you wish begins with sort of the hand set and capabilities, then we look at the access network, which for the most part is wireless in the kinds of environments that I work in and then we have a domestic back hall network and an international back hall network because the Internet, in particular data services, are in particular fundamentally inseparable and almost international in scope. A chain is as strong as its weakest link. So whatever the weakest link is, that defines the strength of the particular chain. So when we are looking at infrastructure to support the Internet use by people, we must not get hung up on one piece of it but we must look at all the pieces. So, for example, when in our research we have come to understand that we need to start looking at it from the demand side. That is why we have been studying demand for so many years. From the demand side we see where the demand is coming up and it is demand and when the demand is satisfied with the kind of content that people want, the people will then invest, for example, in the kinds of hand sets that are more sophisticated. So since 2006 in our surveys we have been asking the bottom of the pyramid respondents what kinds of hand sets are you using, how much do you spend on it and so on. We are now increasingly beginning to see more expensive ones, the smart phones coming up.

One of the reasons, for example, where they are the highest number of smart phones appearing among the poor is in Java in Indonesia and to some extent also in Thailand, is because they have the kind of content, there are things that they have to do with it that they will invest in hand sets that are like this but of course they don't have to be 500 dollars or whatever. We have smart phones going around in our part of the world which are between 40 and 100USD and then of course there is a very large second hand market which has got its own problems but it really brings down the cost. So this is not an area where we need Government intervention. With regard to access networks, we do need the Government to do some important things; that is, to make available the necessary frequencies. We need spectrum reforming, we need road maps, we need that to be made available and to the extent that fiber is to be laid in the access network, which I don't think is a major factor in our countries except in the most densely populated areas, there are some things that the Government can do to facilitate that as well. But the Government's really important role comes with the back hall networks both domestic and

international. With the domestic back hall networks what we have is people going round building back hall networks; putting in fiber but not sharing and it only Government can create open access regimes.

When it comes to the international back hall, I was at some discussions yesterday one of the workshops where people are saying under sea cables. While this is true that undersea cables are important, they are not the only solution. We need more networks, we need redundancy and one of the things that we are working with the United Nations Economic and Social Commission for Asia on is working with the highway people and the railways people to make sure that all those right a way are used to run cables. One thing that got me into this area was when I learnt that there are three cables going from India into Tibet over the Nathula pass and into China and moving down into Hong Kong (SAR) and going through the TranSiberian railroad. Can you just imagine the political difficulties that these people would have gone through to run cable across from India into Tibet? And secondly can you imagine the engineering challenges that they are working with to run over 100 kilometers of aerial cable and to keep it running to get this connection operational and not one but three companies have done it. So what this shows is that we are going beyond just undersea cables but we are looking at redundancy, resilience and using undersea cables and terrestrial cable in a cohesive manner. So there are a number of things that need to be done. Each of the chains needs to be strengthened but again I would like to emphasize that without content, all the investment in the world will be of no use.

Mr. Nakaya-San:

I just want to add one more thing. As I just mentioned electricity supply is really important. Without electricity ICT is nothing. Moreover, I would like to emphasize the importance of maintenance. Without maintaining that service to ensure the quality of service, the service will not be supported by users or consumers. Actually, this kind of really steady effort is sometimes more important than introducing new technology because people need time to get used to a new service.

Carlton Samuels:

On the question for development especially in the area where I come from the Internet is imperative to development. One of the issues going forward and one of my colleagues here said you know content is very important to innovation and further development. An issue that that is related and this is where I talk about legal and regulatory framework as part of the infrastructure development is about adopting openness as a principle for legal frameworks. I am speaking specifically in this case to the issue of open data. One of my colleagues on the panel mentioned the fact that there is a lot of data that is sequestered by governments. That is one thing that I think can be done. The issue of infrastructure and the fact is that you need bandwidth improvements in the developing economies to make the case for sustainable development in Internet. Submarine cables are part of that. It has to be part of the mix. Within the last two years, the submarine bandwidth capacity for Jamaica has actually increased about 100 fold and with that you have seen a reduction in the costs of Internet bandwidth and it is happening elsewhere in

the Caribbean. It is moving. I am suggesting that there is still opportunity for greater fiber landings in the regions. What has to happen sometime is that there has to be a meeting of minds. I wanted to end by talking about disaster. Last week we had a visitation from a weather system that we call Sandy. It was a hurricane. It started south and west of Jamaica but it came across Jamaica and I stayed in my house and I watched it blow through. Then it went to New York City and it devastated New York City. With respect to the infrastructure there, the thinking at the time was that a lot of these infrastructures that were quite hardened and they could survive and then they found out for example that the calculations they made about where you place electrical sub stations and the critical components was wrong, they have to rethink it totally because they were overcome by flood water reaching as much as 15 to 20 feet above where they thought it would have been.

That has given us pause in the Caribbean, one of the things we always talk about is that for some kinds of infrastructure, we have always looked north for resilient and back up infrastructure, what sandy has shown, perhaps we all need to look again at what our framework for critical infrastructure is and look at how we set the regulatory frameworks to ensure the stability of the structures.

From the floor:

This is my first IGF and this has been very important for me personally, the kind of evaluation assessments that we have been doing and I have been hearing here. If you allow me, I would like just to quote one paragraph that now stands almost as a permanent paragraph in the resolutions we have been adopting in New York, in regard to ICT and it says, I quote: "Recognizes that information and communication technologies present new opportunities and challenges and that there is a pressing need to address the major impediments that developing countries face in accessing the new technologies such as insufficient resources, infrastructure, education, capacity, investment and connectivity and the issues relating to technology, ownership, standards and flows and in this regards calls upon all stakeholders to provide adequate resources in capacity and technology and transfer, on mutually agreed terms." I think not only to provide the assistance but also to discuss the issues, so I was somewhat frustrated that I thought we would examine from this angle of those issues had been identified as main impediments for developing countries but I recognize there is an importance in discussing the other issues so I would like to thank the panelists, the organizers, but at the same time also say that as we see the development issues related to Internet we take a rather broader approach, I think in the lines of what was read, taking our comprehensive view of many aspects that deal with some of those, but go beyond that and I think this is a reason why my delegation at least is defending the idea we need a platform to discuss things in a broader perspective.
I think it was very important to see this issue as being seen by technical community, by the business, also civil society but I think we need to have an approach that would not maybe put so much emphasis on the business models we have and how we can make it work in developing countries because this issue related to the Internet is not detached from the development issue at large so we need maybe a forum or a platform that would enable a conversation in a broader way. But again I think it was useful for me personally

and again I encourage that we should devise ways for this discussion, the wealth of information that is being conveyed to this should also be further defused.

Ismayil Alekberov:

There have been very important key words during three hours of discussions like, "innovation", like "investment", "infrastructure", "ICT services" and "stakeholders", and how they will interface into Internet governance policy development and infrastructure development, new technologies, mechanisms, lots of very topical cures.

One very high level takeaway from these discussions in terms of the enabling environment issues, in terms of the investment issues and tackling challenges and bringing new opportunities would be as Erica Mann from Facebook clearly explained that there is no single solution and there are different opportunities.

Another takeaway from the discussions is that the Internet economy is highly complex. It is very highly complex and the word "complex" is very dangerous for me because it differs from being complicated because complication is something that you know which is difficult but complex really means that you have something which you don't know where you are going to and another issue that I took from those discussions are how various sectors are interrelated, in other words, interface between those sectors in the sense of the investment and infrastructure development.

There were very interesting highlights we heard throughout the questions and answers and very good explanations by the distinguished panelists that we are at the very early phase of the very long term Internet governance development, and we are part of the big and global Internet development and the very big chain at the moment and it is possible to influence the Internet development in the countries. This process, we have to bring it forward and discuss in the forums like today. We got very useful insights out of the discussions by Rohan today, for example, people are using Internet but they are not talking about Internet, they are using the applications. It is really interesting to hear about demand and content that creates demand, content and demand and business environments.

One of the important takeaways also from the discussions were that we should look ahead to the next IGF, to see if we can bring more case studies and more concrete actions and cases from the country perspectives to see if we have more of concrete solutions, particularly from the developing world perspectives.

Workshop #61: New gTLD program: an opportunity for development or a mean for more digital divide?

Reported by: Tijani Ben Jemma

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

The ICANN AFRALO workshop focused on the new generic Top Level Domain (new gTLD), and the question was: will the new gTLD program be an opportunity for the development or a new mean for more digital divide? 7 panelists from the 5 regions of the world introduced the subject under different angles:

- Opportunities for developing economy regions
- The impact that a regional gTLD like dot Africa may have on the development in the region
- Opportunities for development brought by the new IDN gTLDs
- Opportunities in the Caribbean islands
- Opportunities for the Internet end-users in various regions

All the speakers recognized that the new gTLD program, at least for its first round cannot be considered as an opportunity for the development for various reasons. They all spoke about the future and what should be done to really make the gTLDs serve the development.

Several suggestions were made such as:

- Don't wait for the second round, and make use of the second level of the existing gTLDs or those that will be delegated in the next few months.
- Start now preparing for the next round in terms of:
- Outreach to raise the awareness
- Capacity Building
- Creating an enabling environment for a viable domain industry
- Engaging with developing country business associations facilitating action on the ground rather than just delivering messages
- Empowering the ccTLDs in those regions
- Improving the process for the upcoming rounds.

Another proposal that was very much appreciated in the room was to conceive a remedial round (before the second one) to be oriented to favor applications from developing economies.

Conclusions and further comments:

The conclusion was to start now preparing for the next round: raising awareness, building capacities, creating enabling environment for sustainable domain name industry in the developing economy regions. In the mean time it was recommended that the application process should be improved to remove barriers for the applicants from developing countries and poor communities. Conceiving a remedial round was seen as the necessary step to overcome the result of the first round.

Workshop #68: Multistakeholder Internet Public Policy: Toolkit for Internet public policy practitioners

Reported by: Ben Akoh

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

Debates on the Internet and its potential impact are beyond mere dialogue on critical Internet resources, and mostly about public policy that govern their use and their impacts on wider society. Sustainable development as the theme of this year's IGF bolsters this point. Public policy should be all-inclusive; even those who for whatever reasons decide not to participate. Therefore sustainable Internet public policy dialogue should take cognizance of future societies and contexts. The UNESCO session on global citizenship involving young persons aged 14 to 17 indicates a growing shift in global culture and perceptions of citizenship held by youths in relation to Internet Public Policy.
Subsidiary principles should be recognized such as supports local policy impacts of global policy dialogue and vice versa. An outcome is the need for firm support of developing country participation. Certain approaches or tools (some discussed in the toolkit written for the workshop) have been employed in various countries. The workshop elicited what worked and how they can be improved.

Conclusions and further comments:

Public policy dialogue done right has resulted in increased policy making in areas in which ICTs may be perceived to have no direct influence such as in agriculture, health, and Education as has taken place in the Pacific region. Public policy dialogue calls for a broader stakeholder participation through the use of various other tools of engagements. For instance, social media and mobile devices proves to be powerful media for engagement in policy dialogue in Liberia and Sierra Leone in the way that it increases access to Diaspora Liberians and those physically indisposed to traditional means of face to face engagement. Similarly, broadened participation makes it possible for Southern African stakeholders to engage in policy dialogue beyond the state to broader regional levels in the Southern African Development Corporation region. The UK parliament has increased access to other members of parliament in Scotland and Wales.
The influences of public policy participation can be felt in how government and governance function are carried out. Such as the case of parliamentarians in the UK, Cote d'Ivoire, and Liberia where public policy dialogue has been able to influence laws and discussions on child pornography, budgeting, access to official government information, and transparency and accountability of government actions.

While process is important, the elaboration of tools within a toolkit addresses the immediate concerns of the absence of a set of "how to" process tools that leads to effective public policy making allowing budding national or regional IGFs to focus more on the substantive elements of policy dialogue such as building awareness, raising and capturing policy concerns amongst a widespread of stakeholders, and mapping out possible policy options. Standard IGF issues are not the only policy issues that are important and that brings together stakeholders using a multistakeholder paradigm. The case of "TV spaces" in South Africa for instance has resulted in multistakeholder dialogue that is not euro- or us- centric but focuses on purely African issues of concern.

Workshop #69: Teaching Internet Governance in developing countries

Reported by: Olga Cavalli, Director South School on Internet Governance

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

This workshop analyzed the experience of different initiatives that try to bring new participants into the I* organizations (ISOC; IETF; ICANN; IGF) teaching the concepts of the Internet Governance from al local and regional perspective but at the same time putting these ideas and debates in the light of the global Internet Governance Debate. Some of the aspects that the workshop addressed were the language barrier, the local reality and its distance to the global debate, the relevant involvement of some national governments in these initiatives, the main achievements and conclusions that can be shared after several years of work done.

Conclusions and further comments:

- Panelists explained their different involvement in Internet Governance teaching activities and the advantages that they find in them in relation with the involvement of developing countries.

- SSIG, South School on Internet Governance main mission is to increase the relevant participation of Latin American and Caribbean representatives in debate and participation spaces where the Internet Governance is discussed. The South School on Internet governance:

- Creates a capacity building program for new leaders of opinion that encourages them to actively participate in meetings and debates where the future of the Internet is decided.
- Trains professionals in the Latin American and Caribbean region in those issues related with the Internet Governance in each of their countries.

- Motivates young students of the Latin American and Caribbean region to actively get involved in the development of the international policies related with Internet and related issues.

- All students receive a full fellowship to attend, there is full simultaneous translation English Spanish in all sessions.

-SSIG rotates among countries of the region in order to allow higher local involvement in a region which is big and it is expensive to travel inside it.

- First SSIG was held in 2009 in Buenos Aires, Argentina, then 2010 Sao Paulo, Brazil, 2011 in Mexico DF; 2012 in Bogotá, Colombia and next will take place in April 2013 in Panama.

- The program has trained more than 300 professionals so far, many of them are very much involved in different IG activities, which is the main objective of this training initiative.

- The Euro SSIG takes place every year in Meissen, Germany, and there come students from all over the world, it does not have a specific focus on regions or developing countries, but they do participate as well. The program takes place in a very quiet and nice location in Meissen, where the atmosphere makes teaching more insightful. The program will take place next year again in July.

- Faculty members see advantages in both models of the School, the European in one place and the Latin American with the rotation and more involvement of the local community. Both have advantages for the participants.

- From the experience, training programs about Internet Governance must be reviewed every year and they have to address the needs of the participants, which are the issues that interest them and try to focus in them. The approach must be practical more than theory.

- Packet Clearing House is an operational organization much more than a research or academic organization, they organize between 70 and 100 workshops each year and those are almost all aimed at solving some kind of operational problem. A lot of those are about Internet governance. PCH has four main areas of work. They support Internet exchange points and peering and traffic exchange, they support the core of the domain name system, they support regulatory and policy work, and security co-ordination. PCH educate operators on how to work with law enforcement, to take down a DOS attack or ISP operators on how to keep port stability on their switches. Tension is on the one hand the safety of the status quo and on the other hand the advantages for development. At some level, most people understand that they can't exactly have both. If they want new technology and the benefits of new technology and modernity, they have to give up some of the things that they are used to that are not necessarily better, they are just safe and convenient and they have become habituated to. A huge amount of work goes at ministerial and regulator level.

- Universities should de more involved in these teaching initiatives.

- Involvement of governments was seen as an advantage for local understanding of the Internet Governance issues.

- The SSIG had remote participation for participants in 2012 in Bogota, and usually those faculty members that cannot attend in person make a remote presentation. The quality of the remote participation must be always the best that can be achieved in order to allow broader and better involvement of the interested community.

- Other initiatives mentioned: Project Guttenberg, knowledgeunlatched.org, Brewster Cale's Digital Open Library, openlibrary.org.

Workshop #80: Steady Steps.....FOSS and the MDG's

Reported by: Mr. Satish Babu and Ms. Judy Okite

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

In this session very critical questions were asked:

1. How do we ensure that the Governments across the globe are well educated in terms of software and how do we ensure that the right people with the right knowledge are the one's that make the policy decisions (in reference to Latin America)

2. Are there any indicators that FOSS has played, within the MDG arena?

3. FOSS is about free sharing, free learning, free giving....Multistakeholder platform is not new, FOSS has practiced this for years, the IGF ecosystem can learn from this.

Conclusions and further comments:

The first point is about the strategy that you deploy to sell the idea of open source to the government. In India, at least in the state of Kerala we have converted all the government schools, that's about 2,000 schools with about 500,000 children, to Linux, the strategy that was adopted was not to lobby the Minister or the bureaucrat, it was actually to lobby at the grass-roots with the teachers. They got the teachers convinced, and then there was this bottom up transition that took place. I mean the Minister, or the bureaucrat that point was irrelevant, because the teachers decided to convert to open source, so I agree that it is a long way, it is not a short way, that it is along haul, but once you do that it is very sustainable because as long as the teachers could support it, the program shall run.

Today, this program is in its seventh year and continues to run without any problems, despite changes to the government, so the top may change, but it is here and it will be sustainable. I suggest please don't foreclose your options. There are strategies and there are strategies.

There are discussions around the IGF about a 19th and 20th century legal frameworks trying to govern the technology of the 21st century and finding it very difficult to cope, that we should therefore, like the universal declaration of human rights perhaps start thinking about the universal declaration of Internet rights which is somewhat different and forward-looking. Hopefully such frameworks will also help us address questions like how to convince our governments. So when you have a new kind of a framework that is futuristic, forward-looking, perhaps we'll be there.

Mr. Babu and Ms Okite closed the session by thanking all the participants and apologizing for not being able to carry the passionate discussion forward. Overall, the panel discussion brought forward various point of views from different sectors, those of technology industry, legal industry, entrepreneurs, civil society organization, governments and teachers. In order to achieve the Millennium Development Goals such as Universal Education, Gender Equality, Environmental Sustainability and Global Partnership with the help of technology we need Free Software, we need Free Hardware we can hack on, we need Free Spectrum we can use to communicate with one another, without let or hindrance. We need to be able to educate and provide access to educational material to everyone on earth without regard to the ability to pay. We need to provide a pathway to an independent economic and intellectual life, for every young person, man or woman, rich or poor, whether living in a developed or a developing nation as in tough times, we all must collaborate and innovate together. Further, FOSS is now going to join a big river of Internet Freedom and without free software there cannot be any free Internet. Thus, FOSS should be an integral part of any debate that talks about Internet freedom.

Workshop #81: Internet Governance and Sustainable Development: The Case of Small Island Developing States

Reported by: Tracy Hackshaw

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

The Workshop was held under challenging circumstances, given that three (3) of our scheduled Panelists (2 from the Pacific Islands and 1 from Mauritius) were unable to secure funding, and now therefore intended to participate as Remote Panelists. Notwithstanding these challenges, a late start due to problems with the remote setup, and an Internet outage of approximately 10-15 mins. we were able to effectively execute a reasonably successful Workshop, which fed into the Main Session.

Bevil Wooding (Trinidad & Tobago) (having to step in out of planned order of speaking while the in-room Remote link was being troubleshooted) kicked the session off with a provocative discussion on how Small Island Developing States, such as those in the Caribbean grapple with First World issues such as Local Content, Internet Policy et al. Mr. Wooding noted that small states face peculiar challenges, but they also hold tremendous opportunities for demonstrating the transformative power of the Internet at a national level. In the Caribbean model, he sought to highlight the key areas which the

states in the region need to overcome in order to better participate in the Internet Governance conversation:

(1) Ignorance (2) Environmental Resistance (3) Disconnect (4) Infrastructure (5) Local

Content Challenges

Maureen Hilyard (Cook Islands), Chair of PICISOC, joined the Panel remotely, and provided a comprehensive stage setting presentation re: the issues and challenges facing Small Island States, and the Pacific Islands in particular. Among the issues addressed:

1. Access for All

• Access must extend to all population groups, including those with disabilities
• The public and private sectors need to work more collaboratively to deal with digital divide issues
• The Church is a significant stakeholder group in the region, an untapped resource

2. Public Policy

• Need for links between global, regional and national strategies – including local perspectives, knowledge and values
• Capacity building must allow Pacific states to devise and implement their own policy frameworks
• Linguistic challenge – encouraging the use of indigenous languages in the writing of policy

3. Critical Internet Infrastructure

4. Emerging Issues

• Citizen journalism

• Digital observatories

• Dealing with e-waste in the region

• Concerns with keeping users and infrastructure safe

• Ensuring that the Internet is accessible in Pacific languages

Duksh Koonjoobeeharry (Mauritius), from AfriNIC provided a vast amount of information relating to Mauritius and the challenges faced therein. Many, if not most of these issues and challenges were seen to be very similar across the Pacific and Caribbean SIDS.

Carlton Samuels (Jamaica), from the University of the West Indies, attempted to tie the points raised by the three SIDS regions (Africa, Caribbean and Pacific), by seeking commonalities, while respecting the differences therein.

Rapporteur, Anju Mangal (Fiji) from the Secretariat of Pacific Community and PICISOC provided the following summative points based on the Panelists' presentations, feedback from the Floor and remotely and the ebb and flow of the discussions therein:
Small Island Developing States (SIDS) face peculiar challenges, but they also hold tremendous opportunities for demonstrating the transformative power of the Internet at a national level, regional and international level.

The workshop on Internet Governance and Sustainable Development "The Case of Small Island Developing States" addressed issues and challenges that are faced by the Caribbean, Pacific and (some of) the African regions. There's still insufficient appreciation of fundamental principles and tenets of the Internet and there's limited coverage in assessing some critical issues in relation to access, privacy, content development etc. Overcoming infrastructure challenges is a key issue. There are still limited technical resources and we need to decide now how to overcome these challenges that deter the regions from equal (or at least equitable) access to connectivity. Identifying hot topics like climate change issues in SIDS is a BIG CONCERN and it's a priority now.

From the climate change perspective, there is a need to find concrete and immediate adaptation solutions on climate change. This can be done through the use of ICT and the Internet but the question still remains, "Who is going to help the small island developing states?" As an example, the Pacific Island nation of Kiribati is in the process of purchasing land in the Fiji Islands to help secure a future for its people who are threatened by rising sea level. Small islands like Kiribati have flat coral atolls which are already disappearing beneath the waves. So how can these people be part of the multistakeholder process if the countries have no other solution but to relocate their people? For these countries, their only hope is to have access to traditional media such as radio programs and television programs that provide them up to date news on their current situation. Having said this, there's still some hope. Some ICT initiatives are now applied for implementing strategies and policies to combat this issue by sharing climate change information between countries and regional organizations on the climate change issues. The Internet provides a new revolution and allows people to consider earth's climate crisis by staying informed. But for this, many of these SIDS need to first actually have decent and affordable Internet connectivity.

Conclusions and further comments:

Working together collectively and collaboratively may be an appropriate approach for SIDS to consider. It is still possible to retain a uniquely regional perspective when developing a research framework or even perhaps an overall solution set for the challenges ... the critical aspect remains working together as a team with equal voices.

New laws are already coming into place in relation to data and privacy laws and these are enablers of information societies. The time is therefore NOW to consider new opportunities. It is important therefore for the SIDS to stand up and make a statement to address some of the issues ... but the question remains "How can the SIDS address these issues?

It is important to note that there are existing resources within the Internet Governance Forum to provide these opportunities for our region. One option could be for the SIDS to collectively lobby for SIDS-wide developmental funding and investment which will greatly assist SIDS-wide projects and initiatives that might not otherwise be possible, or indeed feasible within each national context. The SIDS have begun raising the volume of their voices and have obtained a seat at the table. The only logical next step will be to work together collaboratively and collectively to address BOTH our common and differential IG-related challenges.

Workshop #117: Best Common Practices for Building Internet Capacity

Reported by: Chris Buckridge, RIPE NCC

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

This workshop considered a range of capacity building efforts, with the goal of identifying common issues and strategies that can be employed to develop more effective training, education and capacity building programs around the world. The workshop brought together organizations, experts and regional representatives from different Internet stakeholders groups and sectors that have developed innovative projects, forums and strategies.

Christine Arida, of the Egyptian Telecommunications Regulatory Authority and Arab IGF Multistakeholder Advisory Group, moderated the session. In her introduction she noted that capacity building emerged as a cross-cutting priority at the recent Arab IGF. Olga Cavalli, Director of the South School on Internet Governance, stressed the importance of raising awareness about relevant courses or activities. Working with government, as they did in their recent summer school in Colombia, has been effective in attracting a wider range of participants, as has the primary use of Spanish language in the course.

Paul Rendek, of the RIPE NCC, discussed the IPv6 Roadshow events, which are jointly organized by RIPE NCC and The Middle East Network Operators Group (MENOG). He stressed that expanding the program beyond the Arab region will involve working with a range of other stakeholders - no organizations have the reach to do this kind of work alone. He noted though, the challenges of working across sectors, and the need to find new ways of working that can bring down barriers between private and public.

Salam Yamout, of the Lebanese government agreed with the need to think differently in planning projects, and noted the success of working with the technical community to

bring in a broad range of private sector and business groups to Internet educational events in Lebanon.

Constance Bommelaer, of the Internet Society, discussed two ISOC projects, the INET Conferences, held regularly around the world, and the Next Generation Leaders program, which helps educate young people both technically and through exposure to forums like the IGF, the OECD and the World Bank, helping to build diplomatic skills. She stressed the blended approach, combining skills sets from different sectors to more effectively engage across those divisions.

Sylvia Cadena spoke about the ISIF Asia Grants Program, which encourages innovation through small grants, both in terms of funding and connecting grant recipients to networks of mentors and other experts. She stressed the importance of building capacity in developing countries that will actually remain in that country and help build local industry. She also noted that ISIF Asia and its sister projects around the world try to listen to what their applicants are looking for, and let them drive the project in new directions.

The group discussion touched on several other topics. This included the importance of engaging youth, and particularly in facilitating activities driven by youth. Paul Rendek noted the strength of youth participation in events like the Arab IGF and EuroDIG, and the opportunity for providing high-level assistance and coordination of such activities. Several speakers also noted the importance of maintaining linked with graduates and capitalize on their experience and expertise in mentoring new participants.

The group discussed how the success of capacity building efforts can be measured. Olga Cavalli suggested that such measurement is difficult, but that success can be seen in the spreading networks that many of these projects have created of past students, teachers and others.

Conclusions and further comments:

Christine Arida closed the workshop with a summary of the main issues identified by participants as key to successful capacity building projects:
- Working with different stakeholder groups to reach the right audience
- Developing blended skill sets that reflect technical, diplomatic and policy expertise
- Building networks and maintaining ties with past participants
- Engaging youth, particularly to build and strengthen youth-driven initiatives

Workshop #119: Defining the Successful Factors of Different Models for Youth Participation in Internet Governance

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

The panel tried to analyze youth participation from 2 different perspectives - both the organizers' and participants' point of view. The floor were being actively engaged by

putting up small cards with different smiley faces on to indicate whether they agree an argument or not. The panel consisted of a wide variety of youth delegates from different region and also who are with experience on youth engagement within or out of the Internet Governance field.

During the discussion the below issues are being explored and discussed:

For Organizers:
- How shall the format of the programs look like?
- What sort of trainings shall be given to the participants?
- What are the critical resources needed?
- How to frame IG to young delegates?
- How to select the participants?
- What are the possible channels for outreaching?

For Youth Participants:

- What are the incentives for joining?
- Why do they stay involved?
- Why do they drop out?

A sustainability issue also being raised about the extent of how the youth are being engaged and where they eventually goes to.

Conclusions and further comments:

Consolidating the panels and the attendee's opinion, below are some common factors or conclusion that we find prominent in youth engagement.

From Organizers:

- Format

Different format/programs can help achieve different purpose of engagement. For example, a competition model would be effective in mass education and it is also a good way for selecting candidates, especially among the younger target group say like secondary students. However, an ambassadorship will create a higher level of participation of the youth by more in-depth training and empowerment. Youth-led approach is also more encouraged which gives higher flexibility to the youth for their open discussion.

-Partnership

While youth may not be familiar on IG field at first, it is important to partner and collaborate with some reputable NGOs in doing outreach to students so that it enhances the overall attractiveness of the program. Also by partnering with multi-sectors of

organizations would help give the participants different perspectives.

-Resources

Since engaging youth is a long process and not-an-easy task, it is critical to have a specific coordinator or full-time staff to communicate with the youth constantly and build up relationship with them.

-Training

All of the youth and organizers all rose out the importance of prior preparations before letting the youth to attend actual IGF or International meetings. The youth or newbie's are always confused or overwhelmed with the jargons and find it difficult. Therefore pre-meetings or building up a dictionary for them would be essential. It is preferred to expose them to a wider scope of topics of IG instead of just going down to a specific theme to them which allows them to have a big picture. On the other hand, especially on younger groups, training on public speaking would also be needed.

-Outreach

Social media is a good way to engage the youth as it is where they go on a daily basis. On the other hand, a post-conference or program sharing by the participants to their own community should be one of the requirements to them.

From Participants:

Below are an array of the incentives and factors that increase their motivation in participating on IG discussion:

- International opportunities are a very high incentive for young people to engage in IG. Ambassadors are subsidized to attend international meetings like ICANN, IGF or IETF, etc which gave them a good exposure. Young delegates also found the opportunities to speak in public are a rare and valuable experience to them.
- The way and the level of participation is another key issue which having a clear influence in the policy decision process would certainly be a motivator. Also one main difference of Internet industry is that the conferences usually allow remote participation that enables youth to easily participate.
- A peer network and the connections among people who share the same values provide a supporting drive for the youth to continue their engagement. They can know and find somebody that can collaborate and work with for future initiatives.
- A highly autonomous environment gives youth a higher sense of ownership on the stake. Also they like to really implement and contribute to the community that they are in. Therefore a higher flexibility and youth-led approach shall be adopted to give them a higher sense of ownership.

Other issues being raised:

Some other relevant issues being raised were the diversity of the youth engaged at the current status. Since most of the youth participants are recruited through schools, they are those who are relatively educated. Some attendees said that it is important for us to really engage a more diverse background of youth from the public community. Therefore the youth engagement should be regardless of background as long as the youth is interested in Internet.

Workshop #120: How to engage users on Internet Policies?

Reported by: Joana Varon

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

The workshop started with a short introduction from Joana Varon, researcher from the Center for Technology and Society, who made an exhibition of a 4min video teaser from the collaborative documentary film project, freenet. This short film translates the main concerns of Internet freedom defenders into the audio-visual language, willing to engage regular Internet users in the debate. It specifically addresses the growing challenges that Internet users have been facing to guarantee access to a fast and affordable connectivity, to ensure an open and diverse access to knowledge through online content, to secure privacy rights and freedom of expression online. Presenting such challenges as threats to fundamental human rights, it was the kicking start for the debate about how to engage users about such violations.

Then Max Senges - Google's Policy Team, made some contributions for the debate bringing examples of some tools that Google have been providing to enable some sort of "user governance" in terms of the company's actions and freedom of expression. But he also highlighted that users also have the responsibility to respect other people's right, reason why there is also a need to implement tools for dispute settlement, other ways of settlement in a public arena involving users as citizens in that particular environment.

João Caribé, Brazilian activist who has been working against harmful Internet bills stressed that mobilization against the cybercrime bill was stronger than the mobilization in favor of the bill of rights for the Internet – for him it is easier to mobilize people against something than in favor of someone's rights. In order to reach wider approval, it might be important to split the agenda into different points of view just to fit different needs, identify different points of interest to each niche. Also take into consideration that Digital natives and digital immigrants use and understand the Internet differently. Watch the potential we have in hands as Internet turns mobilization easy.

Then Jochai posed the question: Do we have to use different tactics engaging users in a positive or a negative agenda? Twitter has a quick answer approach, so it s easy to start a mobilization. Facebook is a walled Garden, so it is harder to engage.

Jillian York, from EFF, stressed the fact that people won't care about censorship until it personally affects them.

People mobilized against SOPA and PIPA not because their freedom was in risk, but because their content was in risk. She also addressed the issue of generation, mentioning the term "Napster generation" – different access to content when compared to our parents. In other context, there were other reasons for engagement, but all of them always related to the fear of being directly affected. E.g. Jordan: user's fear was to be left out of Internet access. Discuss censorship is always very controversial, because, theoretically, governments have the coercive power to implement decisions on censorship, which, in democratic countries would happen after court orders. But it is different when a website, like Youtube, block itself the content, in this case, there is no prior engagement with civil society.

Then there was an interesting antagonism between EFF and Google's position, as Max Senges stressed that when talking about public policies and freedom of expression we need to think about how to deal with the consequences of this freedom of expression and how it will be taken differently by some groups, which will think that content is funny or some other group that will find it extremely offensive. He has mentioned that Google, Yahoo! and Microsoft have created the Global Network Initiative – rules and practices to be designed. But Jillian highlighted the fact that the problem is that Global Network Initiative deals with governments and not users. So the question that remained through out the debate was weather if western-based companies should have the power to decide what an offensive form of expression for other cultures is.

Conclusions and further comments:

It was an interesting debate that, besides all the questions and challenges to secure online digital rights, ended up focused on the challenges to engage users against violations on the right to freedom of expression online, and the consequences of the lack of such engagement, mainly related to the lack of transparency about how companies proceed regarding decisions about what to block or not. Unfortunately, the panel lost a bit of regional/multistakeholder diversity as there were two unpredicted absences.

Workshop #122: New gTLDs: Implications and Potential for Community Engagement, advocacy and Development

Reported by: Yannis Li

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

In the pending expansion of the Top Level Domain Space, ICANN has received close to 2000 new generic Top Level Domain (gTLD) applications. Of note is the low number of applications categorized as "community"-related (i.e., 84 community applications representing 4% of total applications). Various contributing factors have been discussed to explain the phenomenon such as the problem of general awareness attributed to

insufficient outreach efforts. For communities, especially those from the developing world, few measures have been taken to facilitate their participation and engagement. There is still a lack of awareness and understanding about the value of new gTLDs for communities and there are also specific challenges and barriers that serve to limit community adoption.

The workshop explored the following questions towards identifying the opportunities and challenges presented by new gTLDs for communities:

1. What is the value proposition of new TLDs for communities (i.e., the opportunities)?
2. What are the challenges in the uptake and sustainability of new TLDs for communities?
3. What type of support is needed to increase uptake and ensure sustainability?
4. What are the unique issues that apply for cross-border communities?

Conclusions and further comments:

The workshop discussion involved approximately 30 people and featured perspectives from representatives of communities that have applied for new gTLDs as well as views from regions around the world. Highlights and main points are as follows:

Opportunities/Value Proposition of new GTLDs for Communities

- Raises awareness about the community (i.e., makes communities visible with the identity that they choose);
- Builds the community (i.e., allows the community to connect and to be found by others who share the same or similar identity, which enhances community ties and network);
- Supports community advocacy (i.e., raises awareness about the community's interests, issues and concerns), which has implications for mobilization of support/resources;
- Supports the safety needs of vulnerable communities (e.g., children and the gay community);
- Allows for the development and provision of services specifically for the community and in particular those with special needs; and
- Surplus revenue can be channeled to support community-development via Foundations.

Adoption/Uptake Challenges for Communities

- Complicated application process with high start-up cost (technical, marketing, advertising, community consultations, etc.);
- Application process requires community endorsement, which is difficult to obtain without substantial prior engagement, consultation and mobilization of support;
- Information about financial assistance was not widely circulated and financial support requirement is premised on demonstration of financial stability, which defeats the purpose of financial assistance;
- Community-names taken up by companies, which requires dispute resolution; and
- Availability of Second Level Domain Name opportunities.

Support Needed for Sustainability

- Availability of local registrars/partners to distribute names
- vertical integration as a solution for this appears to be controversial;
- Strategies for dealing with abuse of community domains; and
- Partnerships that bring in critical components needed for successful application and implementation (technical expertise, financial support, outreach support, sustainable business models, etc), before, during and post delegation of TLDs.

Unique Issues for Cross-Border Communities

- Difficulty in identifying the boundary of cross-border communities that are global; and
- Difficulty in obtaining financial support for community applications that are trying to serve a global community of people that reside in both developed and developing countries

Recommendations for a new gTLD Remedial Round Targeted at Developing Countries and Under-Served Communities

- Initiate an experimental fast track round with approximately 25 new gTLDs;
- Revise the application process and guidebook based on weaknesses already identified by the community;
- Provide for a sunset policy and process where new gTLDs can fail gracefully;
- Adjust the requirement for financial stability in evaluating the need for financial support; and
- Ensure that the community evaluation process allows for community consultation and mobilization to happen after the application has been approved.

Workshop #142: Inclusive innovation for development: The contribution of the Internet and related ICTs

Reported by: Verena Weber, OECD,

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

The OECD invited experts and stakeholders to discuss the contribution of the Internet and related information and communication technologies (ICTs) to inclusive innovation for development. The OECD introduced the workshop with the presentation of recent findings of an OECD report that has monitored developments in the deployment and use of the Internet and related ICTs in emerging and developing countries since 2008. In terms of inclusive innovation, there are two important categories of tools that support inclusive innovation: infrastructure including networks but also equipment operating on the network and applications.

Developments on the infrastructure and device layer: Fast growth in mobile subscriptions

On the infrastructure layer, significant progress has been made to equip people with mobile communication. There were only 700 million mobile subscribers worldwide in 2000 but this number grew to 6 billion in 2011. This growth has helped narrow the digital divide with respect to access to mobile phones. When it comes to access to mobile broadband, however, emerging and developing countries fall behind. Although the number of subscriptions to mobile broadband is rising in emerging and developing countries, people in developed countries are picking up subscriptions at a much higher rate than in developing economies which means that the digital divide is growing in terms of access to mobile broadband. As a consequence, potential innovators in developing economies have fewer tools such as mobile broadband connectivity available to them, and just as importantly, a much smaller market to address that includes people with mobile broadband.

Developments on the application layer: Although multiple new applications have been launched during the past years, many do not survive in the medium or long run and there are problems with scaling existing applications.

On the application layer, multiple applications in areas such as health, education and agriculture have developed over the past years. Findings of the report indicate that the main benefit coming out of these applications is the provision of access to information that especially disadvantaged groups did not have before. Although diverse innovative applications have appeared over the past years, there are some challenges that must be addressed in order to promote inclusive innovation. First, many of these projects start well but do not survive over the medium to long term. The second challenge relates to scale. Many interesting applications are tied to a specific region or need but start small and remain small. Small scale projects are still good but scale should be increased in order to amplify the impact of successful applications. Based on these findings of the report, expert panelists reported on their experience, both on the infrastructure and the application layer before starting a discussion about policy needs.

Conclusions and further comments:

Affordable Internet access key for inclusive growth

Panelists highlighted that affordable Internet access was a key to inclusiveness. On the application layer, many small projects failed in Indonesia because access was 48 times more expensive than, for instance, in India. When people have more access to the Internet, more initiatives and innovation can develop which is correlated with economic growth. Participants also pointed out that affordability needs to be considered along the whole value chain, from access to networks to the cost of devices. In addition, costs can be further brought down if servers are directly located in emerging and developing countries avoiding expensive transmission costs across long distances.

Local content and the replication of successful small projects crucial for access to

information and inclusive development

On the application side, experts emphasized that improving access to information is one of the key levers for more inclusive development and pointed to the important role public libraries have in these areas. Local content is also a key factor for inclusive access to information. Participants pointed out that developing countries could benefit a lot from online content already available in developed countries but that the translation of this content is pivotal for its dissemination, in particular for disadvantaged groups of the society. Regarding the challenge of scaling up projects, experts noted that up-scaling might not always work and proposed that successful small projects should be replicated rather than scaled up. In addition, pilot projects should be given enough time to develop which has to be considered when funding such projects.

Main roles for policy makers: from "e-government to good government"

When it comes to infrastructure, panelists proposed that policy priorities should be the allocation of spectrum, spurring low-budget mobile broadband pricing models and the deployment of IPv6. On the application layer, panelists highlighted the importance of private-public partnerships to increase the uptake of services and the access to information. In addition, governments should look at the content already available online and in libraries. Overall, panelists concluded that a holistic approach targeting the whole Internet ecosystem is necessary to spur inclusive innovation and pointed out that governments have to move from "e-government" to "good government" which also includes fighting corruption, ensuring accountability and providing resources for education.

Workshop #150: The Multistakeholder Model and the Evolving gTLD Space

Reported by: Baher Esmat

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

Summary of main topics:

· Update on the new gTLD program
· Role of governments in the process
· Potential impact of IDN TLDs on the Internet
· DNS industry in Asia and Africa: key developments, challenges and opportunities
· Technical aspects in relation to critical Internet resources, and security and stability of the DNS

Main points:

· ICANN is currently in the middle of the initial evaluation process, aiming to complete it by end of June next year; all of the comments have been gathered; objections are ongoing; almost all applications will require some clarifications; clarifying questions to

come out by the end of November; draw event will take place in mid-December to prioritize applications; many details are still in the work, e.g. how to ensure that 'community strings' applicants fulfill their business plans and commit to what they presented in their applications.

· ICANN multistakeholder model works; there is room for improvements, and best way for preserving the model is by improving it; GAC has been part of the new gTLD process, the 'scorecard' was a very good piece of work, it flagged public policy aspects related to new gTLDs (e.g. consumer rights, economic perspectives, technical infrastructure perspectives, etc); dialogue between ICANN Board and GAC has become much more better; Both governments (GAC) and ICANN need to mutually understand how each party woks; GAC and all stakeholders are involved as part of multi-equal-stakeholder model; The new gTLD program has lifted the profile of the GAC; operating in a multistakeholder model is a challenge, not only for governments but also for all stakeholders; a lot has been done over years, and IGF for example has been valuable in helping stakeholders understand one another;

· There is a general perception that IDNs will help bring more people online, particularly those who do not recognize the Latin script; UNESCO-EURid study shows that there are challenges facing the uptake of IDNs; two main reasons for that: one is technical and the other one is organizational; the technical is in relation to services available for IDN TLDs, they are by far less than those available for ASCII TLDs, further work is needed to make browsers better support IDNs, and to introduce IDN e-mail capability, as well as major services like social networks, etc; the organizational aspects are those related to registration policies within countries, the study proved that where policy of registration is liberal, the uptake is faster, and vice versa; IDNs drive content growth and very soon English is unlikely to be the top language used online; those technical/ service issues need to be resolved otherwise the uptake of IDN gTLDs may be as slow as IDN ccTLDs; introduction of new gTLDs may put positive pressure on the technical community to resolve those issues; the Universal Acceptance project is key in that regard.

· New gTLDs should address users needs and should respect users experience, for example confusing similarity should be decided upon by people who use IDN scripts; there is more than 300 new gTLD applicants from Asia Pacific; regional organizations are working on legal frameworks and trade agreements, a lot of development going on in areas like intellectual property rights, privacy, data flow, etc. all this will have an impact on both ccTLDs and gtLDs; where is this from ICANN's multistakeholder model? ICANN stakeholder engagement team should reach out to those stakeholders; current trademark protection model will be effective only for the developed economy, but it will be too costly for small enterprises and local brads in Asia to use; IDN gTLDs are likely to be vibrant in China.

· There could be a conflict between a trademark and some name that belongs to one community or culture; short answer to this is independent objector because it is the independent objector's job to make those moral decisions.

· Only 17 new gTLD applications from Africa; domain name industry in Africa is far from being similar to the developed world in terms of investments, policies, etc; it is not just price although the price needs to come down, it is not just the new gTLD program whether this round or the next one, it is about establishing an industry in Africa around existing gTLDs and ccTLDs so that there is a market for startups and entrepreneurs; only few registrars operate in the local market today but there are many people who sell domains in Africa and they have no legal relationship with ICANN; consumer choice, and consumer protection are core values of the multistakeholder model; it is our duty as community and as ICANN to help get proper and better industries serving end users in Africa.

Three main challenges in relation to technical infrastructures: 1) ICANN have trusted relationship with the existing 300 TLDs, that have to be known to ICANN staff; that is a very human process, and obviously one that doesn't scale well; this is a much bigger issue than how many zones can be added to the root; 2) the mandatory DNSSEC requirement with new gTLDs is an excellent thing, but the problem is that DNSSEC implementation is still difficult and often comes with glitches; 3) Lack of IPv4 blocks that TLD operators need to get a for each name server, though there might be solutions to this problem (e.g. convince ISPs to accept smaller blocks), implementing such solutions take time; this is a question of whether new market entrants will be supported in the same way that TLD operators have been up until today; one could argue though that there is no necessity of that as TLD operators could easily outsource.

Conclusions and further comments:

· The new gTLD program opened up the membership of the multistakeholder; ICANN has been hearing only from IP attorneys, now we are starting to see the marketing folks and the business development folks from the brands, etc.
· Though some may still argue that it is hard for governments to accept the multistakeholder process; many have recognized that GAC role within ICANN multistakeholder model has been improved.
· ICANN community has a responsibility for meeting the expectations and the needs of the Internet community in Africa and the developing world.

Workshop #167: Understanding multistakeholder ism and IG capacity building in quasi-democratic or authoritarian countries

Reported by: Oksana Prykhodko

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

The main purpose of the workshop was to discuss, if multistakeholder (MSH) model is unique for Internet Governance issues, what makes any structure or process really multistakeholder one, what is the situation with multistakeholder laboratories (such as

national IGFs and ccTLD administrators)in developing countries. In developed countries (such as France, for example) there are a lot of examples MSH structures in non-IG spheres, which are not called as MSH, but in which governments, business and civil society act together, in their respective roles. But in quasi-democratic countries even such MSH laboratories as national IGFs or ccTLD administrators lack key elements of MSH. In authoritarian countries the role of governmental regime is extreme, but in quasi-democratic countries there are examples of governmental vacuum, with lack of transparency and accountability.

Conclusions and further comments:

Awareness raising, literacy and education are extremely important in IG capacity building, but there is also the need for some binding mechanisms, which can provide the minimal standards of MSH. It is not about creation of new international structure or about taking the control on Internet by ITU, for example. It is about more active role of OECD, Council of Europe, European Union and other international organizations in IG issues. EuroDIG, DiploFoundation, ICANN Fellowship program have to be used more actively in developing countries to create the strong network of personal contacts, to ensure trust in MSH, to avoid faking the concept.

Workshop #186: Internet Governance in a Sustainable World

Moderator introduction: Ms. Marilyn Cade, mCADE, llc

One underlying factor that contributes greatly to sound Internet Governance is the relationship between the public and private sectors. This dialogue needs to take place at both the global and national levels. After all, most of the significant inventions and innovations -- including the Internet -- resulted from government and industry working together. The Internet has proven to be a rich and still evolving ecosystem that has contributed enormous economic, social, scientific and intellectual value through the voluntary contributions of its now billions of users. But this same infrastructure is also an avenue for harms, social, economic and even criminal. That these issues must be addressed is indisputable. The way forward will require the determined effort of many stakeholders and institutions with an interest in the critical nature of Internet Governance to ensure a safe, healthy, prosperous and sustainable Internet. At present, our Internet Governance system is still very much a voluntary collaboration of a remarkable range of stakeholders -- including but not exclusively made up of governments, industry, academia and civil society. This workshop explored how this broad range of stakeholders can effectively work together towards addressing these Internet Governance challenges and developing solutions to these complex but critical issues for the benefit of all. Panelists brought real-life examples of how problem solving within the framework of Internet Governance can best be achieved through mutual cooperation in critical areas.

Botswiri Oupa Tsheko, Board Chairman, Botswana Telecommunications Authority

Mr. Tsheko strongly supported the multistakeholder approach, which was necessary to consolidate the diverse interests of the 1 billion people on the African continent. From the perspective of Botswana, ICT has already contributed significantly towards the GDP and any changes to the Internet governance system must not negatively affect the positive impact that ICTs have on the economy and on the society. Expanding access to Internet services and devices is key In Botswana. Key hurdles to faster growth of the ICT sector is; above all else, illiteracy and an archaic legal framework which is not optimized for growth and innovation in the realms of IP based technologies.

Kristen Petersen, CEO & Co-Founder, Inveneo

Ms. Pederson presented some key findings from her work at Inveneo, a nonprofit social enterprise dedicated to deliver the tools of ICTs – sustainable computing and better access to the Internet — to those who need it most, people and organizations in rural and highly underserved communities of the developing world. She stressed that the multistakeholder approach to Internet governance was critical to address several key issues, such as:

Affordability: The cost of providing access to developing markets varies greatly from country to country. Stakeholders must get together to identify ways to reduce such costs. Using an IBM based access initiative as an example, providing high quality access to a rural community in Haiti costs approximately $800 per month, as compared to $200 in rural Kenya and $2,000 in South Sudan.

Increasing overall access: About two thirds of the world's population does not have access to the Internet. In the 25 countries that Inveneo currently is engaged in, about 95 percent of the population has no access to the infrastructure. Access is problematic not just in terms of technology, but in terms of lack of electricity and roads.

Increasing the voice of users/citizens: Only through a truly multistakeholder approach can users (or would-be users) have a voice in regard to how Internet access can be delivered into non-covered areas (e.g. through shared access models et al.

Driving competition and transparency: Only through accountability and transparency made possible in a multistakeholder environment can a competitive marketplace truly flourish.

Mr. Nizar Zakka, CEO– Professional Computer Association of Lebanon (PCA) & Union of Arab ICT Associations (ijma3)

Mr. Zakka informed that ijma3 was formed in 2004 in order to link the preeminent ICT industry associations from the Middle East and North Africa's key ICT producing countries. As a uniting platform of the Arabic ICT private sector, IJMA3, through establishing a clear vision of IT in the region, overcoming barriers, initiating projects and events, and providing coordination and cooperation between the different country

members, helps the Arab world grab ICT opportunities to improve development whether social, economic, political, or other.

In the midst of the Arab Spring uprisings, there were many threats against access to many Internet services and devices. For ijma3 and its members, it has been pivotal to work with governments as much as possible through a multistakeholder environment. Only with all parties at the table can one reach the best solutions. However, as Mr. Zakka has found, defining the right stakeholders can be tricky; e.g. a global company such as Microsoft or Apple cannot represent the Arab ICT sector. Establishing a role for end users is critical.

In the Arab world, access is generally not a problem. However, quality of service can often be lacking. Organizations like ijma3 and other stakeholders must vigilant in working with the public sector. In turn, governments must realize the importance of working with the sectors that are most efficient.

In terms of access, all parties must come together to realize that the best approach is often a mixture of best practices and regulation. An example where regulation may be necessary includes: Licensing, spectrum, interconnection. Generally, regulation is also needed to ensure that rural areas get coverage as well.

Another area where industry needs to engage governments is in the realm of Internet rights. Mr. Zakka informed. Governments must be held accountable for encroachments against citizens' rights to access to established networks or services. To this effect, ijma3 adopted an Arab Internet Freedom Declaration earlier in the year.

Finally, Mr. Zakka announced the launching the first regional women Alliance for virtual exchange "WAVE" at this IGF. The launching of this Alliance goes in line with the extensive efforts that are now being made in order to enhance the quality of life of women and amplify their voice. Currently, ICT is a very dynamic field that we could benefit from to improve the status of women and unleash their potential in different fields. The uniqueness of this Alliance lies in the fact that it consists of diverse technical expertise from various non-governmental organizations and civil society organizations that work on advocacy and campaigning on women related causes and online freedom, and others that are entrepreneurs and specialized in Internet technology. Furthermore, this Alliance covers a diverse geographical and religious area where it consists of more than fifty non political NGOs and CSOs located in the MENA and Central Asia region, committed to enhance the quality of life of women. Thus, this Alliance strives to empower its members through specialized programs that build their capacities and allow them to share experiences.

Joshua Haynes, Senior Development Technologist—USAID Center for Democracy, Human Rights and Governance

Mr. Hayes thanked the GIIC and WITSA for being invited to participate in the panel. In his job at USAID, getting input and assistance from the private sector is critical. USAID is doing a lot of outreach with governments in Nigeria, Ghana, Colombia and many other

emerging countries. Determining the best way to obtain universal service and access funds is one of those areas where industry guidance is pivotal. The multistakeholder approach is not only instrumental to improve access, but access in of itself is multistakeholder! As USAID work in many markets, the key to improving access is building sound legal enabling environments. Mr. Hays cautioned that, access nowadays is synonymous with broadband. We're really talking about fast/broadband deployment and access. In order to reach the best and most sustainable solutions, all technology focused ministries, agencies, industry associations, civil societies and academia must work together.

Shawna Finnegan, Project Administrator, Internet Rights Are Human Rights, Association for Progressive Communications (APC)

Ms. Finnegan provided an overview of APC, whose mission is to empower and support organizations, social movements and individuals in and through the use of ICTs to build strategic communities and initiatives for the purpose of making meaningful contributions to equitable human development, social justice, participatory political processes and environmental sustainability. Ms. Finnegan stressed that APC is both a network and an organization, whose 50 members spanning 35 mainly developing countries groups are working in their own countries to advance the same mission as APC.

APC's main goals are to advocate for affordable Internet access for all; make technology work to sustain the environment; use emerging technologies for social change; build the "information commons"; secure and defend Internet rights; and improve Internet governance.

Moreover, APC is an active participant in ITU's Telecommunication Development Sector (ITU-D), which aims to foster international cooperation and solidarity in the delivery of technical assistance and in the creation, development and improvement of telecommunication/ICT equipment and networks in developing countries. Ms. Finnegan stressed that APC's overarching goal is to make access to Internet services and devices more widely available in underdeveloped areas. Maintaining and improving the multistakeholder model is critical to achieve that goal.

At the political level, Ms. Finnegan believed stakeholders have a lot to learn from the IT4D sector. The views of people who both benefit from and are negatively affected by ICTs should both be taken into consideration.

Dr. Jimson Olufuye, Chairman, African ICT Alliance (AFICTA)

Dr. Olufuye informed about the recent establishment of the Africa Information & Communication Technologies Alliance (AfICTA), which is a private sector led alliance of ICT Associations, multi-national corporations, companies, organizations and institutions in the ICT sector in Africa. AfICTA's vision is to fulfill the promise of the digital age for everyone in Africa. AfICTA encourages multistakeholder dialogue as the best approach to fostering accelerated and ICT enabled development in Africa and the

use of cutting-edge innovative technologies including mobile, computing and satellite technologies to achieve an Information society in Africa.

More specifically, AfICTA aims to organize non-state ICT actors in Africa for effective local and continental advocacy by the year 2015 and to create awareness and improve African digital literacy by 50% in collaboration with stakeholders by the year 2020. Furthermore, AfICTA is exploring partnerships with the African Union and all the regional economic commissions towards the realization of the WSIS 2015 targets. AfICTA also seeks to be the focal point for Africa ICT advocacy in the global digital economy promotes business partnership between member's associations, contributes to capacity building by promoting best practices, encouraging regional projects, sharing data (skills, expertise, events, business announcements, exhibitions, seminars, etc). Finally, AfICTA aims to organize regional contests and cross-African advocacy.

Dr. Olufuye mentioned that his home country, Nigeria, had seen a lot of progress in recent years, although a lot remains to be done: More than 105 of the 170 million populations currently have telephone access. Whereas only 30 percent of the population has Internet access, this number is growing rapidly. While multistakeholder dialogue and sharing of best practices are very important, regulation is also critical in Nigeria and many other African countries in order to make sure operators are enabling access in rural areas.

Dr. Olufuye also mentioned that while multistakeholder participation in international fora such as ICANN, W3C, WIPO and the ITU is important, funding is a real problem. Multinational organizations need to consider more focus on funding in order to ensure a proper multistakeholder dialogue, and to be able to provide the much needed training.

Q/A – Watchdogs/Ombudsmen

Mr. Omar Ansari of Afghanistan (NICTAA) stated that a growing problem in his country, as well as elsewhere, was government's close affiliations with specific companies. Coupled with a lack of transparency, shady dealings and favoritism was becoming a major problem in the developing world. Representing the National ICT Alliance of Afghanistan (NICTAA), Mr. Ansari's question to the panel was how watchdog's best can help promote openness, transparency and a pro-competitive environment.

Mr. Zakka agreed, adding that this was an area where the international community had never provided any assistance. Protecting consumers is an important part of the multistakeholder dialogue, and engaging civil societies is critical in that regard. A mix of awareness raising and regulation is needed.

Q/A – Remote Access / Universal Service

Dan O'Neill asked the panelists how industry can best assist in working with stakeholders in order to enhance access to remote and rural areas.

Ms. Petersen replied that a lot of failures had stemmed from using wrong financial models and old technology solutions. Due diligence must be made to ensure that solutions are cost effective and innovative, and that facilities are created where broadband can be shared in rural areas.

Mr. Tsheko responded that while there are no universal service fund provisions on Botswana yet, a 2011 Directive aims to lower costs for Internet services throughout the country. Over two million people in 200 villages are now covered with basic services. Government in Botswana is also funding training and schools are given computers. However, while progress has been made in Botswana in recent years, a dialogue with stakeholders is necessary in order to identify more affordable access options.

Ms. Cade made a summary of the panel discussions. While the World Summit on the Information Society (WSIS) originally had been all about ICTs for developing countries, it ultimately became more about Internet governance. While Internet governance is still a central theme for discussions, access is and has been the top priority. While the concept and solutions behind access is evolving, the commitment from stakeholders is constant. Ms. Cade concluded that, if we are going to be better understood, we are going to need better messaging.

Mr. Zakka added that there is no clear process for who should be represented at forums such as the IGF. Zakka thought industry associations, more so than civil societies, are key to the multistakeholder dialogue. In many ways, industry association – as not for profit entities – is effective intermediaries between industry and civil society. Zakka also stressed that a lot of social innovation had been made through ICT4D, which should be embraced to a greater amount by the industry. Finally, stimulus packages and grants aimed at last mile connections are vitally important to ensure access in remote areas.

Dr. Olufuye agreed that ICT industry associations need to play a pivotal role in driving important issues regarding access and Internet governance. However, he noted that industry leadership from the developing world must step up and show leadership on these issues by participating at the IGF as well as other fora where access and ICT4D are being discussed.

Ms. Petersen concluded that only through a multistakeholder approach can pragmatic political solutions be developed which incorporate local product development and innovation as a means to finding the most effective and affordable high level solutions to improve access.

Main Session: Access and Diversity

Seventh Annual Meeting of the Internet Governance Forum
6-9 November 2012, Baku, Azerbaijan

8 November 2012

Chair

Ms. Gulsel Safarova, Chairwoman, “AGAT” NGO, Azerbaijan

Moderators

Ms. Ory Okolloh, Manager, Policy and Government Relations, Google Africa

Ms. Karen Rose, Senior Director of Strategic Development and Business Planning, Internet Society

Panelists

Mr. Bitange Ndemo, Permanent Secretary, Ministry of Information and Communications, Republic of Kenya

Mr. Tarek Kamel, Senior Advisor to the President of ICANN and former Minister of ICT, Egypt

Mr. Janis Karklins, Assistant Director-General for UNESCO's Communication and Information Sector

Ms. Jac sm Kee, Malaysia, Women's Rights Advocacy Coordinator, Women's Networking Support Program, APC

Mr. Peter Major, Coordinator, Dynamic Coalition on Accessibility and Disability

Mr. Cecil McCain, Director of Post and Telecommunications of Jamaica

Ms. Jacquelynn Ruff, Vice President, International Public Policy and Regulatory Affairs, Verizon Communications (Private sector, confirmed)

Lead discussant

Mr. Satish Babu, Director, International Centre for Free and Open Source Software (ICFOSS), India

Remote lead discussants

Ms. Sheba Mohamid, Policy Analyst, Trinidad and Tobago

Mr. Ermanno Pietrosemoli, Telecommunications/ICT for Development Laboratory (T/ICT4D), Abdus Salam International Centre for Theoretical Physics

Remote moderators

Ms. Raquel Gatto, Member of the IGF Remote Participation Working Group, Director at Internet Society Brazil Chapter

Ms. Claudia Selli, Director European Affairs, AT&T

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The following is edited the output of the real-time captioning taken during the Seventh Meeting of the IGF, in Baku, Azerbaijan. Although it is largely accurate, in some cases it may be incomplete or inaccurate due to inaudible passages or transcription errors. It is compiled here as an aid to understanding the proceedings at the session, but should not be treated as an authoritative record.
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Gulsel Safarova:

Issues of access and diversity have been discussed at each of the six IGF meetings. We have had discussions about essential infrastructures such as Internet exchange points and the deployment of fiber optic cable. Last year in Nairobi, I understand the main issue was about the mobile Internet. This year we will focus on social and economic development and we have seven experts to provide comment and the ideas for our discussions.
For Azerbaijan, I would like to emphasize the importance of the role of government in creating a favorable enabling environment. The President has begun initiative to support private sector ownership, innovation and scientific research, notably through the State Foundation for Information Technologies Development. We have seen the country's ICT sector double in the past three years. Income from the sector in 2011 was approximately USD 1.7 billion, like the rest of the world, the mobile sector been very dynamic, both 3G and 4G.

Azerbaijan is the member of the TASIM, an important regional initiative whose purpose is to lay a transnational fiber optic cable and line covering the Eurasian countries, mainly from Western Europe to Eastern Asia. This type of initiative is important to landlocked countries. We will now hear from the moderators who will further set the scene for this afternoon's dialogue. Let's think about the barriers to access and use, also opportunities.

Karen Rose:

I would argue that the issue of access and diversity and the topics we will be discussing in this session are some of the most important of the entire IGF because without access and diversity few of the other Internet governance issues we discuss in this forum have any practical impact.

As noted, in keeping with the theme of the 7th IGF, we will explore access and diversity from a perspective of economic, human and social development. In order to do so, we are going to seek to go beyond what is often a binary proposition of discussing disparities between those who have access and those who do not. This is sometimes too simple of a context. Rather we will be looking at Internet access and diversity as more of a value proposition and the issues that need to be addressed in order to transform the unconnected into empowered users, users into Internet creators and Internet creators, into the innovators that will fuel the economic transformation and international development we seek.

We have been asked to explore five topics today. We will start with infrastructure, move to mobile and innovation, go to human empowerment, then free flow of information and multilingualism. We are very fortunate to be joined today by some of the world's most foremost thinkers in the area.

Ory Okolloh:

We will start off with addressing around the issue of access, underlying access infrastructure and the question is how, with the growing increased demand for bandwidth and for lowest cost of Internet access, and with the revenue shifts affecting investment in broadband infrastructure and access networks, how we deal with this issue or what I would like to call, "Who pays for all of this"? How we meet the growing demand, as I said, for fast access, quick speed, lower prices, both on the mobile side and on the broadband side.

If I can start off with you Dr Ndemo, can you share your experiences perhaps from Kenyan and from Africa in terms of what is the thinking around this question?

Bitange Ndemo:

Until four years ago, Kenya did not have sufficient broadband and what we did was work with the private sector through public/private partnerships to lay the fiber optics that landed on the coast of Kenya. Then internally we have worked very closely again with the private sector to develop the terrestrial fiber and now we are working on the last mile. We have paid attention to those in the rural areas by creating a value proposition for ICT's in the rural areas, and soon we are hopefully going to cover the whole country. The national research and education network was fully funded, to provide broadband to universities and we are hoping to get to high schools and Primary Schools throughout the country. The government plays a very key role in terms of creating access to broadband, to a large extent.

Ory Okolloh:

I will turn over next to Mr. McCain. I think we have heard a lot of the role of government and Kenya has been known for driving this model of public/private partnerships. Can you share your experience on the same and maybe speak to also what are the policy measures we can be taken to drive or to address the question of investment infrastructure?

Cecil Mccain:

Like the experience in Kenya, Jamaica had a similar experience. When we liberalized the telecommunication sector in early 2000 there was a revolutionary change to the entire telecommunications sector, led by investments in voice.

The licensing regime allowed for the increased international bandwidth into Jamaica. With that came significant investments in terms of international bandwidth in Jamaica. These investments, however, unfortunately did not translate into increased Internet usage. In fact, the subscription rates for, for Internet is below 10 per cent in Jamaica and that has been the challenge. We see like Kenya, we realize that the government does need to play a role and as a result, through the Universal Service Fund we have brought the Internet, we are bringing Internet access through most communities to schools, libraries, post offices and thereby enabling the communities through which this backbone passed to have access to the Internet. We recognize however that the investments need to be demand driven and recognize that as a major difficulty that governments have to deal with. How do you get demand? How do you create demand? Is it simply a case of providing access to those in need, do you give them free connections? Do you give them discounted access or do you create services such that demand will be driven by need or perceived need? I believe that the answer to increasing investment in broadband lies in us understanding the delicate balance between supply and demand and how do you stimulate investments which would generate adequate demand for broadband.

Ory Okolloh:

That has set quite the framework in addressing what I think remains the pressing question of both backhaul and last mile and demand and what can be done based on your experience, what are the trends in the industry in terms of the question in terms of how to invest infrastructure and how to address the question of demand?

Jacquelynn Ruff:

Let me first describe Verizon Communications and the perspective we bring to this. We are, in the United States, a very big provider of mobile services, fiber in the home, and every type of infrastructure that you could think of, we also have a global network of undersea cables and we also provide enterprise services, cloud services around the world. So I am bringing those perspectives as well as that of following trends generally and I think the previous speakers really set the foundation very nicely. I want to talk about what are some of the regulatory and public policy frameworks that we find to be

conducive to getting private investment as part of that public/private partnership that was described.

So a few categories, one Dr. Ndemo talked about and our moderator also talked about which is that if you want investment in one part of the chain of the infrastructure, it is very important to also have the other parts of that infrastructure be robust. So that would be your international connectivity; your backhaul; your Internet connection like ISP's and then your last mile. So looking at those who maybe part of the private capital; the question then would be, are there barriers to that private sector type of investment? For example, foreign ownership limits or requirements if we are talking about certain services like cloud services. Are there requirements that actually stand in the way of certain types of services like a requirement to have all of your facilities in country rather than some being done through a cloud? There are technical requirements to use a certain technology and some have import duties on hardware and software. That is the examination of whether there are barriers. Then are there incentives that could be adopted like tax policy; or the use of Universal Service Funds as was mentioned before; access to rights of way? Are there pro competition policies? Is the spectrum policy pro competitive? Are the licensing policies flexible, as was mentioned in Jamaica? Is there a level playing field for various types of providers? Another important factor, if you look at trends, is there a national plan, really putting all of the pieces together? And some of the most successful countries such as Korea have always had national plans that bring together agencies.

I also would just say, on the demand and creating that, I agree with the previous speakers that we really need to look at both of those, those questions. We find even in the U.S, we do not have as many people using broadband as is available and the surveys show that one of the primary factors is that they don't think it is meaningful for them. It is not affordability even in our low income areas, and I recently saw a survey in Brazil that came up with exactly the same question. What is the service going to do for my life? Therefore I think we should talk during this panel about things like e-health, e-government, e-education, distance learning; I know there is a lot of that in Africa for example. The more we can do that type of demand, I think the more we will close the gap between availability which is increasing and the actual usage.

Ory Okolloh:

Satish, do you have any response to some of the remarks from the panel, as particularly I think on this question; it is I think we are moving towards a theme where it is infrastructure alone is not enough to ensure access. Can you perhaps share some of your thoughts on what, in response, on what we can do to overcome, to overcome this when we talk about access?

Satish Babu:

First of all we see there are two aspects to the question; there is the infrastructure and there are the other factors that promote the use of infrastructure and drive demand.

On the infrastructure, from what I can hear, the various panelists, the points that have been made relate to the 4 aspects of the infrastructure, the backhaul, the last mile, the international and now the cloud. Now we do not necessarily have coherence among the policies that led to all this, the cloud is very new and the national policies do not yet encompass all these in a coherent manner. So I think that is one area we have to look at. The other area relates to the demand side of services for example, social innovation and e-health and government and so on and SMEs and I believe the SMEs have a major role to play and we need to ensure that small businesses can also survive. Of course, the larger business perspectives, for example, pro competitive regulation has already been mentioned and those of course are not new and we continue to go for those kind of regulations.

Stuart Hamilton:

I am reporting back from workshop 130, which was on what policy maker's want and how libraries and other community services can deliver in terms of public access to the Internet. We had a full room; a very engaged discussion; remote participation and a panel made up of very diverse multi stakeholders to address this issue. We know that there are over 2 billion now online, but of course not all of them have access to the Internet in their own homes. So public access to the Internet is an extremely important thing. Our policy makers on the panel included representatives from Romania and from Bhutan, but we also touched on Ghana and Poland and many other countries. We talked about how they were exploring public access solutions to meet community needs and we discussed the policy makers want solutions that take advantage of existing infrastructure and expertise and also have the flexibility to partner with the private sector. So the workshop focused on libraries and how they can fit into this role. The experience of our participants was that libraries are very well suited to this. They know their community; they understand their needs and they are able to tie their services not only to these needs but also to national policies and community policies for development and for access to information. Libraries offer expertise and counseling; physical space; skills and training development; and access to some other things which you are not just going to get through mobile technology. Very often when people are looking for jobs they need to print out CV's, they need to access printed documents and libraries offer these facilities. We talked very much about the examples in the workshop about how the libraries are providing access to information on jobs; health information; services for women and children.

Subi Chaturvedi:

I represent the academic and the civil society community from India. It is an important region, because we are discussing the issue of access and diversity and I couldn't agree more with Karen that this is one of the most important sessions we can look at on the question and I think it is extremely important that we look at this region because we are talking about enabling environments and that is the focus of this team. We are looking at an ecosphere that looks at facilitating infrastructure that can take us through, not just infrastructure to a point where it can facilitate penetration and broadband. I would like to start by giving you some of the numbers that we are looking at. On the question of

diversity, India has over 18 languages that are recognized in its constitution. There is a rupee note that has about 15 scripts, which are written out of respect for diversity. We have interesting levels of literacy, so there is literacy, no literacy and there is key pad literacy, and that is where I am coming from. In terms of interventions and where we are at, there are about 700 million active mobile users, about 125 million users on the Internet. There is a USO fund which looks at every user, every mobile telephone user in India, contributing about 5 percent of their charges on to the USO fund, which is the Universal Service Obligation.

We have had a fantastic story as far as Telecom is concerned. This is one of the key revolutions and a unifying factor of this very diverse nation; other than railways, movies and cricket. And this has happened because we have a system that is run locally; that is nimble footed; that has been able to do at least 3 national revisions. Unlike the system at the ITU which last saw revisions 24 years ago and what my key point here is, when we are looking at access, we are looking at countries that are very diverse. So I believe a blanket solution that is being proposed at the moment, a one size fits all, cannot be a solution because there are clearly models that have worked. I think it is a very important thing because we are having this conversation at the IGF and it is a bottom-up approach. We cannot look at facilitating access through a top down approach, especially at a platform where none of us are going to be there in the room, in the some of the most key decision making sessions.

Naveen Tandon:

I represent the Internet Providers Association. I would like to mention that infrastructure certainly is quite important and critical for the growth of access and diversity in a country. Here I would like to inform that India has specially taken a remarkable step in the formulation of a broadband plan and they have already tied up almost 4 million dollars which will be spent over the next 2 years to provide connectivity to almost 250,000 villages. On the policy front there have been major initiatives taken already. The National Telecom Policy of 2012 talks about growth avenues and they have been impressive growth targets for the broadband and the plan is to achieve almost 600 million by 2020 and 175 million by 2017. The policy document does talks about the enabling framework for cloud; international connectivity, and some pro regulatory policy that will certainly help grow the Telecom sector. So we can have diversity; we can talk about e-governance content, but unless we have the required infrastructure in place, the required highway is not in place; then it is very difficult to provide connectivity to rural areas who really don't understand what the Internet means unless they actually see it.

Fatima Cambronero:

I am an ISOC Ambassador but I will speak in my personal capacity. The question is, there has been tremendous growth in international undersea cable capacity around the world including in Africa. Where are the solutions that will help bring with this capacity from the coast and major cities and into the area?

Bitange Ndemo:

I want to add on what I said with respect to the experience in Kenya. Initially we focused on the demand side of the broadband and what we are working on now is the supply side of broadband and we are now focusing on the demand side by doing a lot more to make sure that those who are not connected are indeed connected, especially in the rural areas. As you know in Africa most rural areas take much longer but we have invested in terms of creating rural digital centers which will be used mostly on education and access to many other services. At the same time we have gotten into local application development and this is the fastest growing area now and some of the applications are targeting the rural populations. Most of you probably know Kenya has been the leader with respect to mobile money and also we are coming up with other applications targeting the health care sector and the agricultural sector. Responding to my colleague here from Jamaica, and as Jackie said, there is a way of creating demand for the supply that is increasing. Indeed in Kenya we say if we "build it and they will come". We are very happy with the uptake of broadband in Kenya and it didn't just happen; it is the government specifically that worked on the demand side and by digitizing, providing some of the services that I have said, then we actually get the balance you need and ensure that everybody participates in the realm of the ICT.

Janis Karklins:

I would like to strengthen this point on the very clear link between infrastructure and content. It is little bit of a chicken and egg problem. You cannot have infrastructure without having content, because if there is no use of infrastructure; there is no return on investment; there is no possibility of reinvesting these funds which have been received by offering services. And of course you cannot provide services if you do not have infrastructure. We need also to understand that there should be the right policies in place because the study which UNESCO, OECD and ISOC did last year proved that there is a very direct and positive correlation between the volume of local content which is kept on local Internet infrastructure, which includes also local ISP's and the access price with local Internet users are paying. The more local content you have; if you have the right policy and if you have ISP; the quality of service will be better and the access price will be lower; a bit paradoxical, but that is what happens. We did it with the assumption, two assumptions, which are proven to be correct that the majority of consumption is consumption of local content. And another assumption that we made was that the local traffic always is cheaper than international traffic. So, therefore, I think we need to speak about both simultaneously investment and infrastructure and also stimulation of production of local content.

Peter Major:

I just want to follow up on what Mr. Karklins said and I want to react to the comments of the Indian lady about the local initiatives. Being on the Dynamic Coalition of Disability, we have a very good United Nations Convention of Rights of Persons with Disabilities

that has been signed by 154 countries of the 193. However; if you look at the bottlenecks of the implementation it is mostly the local initiatives and basically, that is the heart at the matter. The local initiatives are to be really forced so that to be encouraged.

Cecil Mccain:

I believe that indeed one of the challenges is the balance between supply and demand and most government's focus on the supply side. When the government of Jamaica started to focus on the demand side; we found that we needed to deal with a number of issues. Literacy as was found in India; content, and access to financing of SMEs, one of the major driving forces to putting content online. And we found that it is in addressing these issues that you would address an issue of sustainable demand. Most countries often pay for Internet bandwidth for persons but this is not sustainable demand, we have to generate sustainable demand so that the industry itself can grow. I believe that is what we need to focus on in terms of ensuring that there is a growth of Internet usage within our countries.

Karen Rose:

I think this next session is a great follow on from what we have been discussing. We noted in that panel that in order for infrastructure and for demand to be there, there needs to be content and there needs to be a relevancy for getting that connection. In this session we will talk about mobile and innovation in particular. And the framing question here is: What does it take to create opportunities and for entrepreneurs; for youth and other developing country stakeholders to participate in mobile innovation and mobile development? Where are the linkages with local content? What more needs to be done to promote those opportunities from becoming just a mobile phone user; to a mobile data innovator?

Tarek Kamel:

Before I talk about mobile and innovation, I wanted to share some statistics with the audience, about the overall mobile and Internet evolution. According to the ITU numbers, we have over 6 billion mobile users worldwide; 1.5 billion fixed phone users. We have according to the ICANN statistics, we have 200 million domain names and we have over 1 billion mobile users that are using the Internet. In 2015 we are expecting to have 3.5 billion mobile users using the Internet, one of the fastest growing rates worldwide and the fastest growing industries worldwide. So if we want to reflect that on the developing countries very specifically and I am going to pick up Africa as an example, ICANN has been recently doing a strategy for Africa or developing a strategy for Africa together with the African Union and the African community and there has been a number of interesting observations that I would like to share with the panel. We have around 750 to 800 million mobile African users. The number of Internet users; however, in Africa is around 150 million, which is something like around 15 to 20% of the overall population and around 6.5% of the global Internet users. However; the number of growth of the mobile Internet users in Africa is double digits and is exceeding 40%, which is one of the highest growth rates worldwide.

In addition to that we have a number of observations. Janis Karklins has mentioned one of them, which is that there are clearly consumer shifts in Africa. The mobile Internet has exceeded the fixed Internet by far. We have for the first time as well that the user is generating his own content and in addition to that; that the growing traffic in data and video has exceeded for the first time the growing rates in traffic in voice. What does this mean? That we are now being confronted with a new platform of mobile connectivity in Africa that is enabling the economy and this is enabling social economic growth. But we need to take it to the next level. It is not only just basic connectivity and it is not just basic access. We need to take it to the next level where it really fosters innovation and contributes to the overall GDP growth in the Africa nations. There are wonderful examples for applications in e-commerce, in Africa and Kenya and in other parts of Africa but I would like to tackle a very important issue, which is related to the development of the logical infrastructure on top of this physical infrastructure. We talked about content but between the layers of content and the physical infrastructure we have a missing layer which is enabling of the domain name industry. This is where we want to focus within the next couple of years, specifically to empower young entrepreneurs and to empower innovation and to empower incubators and the establishment of incubators for start-ups to enable the domain name industry, because it is one of the drivers for content development that has been mentioned. We need to build on the success that we have witnessed in the African continent and in other parts of the world from a developing country perspective and develop the next layer that enables entrepreneurship and enables innovation and I think we have a wonderful opportunity to do that in Africa and outside Africa.

The next billion Internet users are definitely coming developing countries and it is estimated that within the next 20 years we will add another 4 to 5 billion Internet users; probably most of them coming from the developing countries. The population in our part of the world is a young population and 60 percent of the population is under the age of 30 years, which gives another opportunity for innovation and for driving innovation for us. I think we need to be working together on a road map for building on the success that happened in the mobile industry, specifically in Africa and in the developing countries, adding the next layer that would foster content development and specifically multi-lingual content development. Mobile Internet advances economy through innovation and it provides a wonderful global launch pad for ideas that will really generate tomorrow's great economic opportunities with the power of creative thought and risk taking and never before has innovation really had a fertile field to grow like it has now through the mobile industry, simply because it ubiquitous and it is borderless so we have a wonderful opportunity really to mesh the young population in the world in a new innovative form using the new innovative platform that really enables the risk taking young entrepreneurs from all over the world to come together and we need to provide them with the opportunities and not to marginalize them from the developing countries.

Karen Rose:

Dr. Ndemo, Kenya has been lauded for the innovation it has had particularly in the mobile area, the development of iHubs, and the development of the industry of mobile applications for youth, for entrepreneurs. I am wondering if you could tell a little bit about what is going on in Kenya and what the government is doing and what the government is thinking about promoting opportunities for entrepreneurs and youth with mobile technology.

Bitange Ndemo:

I will go straight to the answer. The secret in Kenya is that the government has provided open government data, which has enabled the youth to create many applications that are coming up. We are beginning to incubate some of this new start ups, we are looking to find investors to come and partner with these young start ups and to grow them and then we are creating an eco-system that would ensure that we continuously get into innovation. The secret for any government to succeed is you must provide the ingredients for innovation. That is data. That is how we are able to get into agriculture where we are trying to digitize data; healthcare where we are digitizing data there to create the applications; the financial sector; and the government itself. There is no secret. It is just open the data and the youth will do the rest. That is what Kenya is doing.

Karen Rose:

I would like to turn to Mr. Babu. Your area is in open source, open platforms.
How does open source and open platform technology merge with mobile to provide opportunities for entrepreneurship and the growth of content?

Satish Babu:

First of all, the digital opportunity that the mobile platforms represent open up a very large area, especially for micro enterprises and micro entrepreneurs because the people that you are talking about are at the grassroots, at the edge. What is really opening up is a mobile marketplace, a market place that is at the grass roots. It is about local content; it is about local language content as well. One of the factors that has put important to implement the development of such a large market place with micro enterprises is open source. As we see today, some of the largest numbers of innovations as well as the innovations with the maximum outreach are actually happening on the open platforms. Currently, as an example, Android is leading the fray. We have an extraordinary, kind of mind-boggling number of innovations that are happening and mostly by the young people. Since it is open zone, since there are no barriers, since the platforms are open, since there is a community that offers support for the development process, since there is also a group of people that we can borrow ideas from, this whole ideation process, the refinement of ideas, the open source paradigm actually makes all these processes much more simple and more viable. In particular, the technologies used are open source. There are no barriers either of price or of licensing that prevent you from experimenting. Innovation happens through experimentation, so from that perspective I think open

source is definitely one of the very major contributing factors to the emerging digital opportunities and the market place itself.

Jacquelynn Ruff:

I would like to tie together two trends that we have been discussing here. One is the huge expansion of mobile high speed Internet, because we really are in a new phase where there is a technology, LTE, long term evolution that it is called, that is being adopted around the world and allows for very high speed and high quality mobile broadband and obviously in the developing world that is going to be the future. You combine that with what was mentioned earlier on, Cloud services, you've got the high speed right here on your desk, in your lap, whatever, and then you have the ability to have the content and many of the functionalities elsewhere so you don't have to have, if you're a small business, that huge set of hardware in your own office. A lot of things can happen elsewhere.

I think that this is key to innovation for so many of the different groups that we've talked about because you can immediately get innovative services that are available in a way they've never been before, and then use those services to further create innovation. The final thought on all of that is to ask the question what is the policy environment? Now, on Cloud services there are a lot of things that are new about them but in many ways they are similar to global services that we have had all along. We need to make a careful look at do we need new rules? Maybe some but maybe not very many, in order to allow this innovative combination to really flourish and look at that very, very carefully. There is a lot of thinking being discussed even here at this conference so we're in the midst of all this.

Cecil Mccain:

Certainly the experience of Kenya is notable. In the Caribbean certainly this has been a challenge. We have had Internet penetration of over 100 percent for the last five years throughout the Caribbean, yet the mobile use in terms of data has been very slow. Certainly access to open data and applications, open source applications, would certainly help to drive the development of innovation within that context. One of the challenges of course being in the western part of the world is that Cloud services which are available in our part of the world does come with a cost and so it is difficult for the youth to invest in terms of doing experimentation to create services, to create applications through Cloud services. Similarly, for small businesses it is difficult because there is a cost component which would not normally have been there so we would have to look at the cost context to determine how can we find that balance in terms to make it cost effective to put your services online, to access your services online, to access your information online. Certainly we are going to need to develop on the open content aspect of things and we believe throughout the Caribbean recently there has been a lot of application development competitions which are driving not just the youth but persons from within the communities to develop local content, local applications, local services to be delivered over the Internet but, more importantly, over mobile phones and I believe that is where

we need to focus our attention in terms of driving development of innovation and mobile services.

Janis Karklins:

Actually I wanted to add one dimension in this discussion and suggest that mobile technology, and I am not speaking exclusively about mobile phones but also I mean all mobile devices, have great potential in delivery of education services. In UNESCO we are now working, first of all, to understand how mobile technologies could be better used in the education process, to understand and stimulate the use for mobile technologies in education. We also think that mobile technologies could be very good tools to address literacy issues. Unfortunately, still today we have about 10 percent of the population in the world, around 775 million, which are illiterate. 46 percent of them are women and girls who live in areas in Sub-Saharan Africa and Asia. These are areas where fixed Internet infrastructure is not present and mobile technology could be used to reach out to those women and girls and illiterate people and provide them basic literacy training. UNESCO launched last year the mobile phone literacy program for empowering women and girls. Annually we are holding the mobile literacy week at UNESCO and next year it will take place a week before the Business Review Conference in Paris.

Ermanno Pietrosemoli:

I am interested in the topic about access. Despite all the advances that have been made in providing fiber optic in Africa and other continents as well, there is still a lack of penetration throughout the area and in many instances the rate of return is just not there to pick the provider for the services in rural areas. I think that there is room for alternative technologies that are much more cost effective and that can be the organization in a local community and in this I want to call attention to the fact that there have been instances of this low cost wireless communication, data communication, not just for voice but to support the kind of services for education and health in rural areas.

Natalia Enciso:

In many developing countries the primary means for access is mobile phones. For example, in Paraguay the mobile penetration is higher than Internet penetration but should we accept Internet access from mobile phones as being sufficient? Should developing countries be demanding more?

Christine Arida:

My name is Christine Arida and I am from the National Telecom Regulator in Egypt and I also represent the Arab IGF Secretariat. I would like to welcome the comments that were made by Dr. Tarek Kamel regarding the development of the domain name industry in developing countries and I just want to make a reflection that this was actually thoroughly discussed in our Arab IGF meeting last month, and participants to the Arab IGF meeting have expressed a call to all international partners, such as ICANN and

others, to actually work hand in hand with the community in the Arab region to develop this industry as actually a catalyst for developing the content industry.

Karen Rose:

We had a lot of really interesting comments. They ranged from regulatory issues and possible technical issues about using unused spectrum, using mobile to get to rural and remote communities, as well one of the key question of, you know, is mobile access enough? In the previous section the report out from the libraries workshop noted that sometimes you need to print, sometimes you need a computer. Should we be satisfied with just mobile phone access for data?

Tarek Kamel:

The question from Paraguay asking whether we would be satisfied with mobile access for Internet utilization. I think the answer is probably yes. As it has been mentioned before in the Panel, the technology is getting very advanced. LTE is providing today the mobile users with high speed access. We have to have the right policies from a spectrum allocation point of view in order really to make sure that the evolution of mobile Internet happens on a wider scale, specifically in Africa and many parts of the developing countries. Honestly, we don't have another choice because starting to lay fibers and starting to lay extensive infrastructure is going to be very difficult. The second reflection that I want to talk about from the remote participation: return on investment for the infrastructure. Yes, indeed the developing countries are having a challenge, a global challenge, for the return on investment on broadband connectivity, whether mobile or fixed. As it has been mentioned in the last segment of our conversation. It is becoming a global policy issue that the world really is addressing those days and this can only happen via fostering investment in value added services and content services and trying really to foster innovation in this direction. That is the only solution.

Bitange Ndemo:

I want to respond to the question on use of new technologies to cover areas, especially in Africa where we have not been able to cover. There is a point I want to make that it is not that Africans cannot afford broadband, even in the rural areas. What has been lacking is local content that is relevant to their needs and government has a role to play in this. People need services in government and they are not able to access them. They spend so much money to go accessing these services. Some of them can actually be offered through online services. This is where government in Africa must begin to automate, put most of the records into digital formats. You would be able to get sufficient demand, sufficient demand to enable the kind of returns where we are talking about. We cannot be talking about the returns without creating the demand and accessing Internet through mobile, I would say it is not sufficient. If you see what we are doing in Kenya, even where we want to cover with LTE you must have backhaul through fiber optics to most of the base stations so that you can have the robustness in the last mile. Then the neighboring countries, especially the land locked countries, we don't see any borders,

especially the East African broadband network, which goes into other countries. These are some of the arrangements that can be made but, more important, we must focus on creating content that is relevant to the people. There will be resources because rural people spend millions of dollars trying to access government services. Last point I want to add here is that we have been talking to software providers to change their business models especially those that have APRs, we are asking them use the Cloud so that Sees can afford accessing this kind of software and offer the services that are necessary. This has paid very well. These are some of the techniques we must use. We must constantly work on the demand side as we have done with supply side of broadband.

Naresh Ajwani:

I am President of CCAOI. While I appreciate Mr. Karklins referring about illiteracy as a challenge I wonder how phones can help because I personally feel for illiteracy you need assistance and assistance cannot be facilitated through the phones. It can be only through a public Internet cross. Somewhere we all understand and acknowledge that some kind of an intervention is taking place where even the libraries are closing down and public Internet crosses are closing down, what are the plans in that regard?

Cecil Mccain:

One of the things that government's must do is that they must create a regulator framework and foster development of appropriate data sharing and authentification platforms that will foster innovation in mobile technology. Yes, you have to go to libraries to print as it is but it does not mean that you cannot transfer information securely over mobile services and so these are some of the types of things that we need to focus on in ensuring that our peoples, our citizens, are able to seamlessly transact business in a secure environment. We need to ensure that the governments themselves need to ensure that regulatory framework is in place and that there are investments as well to foster the data sharing platforms that are going to facilitate and ensure that when the libraries close down people can still exchange information using mobile services without having to go and print things.

Satish Babu:

I have two quick points. The first is about the point raised by the remote participant about local networking. This is obviously quite useful in places where the terrain is very distributed but there is another use for this, which is very important and I think it should be flagged and this is for the use in disaster situations when the conventional mobile communication towers have failed or broken down. These are very simple and easy to kind of set up and to kind of use so these are clearly used for disaster situations.
The second is regarding entry devices, network entry devices, the debate is on mobile phones but the definition of a mobile phone is a bit broader than just a hand phone. A mobile device is anything, for example, an Ipad. An Ipad is something far more useful approaching in terms of computational power to a laptop or even better than that probably. It can be used in a variety of situations, ranging from a fishing boat to a back-

country farm where the laptop cannot be used. If in a micro credit group 15 women are sitting under a tree and they are having a meeting. You cannot use a desktop machine there but an Ipad is quite appropriate for that context. What I am saying is the entry devices of the network are changing and we have to take note of the fact we are not talking only about hand phones but a variety of other devices that are coming in.

Karen Rose:

I think that brings us into a nice segue to our next section, which is on empowerment. We touched on issues of e-education, e-health, government services, how to bring things to people in the rural and remote areas and I will turn it over to Ory to take us through the human empowerment section.

Ory Okolloh:

I think the theme was around how women can be empowered and as a woman in tech who has had a pretty successful run in the last five to six years in technology; it is an area that is very dear to me. Certainly, I've found technology to be very empowering for me as a woman and particularly an African woman. I don't think I could have had the career I have had in any other field except for technology. I would like us to address this question from a broader view. There are opportunities on the one hand but there are challenges in terms of their participation, in terms of being harassed online. I would like to tackle those two: what are the opportunities for being more inclusive and what are the challenges, what are the barriers around making the Internet more diverse.

Jac SM Kee:

I think going back to the initial framing of the question it also mentioned empowerment. I think when we talk about empowerment what we really mean is how can access to the Internet help women realize the full range of their rights, how can it help them really exercise the broad range of their rights. I think earlier I'm really appreciative of Janis to bring up the issue around literacy and the issue around two thirds of the world's population of illiterate adults are made up of women. I think literacy is as big issue in terms of access to the Internet in the first place and access is multi-faceted.

There is a project that started in 2004 in Bangladesh called the Mobile Ladies by dNet and basically what they did is they gave working mobile phones to about, I think, 60 women and trained them on how to use the mobile phone and how to use the mobile phone in order to access information. Then they went from door to door in rural communities to ask women, "Okay, what is the information that you need and is there anything that I can help you with", and then they became sort of like the node, the bridge in which to help women who were illiterate, who couldn't read, who didn't know how to use the mobile phone to actually access information that is relevant to them and became their facilitator and enabler of information. In that sense, it really empowered the women who needed the information as well as the women who were providing the information because it became a source of income as well. I think in this sense what has been missing

in the conversation this morning when we are looking at access as an issue, is that we really looked at the infrastructure level, which is very important. We looked at the economic level, which is also very important but what we failed to look at is the social economic level, which is actually very key in thinking about ensuring access, because really who is using this and what is it for? It is for people. It is for communities and how is this relevant to them?

When we look at women and girls, unfortunately, I think in the previous session two days ago I think it was Teresa Swinehart who said unfortunately it is still a matter of conversation to talk about women and technology. We haven't arrived at a point where it is no longer a conversational point. There is a gender gap in terms of access all over the world. This gap is much bigger in developing countries with low Internet penetration; for example, in Azerbaijan 25 percent of women have access as compared to men. This is really an issue and we need to understand why this is. We know this is a reality that we have to contend with and deal with when we think about ensuring access for all.
There are several different layers to this. One is around the cost. When we talk about cost, we need to talk about income and earning power of women and the majority of women all over the world, the issue of the lack of control and access to resources and how this also translates into the ability to control and access technology and the benefits of technology. Then we also need to think about issues like literacy which we talked of before and also education in science and technology, engineering, mathematics and why this is still a problem, how is it that we can encourage more girls in order to take up this aspect of education.

A lot of this is actually around social, cultural ways of raising girls and boys differently. You know, we encourage boys to go and experiment and play with technology and tell girls, "No, don't touch it. It might break". This translates into low numbers in tertiary level, which translates into low numbers of women who take up research in science and technology, which translates into an agenda setting which doesn't improve the perspectives and realities of women, which translates into decision making and has a little bit of a gender gap and blindness, which translates into basically unequal access on this level. I think it is quite a complex issue with many dimensions but we really need to look at it from a holistic way and to help us in this I think if you look at it from a right framework then make sure we don't miss anything out in the process.

Peter Major:

Just to continue on the human aspects, I just want to share one experience I had coming back from the ICANN meeting. I happened to sit next to a lady, a certified nurse of about 75 years of age, who was extremely cultivated and all of a sudden she told me, "I gave back my mobile phone. I don't use it anymore. It's too complicated. I can't get on with that", so I was shocked. I was really shocked. Being the coordinator of the exhibit on disability, I have been involved in issues related to disabilities and this was an example of age related disability. Ladies and gentlemen, I have good news and bad news for you, life expectancy is increasing, and we are going to live longer. The bad news is that we are aging and as we are aging we are going to have these disabilities, so they are about 1

billion people living with disabilities on the earth and this number is going to increase. We have a beautiful convention of the rights of people with disabilities which has been signed, as I said, by 154 countries and ratified by 125 countries. We have some beautiful standards, some standards are being implemented and they are very good initiatives and probably, as I said, the bottleneck is on the local level.

Another aspect of this question is the economic aspect. There were studies from the International Labor Organization showing that the disabled people are most likely to be unemployed than able people. The drop out rate is much higher from the workforce, so we should do something about it and the loss in the GDP has been shown that it varies between 3 to 6 per cent of the GDP which is enormous money due to disabled people not being able to be on the market. There are lots of actions to be done and I am always for actions. Just to follow on, ICTs are very good tools to enable people and to empower disabled people, but provided we overcome the barriers. What are the barriers? If you think about visually impaired people or hard of hearing people and other disabled people, you can imagine that websites that are inaccessible for blind people are barriers. Even though we have standards for websites and even if you think about the mobile applications, they are still full of barriers and I can carry on with this list. People who are participating remotely and don't have capture facilities can't really follow it. There is room for improvement naturally and, basically, I would really like to consider this aspect, as I said, at the beginning the bad news is that we are going to age as well and give you the incapacity as well.

Jac SM Kee:

One of the things that we have realized works really well is actually a small grants initiative. So sort of like having small grants and giving them in order to set up Internet access points in different communities, so we've done this in parts of Africa and the Caribbean. We've tried to facilitate this process and we found that actually what happens is there's a lot of consultation with local communities on what do you need? What is this center for? How then can we make sure that we have the kind of infrastructure and technology that is meaningful to you, that you can access and who are the people even from the level of who is the person who is going to stand there at the opening hour because it is about mobility issues, it's about safety issues. For women anyway it is about multiple responsibilities that you have to take care of, so I think small grant is something that is also a really wonderful multistakeholder initiative that we can think of and develop and support more. How can private sector support this together with the right regulatory policy enabling environment and working together with civil society groups and local communities trying to empower them through this method.

Jacquelynn Ruff:

I think the point about what can industry do to partner with these kinds of things is very important and let me give you a few examples of the kinds of things Verizon is doing and others are doing. We do focus a lot on technological literacy and we have done that in the US and globally, even working with UNESCO on something like that. We do education,

science, technology, engineering and math, a lot of support for that. We recycle our mobile phones to be used by community organizations for those who may be victims of family violence or who would otherwise not have phones so that they can call if they are in a bad situation. We have a consumer advisory board which would be representatives from the disabled and other communities that really give us advice on how to make our products and services accessible. I've heard many, many stories of the kind of local community projects using even the simplest of mobile phones all the way to the most complex of tablets to deal with healthcare issues, for example, women during pregnancy being able to be in touch with their doctors just through texting and knowing when to get where if they need more help. I think there are a number of things that are very interesting and more we should do.

Ayesha Hassan:

ICC Basis, APC and the government of Kenya partnered this year to organize a workshop on technology, economic and societal opportunities for women, so this is a feeder workshop for this main session. We had a dynamic group of speakers and a very interesting group of participants. The workshop was moderated by Erica Mann from Facebook and we had a really good 90 minutes. To add to what Jac and Jackie have just said, especially we were focusing on what does it take then to get women to have access and we identified three areas. One was, first of all, the infrastructure, the access issues need to be addressed so they need to have access and the policy and regulatory environment issues that make that happen. We also looked at the education and skills building elements that empower women to get online. There was a good discussion about some of the concrete studies that are out there and initiatives by the private sector, by civil society organizations; especially Giganet in Kenya was discussed.

We also focused a bit on some of the cybercrime and violence issues that are connected with the online world and how sometimes that can force women to stay offline. How do you empower them to protect themselves online? What are the capacity building and educational elements of that, both for women and girls? There was some dynamic discussion about specific cases of violence that involved the Internet and women and I think that it was a good opportunity for some of the participants to share their concerns, things that have happened to them or their colleagues in country and also to have some responsiveness from other participants in the workshop. I thought that was good. We also looked at how social and cultural norms are a barrier to empowering women or women's access, the whole aspect of encouraging girls to enroll in studies, science, technology, engineering and mathematics. The European Commission discussed some of their initiatives to promote women's and girl’s enrollment in those issue areas. In conclusion, we thought that this 90 minute discussion was something to be built on again next year and that these issues continue to be focused on at the IGF and the connection between the online and offline world when we are addressing the legal policy and regulatory environment issues were something that we should deepen our understanding of.

Remote Participant:

I would like to discuss more in depth regarding how we can get more women using the Internet to participate more fully and have their voices heard, especially in rural and marginalized areas. In my experience working with a vulnerable community in Trinidad and Tobago, access was only one dimension. The infusion of practical ICT skills was a key component of building both competency and confidence. We had significantly more women subscribers to the mobile ICT training unit posted there but there was a coordinated effort to engage the women in the community on the grass roots level. Are there other experiences and I believe Jac brought one of them, but are there other experiences to share that help women who have been marginalized to effectively participate?

We also have Yeny Villabla from Paraguay and she is asking that there are places in which Social Services do not reach the minimum satisfactory level to respond to the protection of women rights. How can we foster public policy to give more attention to women rights? There is no governmental reach or development of capacities to give an answer to women rights.

Shadi Abou-Zahra:

I work with the Web Accessibility Initiative of the Worldwide Web Consortium and to respond to Peter so the good news actually, it is good news that we are all ageing and the good news is that there are accessibility standards to address the needs of people with disabilities, including age related requirements. What I wanted to talk about is we are talking about access. We're also talking about what content is delivered to engage the people but what we didn't really talk about also is how the content is delivered and mobile devices and mobile services are very important for people with disabilities as is access to the Internet because mobile technology and the Internet as a whole provides an equal level playing field for people with disabilities to actually be able to contribute to society in a way that they are not able to in the physical society. I just wanted to point out that issue as well as how the content is delivered to include that in the policies. It needs to be designed in a way that it can be used by people with disabilities including age related requirements.

Priya Mahajan:

My name is Priya and I am representing the Internet Service Providers Association of India. I would like just to underscore a few points that the panelists have made today about how Internet is empowering the lives of ordinary people and what impact it is making to their lives. In India, basically there is a project called Unique Identification Authority of India where our 1.2 billion citizens in India are going to be provided with a unique identity, Internet is being used as an empowerment tool to provide access to link the social security benefit schemes to the bank accounts. I think that goes to the point that Jackie made today about whether we have the right policy framework and environment which would foster and flourish Internet in the world. I think I would agree with the Panel and the interesting discussion so far has been very enriching for us.

Gulsel Safarova:

It is a very useful and very important issue that they raise here. Thank you very much. In my opinion, the most important issue is to work with the civil society organizations because civil society organizations can reach the rural areas. For example, if government can't reach some regions but civil society can, for example, reach town hall meetings, seminar trainings on IT. We should be more active in the rural parts of the regions where women have no access to the Internet.

Ory Okolloh:

If I might come back I think there was a recurring question that was raised around reaching marginalized women and also on the protection of women's rights. Jac, if I can come back to you and can you share additional experiences or just your thoughts on those two.

Jac SM Kee:

I think one of the most important things that we need to do in terms of looking at marginalized women and technology and empowerment is not to further marginalize already marginalized women by approaching this through a protectionist framework. So we must not think of women just as passive beneficiaries who are there that we need to somehow protect. I think sometimes we can fall into this especially when we worry and bring up issues around risks and dangers and security and safety. What is more important and really the way that we need to ground all approaches is how can we put technology in the hands of women, not as passive beneficiaries but as active users, refiners, shapers and innovators. This needs to happen at all levels. When we think about marginalized women, we need to think not just in terms of urban rural but also those with diverse sexualities, with different abilities and disabilities, who work in different kinds of employment, who could be more at risk. For example, migrant domestic workers and how they have really banded together on the simple tool of mobile phones to provide support to each other in different countries, for example. That is a really, really useful kind of model to kind of think of, this is how women have taken up technology, used it their context, in their environment to address very real needs for social support and safety.

Cecil Mccain:

It is important that Government makes appropriate interventions to foster empowerment and so on as it relates to accessibility issues. What we did in the government of Jamaica was that we created a web standard which had all the accessibility options built in, but one of the things that we need to focus on and to go beyond that, when we buy ICT services from the private sector we need to ensure that their systems as well are compliant with government systems. So we need to create some form of guidelines and standards to say to persons, "If you want to do business with government, these are the standards you must adopt in your transactions to ensure that persons with disabilities are not disenfranchised, persons who are elderly are not disenfranchised by the services you

offer". This is one of the things that governments can do to act as a push to ensure that not just governments but also the private sector also creates an environment to ensure that ICTs themselves are accessible to all.

Mr. Ellis:

My comment was really about the partnership and the video lab from Kenya that connects Africa and I am unhappy about the kind of discussions that are going on. I was going to speak about this, the participation between the governments and the private sector, if there would be a way to really merge the two and make sure they work together because most of the time we find that the private sector are the ones who are really pushing and working hard to reach out to the people, especially the marginalized, thereby pushing the governments. When the government sees that we need to reach out like the private sector, they kind of come in late; so encouraging organization so that there is more synergy between the government and the private sector to work together.

Karen Rose:

Indeed, our next topic is on the free flow of information. As we know, fundamentally the Internet facilitates the flow and creation of information all across the world. The free flow of information and its relationship to human rights and the Internet is an issue that is increasingly becoming more of a focal point. I would like to ask the panelists what they see as the policy challenges around the free flow of information, freedom of expression and Human Rights and the Internet as they relate to access.

Janis Karklins:

I think that the departing point of this discussion about freedoms on the Internet should be the Universal Declaration of Human Rights. When we are talking about the real world, the system that we know since the 17th century if I'm not mistaken, the Westphalian system, where governments reign within the national borders and are considered sovereign subjects of international law. Governments in national States regulate and identify or regulate and implement the principles that are agreed in international law. When it comes to Internet with its broader nature, this becomes very complicated. Governments are confronted with the situation that they are not anymore fully in charge of regulation of implementation of those international treaties and implementation of agreed principles because it is very easy to agree on the level of principles and a very good example is a principle of one should not impinge the rights of others. So we are in agreement. We are in agreement on free flow of information, we are in agreement on freedom of expression as a principle but when it comes to implementation, the level of implementation in different countries is very different. That is the policy challenge. We see that there are differences in legal frameworks, there are discrepancies between laws in different countries, and there are differences in national and international jurisdictions. New dimensions also have appeared in this discussion and in this balancing process and that is how to address issues contradicting issues of freedom of expression, privacy,

national security, and intellectual property and how to balance all these issues in comparison or in ensuring freedom of expression.

We observed that there are different policy approaches to regulate access. We see countries where access to Internet is very free, unlimited. We see that there are limitations to access to Internet in a number of countries. Some of them for the reason of the limited infrastructure and technical problems but in some countries this is a deliberate policy not to develop access to Internet simply because that would open the door to access to information and potentially would escape from governmental control. I think that for all of us it very important to note that earlier this year the Human Rights Council adopted a resolution on freedoms of Internet where governments agreed that the same principles of freedom of expression, which are applicable to the real world, should apply also to the virtual world. I think that this is a very important decision which has been made by the Human Rights Council and that will help us in our advocacy work to ensure and promote freedom of expression, free flow of information.

Maybe one final point relates to criminalization, or rather decriminalization, of defamation. I think we should be very firm in our advocacy that no speech should be criminalized. People should be responsible with what they are saying but people should not be judged according to criminal law for their opinion and their expression. I think that this is another element of what UNESCO is working on advocating among Member States, to decriminalize defamation and put it under civil law.

Karen Rose:

In reflecting on Janis's intervention, one of the comments that he made was about the adoption of the resolution of the freedom of Internet and indicating that rights that apply in the real world should also apply in the online world. Jac, a lot of your work has been done around media, done around vulnerable communities and done around oppressed communities. I'm wondering if you could tell a little bit about how you have seen challenges to the free flow of information and the free flow of expression online with those communities in the context of your work.

Jac SM Kee:

One of the major barriers to access is violence against humans that happens online and this is something that is not really defined. We know that it's happening and happening more and more in terms of cyber harassment, in terms of taking private photographs and using it as methods of blackmailing or in order to kind of discredit people and to use issues of shame and morality so that they will stop talking about certain things and they will stop being active in certain spaces. I think this issue we're seeing it's happening more and more and we are really trying very hard to first understand the different dimensions of it, who is experiencing it, what does it entail, in what spaces, in what forms of harm, so that we are able to also then recommend what needs to be done around this in a way because it's complicated. We really want to encourage more women and girls to be able to use the Internet to tell their story, to really share their realities and that is one of the

amazing powers of the Internet. At the same time, because of the violence that happens, we also need to make sure that there is adequate redress to deal with this situation so that it doesn't continue to become a barrier, but how then do we ensure that adequate redress doesn't also translate into further censorship of speech and to make this delicate balance?

I think the way to really approach this, we always fall back on it really needs to be a Human Rights approach. This is the only way that we can really balance competing interests in a way that doesn't fall back into a very protectionist framework but unfortunately takes away rights rather than not. That is one aspect of it. On the other aspect, we also do a lot of work with people of sexual diversities (so, for example, lesbians, gays, transgender and so on) and for them the Internet is such a critical space in order to be able to find communities, to find information that's not available elsewhere, to be able to connect to other people, information around health and so on and so forth. One of the real challenges that they faced in terms of this issue is that the first step that governments take, and also private sector, I suppose in censorship and in limiting access to free flow of information is around censorship and regulation of sexual content and this is usually couched under the framework of pornography but what this means, how it is defined sometimes is very loose and very broad.

I will give you an example: in Indonesia recently, there's a website by an LGBT organization (LGBT meaning lesbian, gay, bisexual and transgender) and it talks about rights issues and it was blocked and banned under the anti-pornography law. Then sexual rights falls into this framework of pornography and harm when actually it is not necessarily the case and maybe that is not even the intention, but when we don't talk about it, when we don't really look at these kinds of expressions as political expressions or as an expression that is really necessary for the realization of rights, then we turn to sort of also not address it in some of our conversations around balancing of different rights and interests as Janis was talking about earlier. One last point that I would like to raise is also the importance of, I think, Internet intermediaries, people like Facebook and Google, who provide a lot of services and which is a platform that is relied upon by many people online for different kinds of expression, including political expression. I think there is a need to also reflect, okay, how do we deal with expressions that somehow fall into either the sexuality framework or the cultural framework and try very hard not to err on too much of a side of a caution because that can be a very important aspect of defending for women's Human Rights or defending for sexual rights.

Karen Rose:

Satish, what is the relationship here with open source software; open information and the free flow of information and freedom of expression? Is there a nexus there, is there a tie there and is there a threat to open source software, open source models, in the context of the implication of rights and information on the Internet?

Satish Babu:

The open source paradigm is founded on the concept of freedoms and when you credit that to this kind of a picture, it is freedoms as applied to not just software but also to the societies and communities concerned. It is very clear from the last two interventions that there are some communities today that are defined by the Internet. If the Internet does not exist, these communities may not exist. It is literally a life and death situation for some of the communities that have emerged in the last couple of decades. Part of the problem that I see is this tension between what the governments want, what the communities want and what business wants has to do with the fact that we are trying to use the legal frameworks of the 19th and the 20th centuries on technology which is futuristic, it is not of the 21st century but it is of the future. This is not an easy proposition to use the archaic legal frameworks on this. As the first intervention mentioned about the model of the Universal Declaration of Human Rights, I think it is very fundamental that the UDHR instrument brought about a very fundamental shift in thinking, the whole vocabulary, the language that it promoted was new to the world in 1948 when it came about.

I think we should be looking for something similar, maybe a universal declaration of Internet rights where there is out of the box thinking, a legal instrument which takes into account the fact that we cannot depend upon the frameworks of the past and we have to take into account the uniqueness of both the communities that we have, our own world has changed and the fact that the technology is also futuristic to come to a kind of consensus. That will give a backing to both nations, as well as communities, in order to face this challenge of how to balance the often conflicting requirements that each of the stakeholders have.

Karen Rose:

Janis, in your intervention you were talking about existing protocols, existing arrangements and their applicability to the Internet, with an implication that many of the principles we have in the Universal Declaration of Human Rights are applicable to the Internet in that the freedoms offline should be enjoyed online as well. Satish, however, brings up the point that perhaps a new framework on Internet rights should be established, that perhaps the existing frameworks are not robust enough. I was wondering if you might be able to comment on that discussion and have your views on that.

Janis Karklins:

I think that it would be maybe useful to continue discussions about it but I hardly see what new principles we could develop at this stage or what new freedoms could talk about which are not already addressed in the Universal Declaration of Human Rights. I am not against the debate but I think that the problem is not that much in lack of agreed universal freedoms or rights. I think that the problem is more of interpretation and implementation of those agreed rights in national States in relation to different social groups and I would rather personally think we should concentrate on implementation and the balancing of competing rights rather than trying to invent new rights.

Jacquelynn Ruff:

I suppose this could be related to what Janis just said. The topic here is free flow of information and I wanted to tie together a couple of channels and spaces in which that is being discussed and operationalized which are very contemporary. You can see places where there may be restrictions on free flow of information, particularly across borders, where there are governments that may be interested in having international traffic, Internet traffic, just go through a couple of gateways or even just one gateway. That may be justified on technical arguments or economic arguments but it does create a situation in which governments are monitoring and stopping certain types of information can occur. I think we need to be very vigilant about that as well as certain proposals coming into the ITU meeting for governments to be able to know exactly who originated traffic and what the route has been and in that way exercise greater control. So that's a place where I think we need to be careful to make sure that bad things do not happen that would restrict the free flow. On the other side, it is interesting to see that international trade agreements are now being used to try to get commitments from governments to allow a free flow of information across borders. It is driven as kind of a commercial idea but, again, it has implications in terms of Internet users and the universal rights that are related to this being captured and advanced in an international trade agreement. So interesting to follow.

Peter Major:

I just want to comment on Janis' intervention. I fully agree we have the framework and we have to implement and in a more concrete way I would like to call your attention that we are going to have a taking stock and way forward session tomorrow, I think at the same place, on principles, on principles which do apply to the Internet and to in particular to the IGF. There are really many, many principles and I would like to have you around to discuss these principles and see what we can contribute as an IGF community.

Charles Lewis:

I am from the LINK Centre at the University of Witwatersrand in South Africa. The feeder workshop here dealt with a particular set of rights. It was looking at broadband access and consumer rights and really moving from the issue of gaining access to ensuring the quality of that access and the usefulness of the access for the consumer of the services. It is a fairly complex terrain. There is obviously a range of conflicting interests that need to be dealt with. We had a diverse panel: representatives from the private sector; from civil society; from academia; ourselves; consumers; international; there were affiliated organization from Latin America, India, Fiji; private sector, including the OECD, ETNO and a representative from Google. Consumer rights and consumer protection in this space obviously relates to the set of rights or consumer rights that exist universally: the right to be informed; the right for choice; the right for redress for consumers; the right of consumers to have a voice, and to receive proper education, and we set it against that context.

We looked at identifying some of the issues that arise for consumers in the broadband space. The kinds of issues that came up during the discussion were access and connectivity, the right of consumers to get access to the services, in developing countries largely mobile 3G services. We looked at quality of service itself, looking at things like bandwidth, at download speeds, at volumes of data. We looked at pricing and affordability as a critical set of issues. We identified misleading marketing, problems with contracts and difficulties of fine print in contract, billing issues and the responsiveness of providers/operators to the various set of complaints. We did note that some of the research that has been undertaken by Consumers International, by ourselves at the LINK Centre, begins to scratch the surface here and we felt that more research is needed. We then looked at the kinds of interventions that can be undertaken by policy makers, by regulators and these include things like ensuring proper legal frameworks and mandates, promoting competition and implementing regulatory international best practice. There is a range of issues there that I will not go into because of the issues of time. Then we looked very briefly at a number of other interventions that have come in. We heard about the OECD policy toolkit. We looked at the work Google has done in their Google Measurement Lab. There was some discussion around quality of service applications, open source applications. In summary, I think what we feel is there is further research needed in this area and we feel that this area needs to be taken forward and need to remains on the agenda.

Brett Solomon:

I'm the executive director of Access Now as the moderator of the workshop, which was "access to the Internet a human right" and we actually had a standing room only event. We kicked off, and picking up on the point made by the representative from UNESCO, as to whether there is actually the development of a new right. We actually talked about what is a human right to start off with and this question about you know in order to lead a full and dignified life in modern society do you need access to the Internet, with the definition being that if that right is taken away then is a person unable to live in dignity and fully participate in society? I think many people were in agreement that the taking away of that right was actually a breach of Article 19. Whether it was actually codified or could be acknowledged as a human right unto itself was the question that we also looked at in the positive sense. Does the State have an obligation to provide access? The Permanent Secretary from Kenya, who is actually on this Panel, was also on our Panel. Jac from APC was also in the audience and made a great intervention. We certainly agreed that it was a serious human rights issue. We had a number of members from the corporate sector, so we had Vince Cerf from Google and policy director Richard Alan from Facebook. They were concerned if there was a positive right what that would mean for the obligation to provide service and, in particular, whether that would mean greater regulation in the sector and they were concerned about that issue. Civil Society, on the other hand, was like, well, if we have access to the Internet as a human right that enables us to be able to advocate, be able to lobby, it creates accountability from the State. I don't think there was necessarily a conclusion from our discussion. There were many spirited views but I think you could possibly say that people thought that access to the Internet was an emerging human right and were very keen to have further discussion about it as

we move forward and whether the human rights framework itself needs to look at different ways to be able to incorporate these new and merging rights in order to ensure that they reflect the needs and desires of humans today.

Satish Babu:

I think it is very difficult to respond when such an idea is thrown out and placed on the table for discussions because it is rather new and it may not be easy for all of us to respond to it with any degree of regard. However, I would say that the reason why I am saying this is because I believe, coming from the open source as I have, a community background, where the open source community has invented its own future and there was nothing comparable to open source when we started off a long time back. Today everybody knows what it is and that future has been invented, it's been engineered and it's evolved from the community itself. Perhaps if you had raised this issue 20 years back maybe people would have said, "Well, we already have enough instruments to handle this eventuality as well and we may not need anything more than that". My perspective comes from that and I believe also that bracketing Internet rights with human rights is unfair to perhaps both because, while they overlap to some extent, even to a great extent, they are also very different and the rationale for the Internet rights perhaps is also slightly different. The incremental approach to patching our legal frameworks to take care of the issues as they arise from the interaction between the technology and society may not work beyond a point. Already, we are seeing the kind of issues that come up from that approach. So I would still say that it is important to discuss about an initial effort and seeing whether such a framework is feasible and possible and, if so, what would be the element as the last intervention from the floor and the workshop. A similar discussion has happened only they haven't put this label of Internet rights as a separate thing. As we open it up, there may be more responses coming from the grassroots.

Karen Rose:

We will move right into our next session on multilingualism. On that session, just as a comment, I think we had really in a short amount of time quite a robust discussion bringing up very substantive, high level issues including whether existing protocols are sufficient in this area, whether or not new protocols need to be developed or considered and should the access to the Internet be a right and also issues of just the free flow of information on the Internet and its implications of rights. So we really accomplished a lot of ground in that.

Ory Okolloh:

We are now the last session where we tackle the issue of multilingualism, which is very important, particularly in regions, and even countries, that have multiple languages, multiple communities and questions of how do we address that within the world of the Internet that might not necessarily be that diverse. The question, if I can frame it with more clarity, is whether the linkages between local content and multilingualism, whether the obstacles remaining from a policy technical or other realm in terms of accelerating the

uptake of multilingual and accessible content. You know, wearing my Google hat we spend a lot of time, particularly in Africa, trying to make our content more accessible and it is always a challenge between how much you invest and how much you use. You find sometimes in some cases people are expressing a need for they said, "Who told you we want to access the Internet in Kiswahili? We are comfortable in English." I got a lot of hate mail when we changed the default to Kiswahili on our search page in Kenya to test out this issue of how to make content accessible. I think there is an interesting debate in terms of not just accessibility but what about the role of preservation of languages which are at risk of just not being spoken anymore but can we use technology to preserve language and culture. You certainly see international geographic companies, like Google, taking initiatives in terms of preservation. So I think we are going to tackle those two challenges: accessibility and also the preservation of diversity through technology.

Janis Karklins:

As you probably know, for UNESCO multilingualism is one of the very important areas of our work and our concern is that this is the part of cultural diversity, this is the part of everyday human life and therefore we take questions related to multilingualism very seriously. The first time UNESCO addressed questions of multilingualism on Internet in 2003 when we developed recommendations for multilingualism on the Internet, we put very much hope in and we applaud very much the decision of ICANN to introduce international domain names in country space in 2008, if I am not mistaken, or 2009.
If we look back actually, in general, we have come a very long way in terms of use of different languages on the Internet. English was the predominant language in the nineties and early 2000s. With an uptake of access and growth of use of Internet mostly in non-English speaking zones, today we see that use of other languages on the Internet is on the rise. The biggest country in terms of Internet users is China. As a result, Chinese language gains a very big prominence on the Internet. We applaud the introduction of IDNs and we thought that would be a very important facilitator or uptake of using different languages on the net and from one sense it is. We saw that there was a very big interest among stakeholders in this area. But in order really to monitor and understand and analyze what is happening in terms of IDN uptake, URID together with UNESCO, which would be more correct, last year started to look at this area very seriously and produce the report on IDN uptake.

This year we developed the second report, World Report on Internationalized Domain Name Deployment in 2012. This is the publication which is available also online. This report identifies a number of areas, policy areas, which need to be addressed in order to really benefit from opportunities IBN, ccTLDs and gTLDs in the future will provide. Technical challenges which have been identified by the report are: lack of support by browsers of IDNs and basically non existent of IDN e-mail protocol and that some of the popular services on the net do not support IDNs. Certainly we need to address those issues. The technical community needs to look at them. We know that this is very challenging. Nevertheless, we have invested so much already in development of IDNs that we need also to make this last effort to finalize building the eco-system supporting IDNs. The second area that has been identified relates to organizational issues related to

registration policies, related to existence or network of registrars in countries that provide IDN registrations. So, again, these are issue that CCNSO should look at, registrar community should look at and we were planning to continue analyzing the available data on IDN uptake in order to better understood what is going on and the underlying reasons for success or failure and provide guidance for the future.

Tarek Kamel:

Indeed, ICANN takes the IDN issue very serious and extremely serious because it is part of the globalization policy and the internationalization policy of ICANN. In 2009 ICANN has started specifically for the IDN, for the first time a fast track registration for the ccTLD's and we have exceeded 30 IDNs for ccTLDs. As it has been mentioned we have various successes in countries like Russia, for example, where we have a clear uptake in Cyrillic in IDN registrations under the Russian ccTLD domain in Cyrillic, but it looks different in the Arab world, for example, whether in Egypt or Indonesia, or in other parts of the Arab countries the uptake is not that fast so we look forward definitely working with UNESCO and with other players that are interested in taking this forward and to work with the technical community as well, talk to them via the IETF and via the various business constituencies ICANN have in order to make sure that the right standards and the right protocols are really put in place, whether for e-mails or browsers or for other types of popular services that are not supporting for the time being IDN's.

In addition to that I would like to mention that IDNs are part of our new gTLD program for the first time. The new gTLD program has been announced and applications have been received. We have around 1,900 applications, close to 2,000 applications. 117 out of these applications are IDN applications. This is fairly acceptable number, a good number as a first round of new gTLD applications. During the approval of the new gTLD applications, a priority is going to be given to IDN's, so there is a big debate whether geographical applications should take priority or cultural applications or whatever other type of applications coming from business constituencies or civil society, but there has been a decision that has been put forward and taken that priority is going be given to IDN's, to the 117 applications to be judged and those approved will be added to the route. Simply this is another message of internationalization, globalization and multilingualism within the domain name industry is taking a priority for ICANN. We need to look together as has been mentioned on the organizational issues, how should we make the registration steps more easy, the lack of accredited registrars in countries that are working on IDN issues, whether ccTLD or gTLD. We need to empower the registrars we have within our African strategy that I mentioned before, a program to empower accredited registrars and hand held African countries and African start-ups to be accredited as a registrars not just resellers for other registrars but really accredited registrars. This will help in the uptake of registrations for the IDN specifically in ccTLDs as well as gTLDs.

Karen Rose:

Just a quick question, Dr Kamel, you pointed to the uptake, the difference in uptake between Russia and say like the Arab world. Is that tied to the issues around the lack of registrars or what is the main difference there?

Tarek Kamel:

There are various reasons. Lack of registrars is definitely one of the reasons. All the Arab countries have just three or 4 accredited registrars all together, accredited registrars by ICANN. Recently, as Christine mentioned from the floor, we have been looking at the Arab IGF in Kuwait and looking also at the possibilities for empowering Arab registrars to be accredited more and more. The Russian ccTLD has been spotted as priority, and they have succeeded to link that to content and they have also managed to have a success as a success case, they have lowered the barrier for registration as well and made it more easy and more online and more automative and the requirements has also been rightly positioned. I hope that this success story will be repeated in other parts of the world concerning the IDN because it is the enabler for the multilingual content and the local content industry. I want to say one final comment, that local content is not anymore geographic proximity, but local content is relevant to users. If we talk about the Arab world, we have a 400 million Arab speaking population worldwide, only maybe 75% are living within the Arab world. The rest are in the US or Europe or Australia or Latin America and they all are looking for Arabic content so it is not anymore geographical proximity but it is relevance to users.

Satish Babu:

I have a few points regarding the issue of multilingualism; one is that there is a need for standardization. It is more of a technical kind of thing on encoding, on rendering and on things like collation, which is used for sorting internally. These have been done for most of the prominent languages but we still have a large number of languages where this has not been done. This is to be done by the Unicode consortium, the business as well as the government. The next version of the web, the web 3.0 is supposed to be the semantic web where the Meta data needs to be tagged along with the HTML that we all know, unless that happens the search engines and other tools will not be able to parse the meanings, so the semantic web and the need to therefore look at meanings on the multilingual space is something we have to look at. The need for online real time tools like speech translation, the text translation does exist, text to speech does exist but the end to end speech to speech is still very elusive, it will be very useful to have, especially when you have mixed language communities and it will be a powerful tool, to bring together diverse communities. There is also the issue of localization itself, localization on, for example, the Android platform. This is not yet done completely and, of course, since it is an open source kind of a model the open source community is also chipping in to do its bit for the localization of the platform, so the localization of Android is in particular very important, because of the fact that there is a such a lot of innovation happening on the platform. For the future, much of the local has to be also local language content.

Jac SM Kee:

I guess what I wanted to share, is just a project that took place a few years ago in Chakistak, India, this is a small rural community in India, there was a policy to facilitate direct communication between local representatives of state, to the state government and they wanted to think, what is the best way to do this? Accompanying this policy was basically another policy that said that 30 percent of the locally elected representatives had to be women. This was a really exciting thing, trying to think about how then we can really empower local women leaders at a very local level to also influence policy making at the state level andlet's think of an innovative use of technology. What they come up with this thing called the Simputer. The Simputer was a very simple handheld device, it had information you could use in order to collect particular data or to sort of like transmit and communicate particular information on needs back to the state government and so they really wanted to try and, and implement this project in Chakistak. This is a great project, great vision, and the question is, how did it work and did it work well? Dr. Anapama Saksina, she is one of our partners and a colleague and she did an evaluation on this, she did a gender evaluation methodology on this ICT project. She said this, really, at the end of the day, helped to empower women. Unfortunately, several things went wrong. The first thing that went wrong is there was only one day training on how to use the Simputer. One day training is not enough in order for women who are really not used to technology and not used to looking at technology and being quite brave with it. There was an assumed familiarity already with technology. Mobility was also an issue. They assumed that, "Okay, you know, you are locally elected women leaders so you have no problems travelling and you can come to the training centre and it's okay". Unfortunately, for many of the women it was not okay and it was actually very difficult to try and organize this.

Then the third thing which I guess also directly speaks to our current thematic area is that most of the content in the Simputer was in Hindi, when most of them spoke Chatiscati so even in that very local level we need to think of multilingualism not just at the national broad stroke but also at very, very local levels in terms of our solution making and really contextualize it from that aspect itself. Finally, of course the faulty Simputers always end up with the local women representatives so they couldn't use it. I think this actually brings to us a very useful lesson in thinking right, okay, if we have the intention, we have the political will to really do something and we want to invest money but we really need to involve the intended beneficiaries from the very beginning itself, from thinking about the solutions, to defining the problem to developing the technology and that kind of underscores the point.

Ms. Villalbla:

My question is about the languages that are going to be, we know there are certain minority languages, especially in Kenya, they have never been heard, they may not have even touched a computer so what is UNESCO doing to push the governments to make such languages can have content online, really improving on content and encouraging the young people, the young people from those languages, minority languages, can be

encouraged to put content online because the Internet has a very good memory. Thank you.

Remote moderator:

So we do have a comment from Sheba Mohamed from Trinidad and Tobago again. She says language barriers on the Internet certainly pose challenges for local groups to access content online. The Internet can also provide an opportunity and is a useful tool for preserving local and indigenous languages. Are there any practical examples that we can point to communities that are using technology to foster multilingual content of indigenous people and what opportunities are there to use the Internet for indigenous language preservation.

Janis karklins:

I already mentioned in my intervention that in 2003 UNESCO adopted recommendations concerning the promotion and use of multilingualism and universal access to cyberspace. In UNESCO terms a recommendation is a legally binding instrument and the governments have an obligation on the regular basis report on the implementation of these recommendations. This is the way how, putting in your words, the remote participant, UNESCO is pushing governments to think about multilingualism and promoting use of different languages in the cyberspace. Also, by doing studies like again one I mentioned on the economic aspects of local content creation, which is very tightly linked with multilingualism. UNESCO is trying to identify additional arguments which could be used in the policy debate and policy guidance for the governments because if you just say you need to invest in multilingualism, the response from the government can be, you know, "We have also other priorities in the country", but if we can argue that by investing in multilingualism you have economic return to your investment; that argument is much stronger than just a policy argument, please do that. To the practical concrete examples or whether UNESCO is working in preservation of languages around the world, a while ago, UNESCO developed the atlas of endangered languages. This atlas was a mapping exercise that allowed us to identify the real situation and, indeed, out of more than 6,000 languages many could be considered as endangered simply because of the number of users and perspective of use of those languages in the future.

Whether we are working on the preservation of those languages, on policy level? Yes. On practical level? Yes, we have some examples but the best way would be for the local community which is interested in developing a project on preservation of language by using technology, I would advise to contact UNESCO field offices or office responsible for the country you are living in and with our experts try to identify and develop the project proposal, which then we would try to implement.

Bitange Ndemo:

Yes, we are doing a number of efforts to preserve some of the languages. One of the things that the public broadcaster is doing is to ensure that as many languages are able to preserve their culture. We have lots and lots of content that is in different languages, even those that are endangered, that for a long time we have not had a platform to do it and we are actually looking forward with the new digital platforms to be able to put such content and be able to use them. On conversion of some of the content into the local languages, we also need the participation of the indigenous peoples to come out and actually help the government in doing so because the government itself cannot do it without the participation of the people themselves and our doors are very open to such requests. We would do us much as we can even though in Kenya, there are two national languages, that is English and Swahili, there is a renewed effort that we look at the endangered languages and begin to preserve those languages but more importantly the driver has to come from the people themselves then the government can take it up, otherwise it will be very difficult if the issue is just left to the government to begin to do it without the willingness of the indigenous groups.

Karen Rose:

We certainly covered a lot of ground today. We started out with framing the issue of access and diversity more as a value proposition rather than just a binary issue of people who have access and people who don't. We note and in our discussions, talked about the various different kinds of issues that make access and diversity really relevant to individuals. In going through I think even though we had five issues that were given to us to be discussed, I think in some ways these can be really boiled down into three areas. First, we discussed physical infrastructure issues, talking about the issues of undersea cables, talking about the issues of bandwidth, talking about the issues of mobile and other ways to get sheer access to different communities and those techniques there. We also talked about issues of governance infrastructure, in particular some of the issues of policy what governments are doing in terms of promoting infrastructure, promoting mobile, what governments are doing in terms of promoting multilingualism as we just heard and also the third area which Ory reminded us of just recently is probably the most important: discussing issues of human infrastructure, disabled youth and empowerment of people and how we can preserve and extend culture on the Internet.

I think that brings us up to the high level issue and the realization that the Internet isn't just about computers, wires and boxes. At the end of the day the Internet is about people and the issues of access and diversity need to make sure that we are addressing issues that are going to extend human empowerment, extend the value proposition of the Internet and deliver on that promise to all people.

Workshop #40: Mobile is changing the world - challenges and opportunities are paralleled for the enterprises

Reported by: Rui ZHONG, Internet Society of China

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

Nowadays, mobile is profoundly changing people's lives and the whole industry. It brings a lot of potential challenges to the enterprises. In the past, the enterprises only need to satisfy the experience of users based on PC. It is not enough for now, however, users' need based on various mobile devices should be addressed that the consumers request the same service quality and stable run as the PC. It will urge the enterprise to catch up with the trend of mobile to develop her products and services. The workshop invited related businesses and industry experts to share best practices, and discuss and explore how to promote the sustainable development brought by mobile, meeting the challenges and opportunities paralleled.

Hosted by Mr. Xinmin GAO, Vice President of Internet Society of China, the workshop had four panelists to share their views. They are Mr. Cheng ZHAO, General Manager of Government Affairs of Baidu Inc, Mr. Badran Hosein, Chief Technology Officer of Cisco Systems in Egypt, Mr. Zhiyong Liu, General Manager of China Telecom System Integration Co., Ltd and Mr. Paul Mitchell, Senior Director of Technology Policy, Microsoft. During the workshop, the panelists talked about how to deal with the challenges and pointed out one of the important practices in the mobile age is to launch corporation, both in individual application level and enterprise level, listening to the need from industry and then organize the internal reform. Some panelists advised to invest heavily in the cloud infrastructure, the cloud system would be quickly recognized as the best choice. In the meantime, the search will be in the centre of the mobile experiences that the enterprises should focus on. Talking about the handset price, the workshop indicated that there are efforts under way to come up with models that are maybe not as rich in functionality but have some fundamental functions that users are looking for and have wide price range. More important is how to develop popular easy-using and practical applications. Some issues also were raised. One of the issues was that some countries' infrastructure is not adequate to carry large amount of traffic with an acceptable quality of service across the network. For example, the deployment and use of IPv6. Another issue is the unavailability of spectrum. Meanwhile, child protection needs to be stressed, particularly on mobile services. The content provider or over the top operators, those are the ones who have more information than local service operator and it is certainly a concern and many entities, either national or regional are waiting on some contact or privacy rules that will be implemented, regionally and nationally and agreed upon between the different constituents so that user privacy is maintaining, certainly an important issue and requires cooperation from different stakeholders. To conclude, the workshop provided a chance to share the mobile application construction practice and

discuss the existing issues. It will provide some reference to the entities concerned about this emerging trend. To learn the actual need of consumers and to launch open-minded cooperation from multistakeholders are very crucial.

Workshop #52: Remote participation: Reality and principles

Reported by: Ginger Paque and Raquel Gatto

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

- Raquel Gatto: Introduction to E-participation Principles, emphasizing e-participation as a tool for greater inclusion in global policy processes. (in situ)
- Virginia Paque: responsibility and viewpoint of remote participants (remote)
- Ulkar Bayramova: Welcome from the Baku (in situ)
- Judy Okite: FOSS community and remote moderator (in situ)
- Panel presentations: Each panelist offered a short presentation addressing one aspect of e-participation from the viewpoints of:
    - Fernando Botelho: persons with disabilities, private sector (remote)
    - Biljana Glisovic: remote hubs (remote)
- Audience interventions on main topic presented
    - Shadi Abou-Zahra (in situ)
    - Andrea Saks (remote)
    - Gerry Ellis (remote)
    - Sebastian Bachollet (in situ)
    - Norbert Bollow (in situ)
    - Tracy Hackshaw (in situ)
    - Tim Davies (remote)
    - Jacek Gajewski (in situ)
    - Alexandra Gaspari (remote)

Since 2008, remote participation has been a reality for IGF, and that is not a result driven activity but a learning process. Year-by-year we have found a new block to construct remote participation, from the election of an adequate platform (to have tools like chat that allows effective participation to operational issues such as open source options), the local infrastructure to support the video streaming (high and stable bandwidth), making everyone familiar with the tools (training sessions), having someone to take care of technical issues and to address the questions (remote moderator), having captioning in all sessions streamed (accessibility) and what I would say is the higher outcome – HUBS, which are local meetings in which the organizer choose to follow the IGF (full or partially), together with its community. So a volunteer can get together 5, 10, 20 or even 100 people (and we do have examples of this), to follow remotely the IGF and make interventions or have a parallel discussion. Just to give an idea, in 2008 we had 8 hubs registered, and it's a growing number, we have this year 62 hubs following the IGF, plus the individuals that are connected! That's an amazing achievement! But remote participation is only one pillar of e-participation; we do have other pillars to be taken into account such as social media as an interactive and inclusive tool, collaborative

documentation and so on.

E-participation is one of the ways to bring into dynamic reality, many of the issues discussed in and around the IGF. It is instrumental—even central, to enlarging the IGF participation and impact, as well as a powerful way to put into action some of the principles that raises from IGF community. When we are talking about inclusive, open and transparent Internet, we are also talking about e-participation in its heart! And there is not a single path and a simple solution. It has to be a range of tools and actions that put together brings collaborative, interactive and meaningful participation whoever and wherever you are!

Discussion:

The workshop 52 co-organizers, Ginger Paque and Raquel Gatto, started with a brief introduction of previous workshops, and particularly the last workshop in IGF Kenya that underlies the discussion about principles. It has also been presented a historical report about remote participation in IGF and lessons learned in the way, year by year. It highlighted the importance of individual and organizational support to build e-participation into reality.

The local hostess, Ulkar Bayramova, mentioned that remote participation is not widely known nor used in Azerbaijan. She also highlighted the impact of remote tools in her own life to learn more and get involved in Internet Governance issues, and the importance it has to education in Azerbaijan.

Fernando Botelho brought up the possible balance to promote open access and keep economical growth, through interoperability. Open protocols would allow accessible tools, without licenses and authorizations obstacles, and consequently more choices, and that would for instance, bring more users in basic communication features. Governments should consider this strategy in their public policies and private sector should look into this business model.

Biljana Glisovic shared her experience as hub organizer, and the challenges to prepare in infrastructure and content, as well as sharing methods to keep up a continuous effort.

Shadi Abou-Zahra, an in situ participant, mentioned the IETF working groups' experiences and some results in standards-building. But he highlighted that there is not yet an all-in-one solution, which means that you need to work with the multiple tools and client interfaces which are available (such as chat tool, VoIP interface and SIP clients).

As a previous panelist in the Kenyan feed workshop, Sebastian Bachollet was invited to share his comments with the group, and he raised the importance of documenting the process, for example, with the development of a Guidebook. This document could include remote participation guidelines, as well as lessons learned from annual experiences, to be created and shared among other organizations beyond IGF interested in providing e-participation. He also mentioned the ideal solution of having one single

tool available to all of them that would facilitate the remote participant access.

Still from the floor, Norbert Bollow shared his experience as workshop organizer, by reporting that he had problems to bring his remote panelists in last year, and again this year. Therefore, he suggests the implementation of a feedback input process for remote participation, particularly to allow incident reporting and solutions. This view was seconded by Ginger Paque as we need to address new problems and progress, and must avoid repeating the old ones, from year to year.

Judy Okite and Ginger Paque reminded us about the importance to keep remote participants' interventions at the same priority level and time as in situ ones. In other words, remote participants need to intervene in a timely manner and therefore they need to be kept in constant attention from the moderator/ remote moderator.

A remote panelist, Andrea Saks, the coordinator of DCAD, joined the discussion to focus on platform problems. For example, the lack of captioning integrated with the video screen that makes the users open several screens at the same time and makes it difficult to follow up the discussion properly. And more important, to take the blind perspective, as they are using some specific screen readers that are not reaching the chat, for example. She highlighted the importance of standardization as a solution to maintain continuity and large access. She has also pointed out that private sector considers people with disabilities as a very small market to bother addressing properly. So industry needs to improve their views and opens, and standardization is a way forward.

Gerry Ellis, a blind remote participant, seconded Andrea's view about standardization and added that any remote participation platform has to communicate in other ways than only the visual one. He has particularly experienced a lot of problems to follow and interact in this event, because he could not get into the chat with the blind reader's program and voice communication was only available for the presenter's option.

Tracy Hackshaw from Trinidad and Tobago shared that remote participation tools such as webcast are very important in the small islands dialogue, and also that it should take into account the low bandwidth solutions.

Under the principle "equality of participation", Ulkar raised a question in the workshop: based on the limitation that usually platforms have in accepting a limited number of remote participations in the virtual room, if in situ participants join the remote platform, are they taking a place from other remote participants that could have joined? (In situ participants sometimes join remotely to access other tools and chats).

Tim Davies built on her comment to bring another perspective, which is that by joining the chat, for example, the in situ participants are actually establishing a dialogue with the remote audience as they can see who is following the session and express themselves. So the balance between interaction and limitations has to be better explored. He also reinforced that social media should be considered as part of e-participation strategies. And as a hub organizer this year, he shared the experience that many hub participants had

not heard about the IGF before, so reaching the new participants is a challenge and preparation is needed.

Shadi jumped in to express his concern that we should be moving away from exclusive technical limitations, such as the limited number of remote participants, because it is a software problem and not a remote participation strategy, and it is not a standard point of view.

Jacek Gajewski has suggested introducing online participants, and having the remote platform page projected on one of the screens during the entire time, so in situ participants would be able to know what is taking place remotely, and interact with remote participants. (This was done in Lithuania, by using multiple monitors / screens in the workshop rooms).

Conclusions and further comments:

- The workshop achieved its main goal: to walk and talk and put principles into reality. But it has reached beyond that goal. It was designed to have only remote panelists, except for the hostess and moderator. In fact, it might be the first workshop in the IGF to have half of its interventions coming from in situ and another half from remote participants. This workshop really had balanced participation between the two pools.

  This was a workshop in every sense of the word. It did not consist of presentations, but of lively discussions, and, interestingly enough, included interruptions and deviations from the agenda from remote participants as much or more than from those in the room itself, as remote participants definitely asserted themselves as full members of the discussion. This took away from the formal structure of the workshop, but added a new element of spontaneity and power for remote participants which should be analyzed. This was a positive change, but we should review how to manage it effectively, to avoid losing time in 'transition' and adapting to 'who is talking' and 'who has the floor'.

  Much of the discussion in the workshop deviated from the proposed agenda. Organizers had originally decided the topic had matured to a level where principles could be discussed, but the comments and interventions indicated that guidelines and basic technical and strategic planning are still paramount. We can extrapolate principles from the anecdotes and examples raised during the workshop, but clearly, both guidelines and principles still need to be addressed and developed. One possible strategy is to divide the next workshop into two working groups, one on guidelines and one on principles, or possibly to divide the agenda into two sections, one for guidelines and one for principles.

  The relationship and overlap between remote / e-participation principles, principles relating to access and disability was highlighted in discussions, and we must continue to take advantage of this synergy to the benefit of both priorities.

Workshop #57: Broadband Access and Consumer Rights

Reported by: Jeremy Malcolm

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

At the workshop "Broadband Access and Consumer Rights" held at the Baku IGF, stakeholders came together to discuss the consumer protection dimension of broadband Internet services. The panel included members representing regulators, academia, the private sector (both content and infrastructure providers), and of course consumer groups. As co-organizers of the workshop, moderator Jeremy Malcolm from Consumers International, and Charley Lewis of the LINK Centre of the University of the Witwatersrand, Johannesburg, were the first to speak. Jeremy briefly contextualized the discussion in terms of the eight consumer rights, which include the right to be informed, the right to choose, the right to be heard, the right to redress and the right to consumer education.

Charley then laid the groundwork for subsequent presenters, outlining four issues that came out of the LINK Centre's recent work on consumer protection in the telecommunications and Internet space in East and Central Africa. First was the need to ensure that consumers have a voice to raise issues and participate in regulatory processes. Second, the need to ensure that consumers have a proper choice in terms of services, quality of service, price, etc. Third, mandatory processes to deal with complaints and quality of service issues. Finally, the need to ensure provision of information to consumers in the broad ICT space. Amongst the top sets of consumer issues identified were those relating to access to services, qualify of services, and the price of the service, as well as contracts and billing issues, and others on which there has been less research to date. In addressing these policymakers are suggested to have a proper legal mandate that is sufficiently broad, with clarity of responsibilities in areas of co jurisdiction, and supported by sufficient resources. In exercising this mandate they can survey consumers, establish standards, create proper complaints procedures, and identify issues based on reports by operators, and must also communicate well to consumers. Consumers in turn can also communicate back to operators and regulators, and have successfully used social media to do so.

Sam Paltridge from the OECD was the next panelist, speaking about the OECD's consumer policy toolkit, which is designed to be applicable across all industries. Last year it was extended to provide a set of principles that consumer authorities can apply to communications services. The consumer issues that were identified in this process mirrored those mentioned by Charley, but a particular example worthy of note is the use of "fine print" in consumer contracts, which make it very difficult to understand and compare terms and conditions. The OECD suggests a graduated approach to enforcement, beginning with consumer education and progressing to fines. The OECD has produced a wide range of instruments for guidance to regulators, but some of the key

areas are cooperation , dialogue between all the stakeholders, and trying to make the offers more transparent.

Veridiana Alimonti from the Brazilian Institute for Consumer Defense (IDEC) followed, speaking about her organization’s findings in campaigning on broadband in Brazil, and in coordinating Consumers International broader research on the topic for the Americas. Affirming what the previous panelists had said, the first matter she stressed was the lack of organized information about the conditions applicable to different plans and services. There was also a serious problem with Internet speeds, being over-promised and under-delivered. Compounding this, in Latin America, often only one provider offers broadband services in a region. To address some of the issues uncovered, the Brazilian telecommunications regulatory agency approved in October last year two broad regulations covering quality of service for fixed and mobile broadband. This would also require disclosure of mandatory parameters of connection speed, reliability and latency. Meredith Whittaker from Google Research spoke as a participant in the Measurement Lab research consortium. Her work is directed towards ensuring there is open scientific, verifiable data to substantiate claims about problems with broadband performance - which could manifest with symptoms that could have many different potential causes. The problem is that the Internet is not a simple, easily measurable entity, but a broad global network with infinite dependencies that, is incredibly dynamic. The Measurement Lab Research Consortium was founded by a group of researchers including Vint Cerf to address the challenge that good data on the way networks work was very hard to come by. This will assist consumers and regulators alike. The data is gathered using test servers around the world, and the data is released openly - which means that privacy is a key requirement built-in to the data gathering process. Meredith closed with visualizations of some of the data collected.

Premila Kumar of the Consumer Council of Fiji next spoke about consumer redress. The need for consumer protection in broadband services arises largely because of the imbalance in power as well as imbalance in technical knowledge which puts consumers in a very disadvantaged position. Also, the failure of broadband services can have a flow-on effect where not only the direct consumer is impacted, but also other consumer-facing service providers who use Internet services. The areas of complaint are fairly similar to other areas such as financial services - information not in simple language, important details hidden within small print, difficulty to compare rates, misleading advertisements, exit or termination fees, unfair contract terms, etc. Where broadband differs is that the speed and performance is harder to substantiate. This points to the need for intervention. She shared a case study where the Consumer Council achieved a victory against a Fijian provider, utilizing competition law, and closed with policy recommendations to improve information disclosure and redress.

Professor S C Sahasrabudhe representing the Consumer Education and Research Centre (CERC) from India explained how Quality of Service (QoS) is such an issue for the Internet. This is because of the design of the Internet, which is a global network with little central control, which now has billions of users and affects many peoples' livelihoods. Engineers have attempted to improve QoS of the network, but often assuming that people

will play fair, which we know is not the case. The biggest problem is not measuring speed or quality, but communicating it to the consumer in a way that they can understand. A simple measurement that the consumer can access on their own machine would be a great step forward. Once they have this information, there is then the question, what can be done about it? Typically if there is a service level agreement (SLA), the consumer cannot understand it. A model SLA could improve this situation. So too could a standard format bill. Other issues flagged by the Professor were complaints and redress (with blame-shifting a common problem), and the fact that wireless broadband - upon which most reliance is placed in the developing world - is inherently less reliable than fixed broadband.

Workshop #70: Use of Latin and Native Languages on the Internet

Reported by: Olga Cavalli, Director South School on Internet Governance

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

Although some Latin languages like Spanish and Portuguese are spoken by hundreds of million people, there is not a direct relationship with these figures and the presence of these languages on the Internet. Even more challenging is the situation of native languages in the Internet, which are also challenged even in their national environment. Although there seem to be many barriers, there are also several projects and examples that show that from different perspectives, government, private sector, NGOs and academy, these difficulties can be solved and languages can find their way in the Internet. The workshop reviewed the challenges that these languages face in the Internet, both from the content perspective and also from the IDNs and other diversity initiatives, and will review also successful stories of lowering existing barriers for these languages.

Conclusions and further comments:

The participation of panelists and audience was very active and several conclusions and comments were made:

- Internet is an enabling tool for preserving languages that are endangered or may disappear. Also younger generations use the Internet to promote, learn and teach their own local languages that even previous generations were not using so much. This is happening in several areas of Europe like Pais Vasco or Catalunya.

- In the Pais Vasco, the University of Pais Vasco has been working with the community on education, but also inside the families building books and materials, online courses for the people to learn Vasco. Translation of many applications has been very important.

- In Latin America there are several Native American languages that are still present and spoken in Bolivia, Peru, and Paraguay and in some areas of the rest of the countries in the region. There Internet is an opportunity for preserving these languages, but some of these

languages do not have a written form so in some cases the sounds are written using the Latin characters in order to make them able to be written.

- In Latin America two main languages, Aymara and Quechua, are the official languages for two countries, Bolivia and Peru. They're difficult to preserve, the Peruvian scientific network had some activities in order to introduce the use of Internet within the country. There was mentioned by Eduardo Santoyo from .co, the experience of working with some indigenous called Ashanikas. They use Internet for their own develop, but the problem was that the access to the villages was difficult. There was recording of their messages with Ashanikas in Peru and Ecuador. They have the possibilities to have the use of Internet in order to get better communications within their own tribes.

- Microsoft has developed Windows and other software tools in Native American languages, in order to allow local communities to use these tools.

- In 2012 the 3 million users of the Internet are concentrated just in 12 languages and English. Internet continues its growth with the English as main language and Latin alphabet languages are approx. 84% present in the Internet when the population of the world that uses Latin script is only 39%. One of the challenges of the World Summit on Information Society was to promote the development of contents in different languages than English.

- The project of .cat in Catalan language has also been an enabling example for other community new gtlds. In the first round of new gtlds, here are 84 community applications and some of them are related to linguistic and cultural applications. This round is already closed and it could be good to analyze how the communities have been regarded by ICANN as a special case to be promoted in relation with the diversity of the DNS.

- LACNIC the regional RIR makes an effort in having all the content of their web page in three languages, Spanish, English and Portuguese.

- General conclusion was that the Internet has two sides related with languages:

1- It undoubtly offers an opportunity for communities to preserve and promote regional languages and culture, which in some cases may be endangered.

2- Mainly the content is developed in few languages, and this represents a barrier to those who do not speak them and an opportunity for other languages into content creation. Communities have an opportunity with the Internet and governments, companies, universities should profit from these tools to develop and promote generation of new content.

Workshop #82: Measures and Practices for Promoting Open Knowledge Environment (OKE) in Developing Countries

Reported by: MA Jing

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

How the inclusive mechanism works in developing countries:

There is an urgent need of OKE in developing countries, because it is so important for the development of science, technology, socioeconomic development and environment protection in those countries.

The most challenges of OKE in developing countries are: (1) limited resources; (2) limited capacity ability; (3) strategies and policies gaps; and (4) less experiences. It becomes the most important and key to have an inclusive mechanism in building an OKE within the limitations or weaknesses in developing countries.

Professor LIU Chuang indicated that an inclusive mechanism play key role in both calling contributions from funding agencies, personals and institutions related, as well as benefiting science and broad society else. She took the Digital LIN Chao Geomuseum as an example to illustrate the methodology from collection, archive, creation, integration between science and arts, citation, and to online services to set up the OKE platform. Dr.

Ms. Ana Neves indicated that enhancing cooperation between industry and developing counties is most efficient solution for OKE in developing countries. She took the experiences of Open Access to scientific research in Portuguese Speaking Countries to explain how the inclusive mechanism works in her case.

Experiences and lessons learn based on the cases:

Four cases were demonstrated at the forum. They are (1) Joint Effort on Digital Geomuseum from IGU (International Geographical Union), CODATA (International Committee on Data for Science and Technology, International Council of Sciences) and GSC (Geographical Society of China); (2) Open Coursed of Universities of China; (3) Open Knowledge for Economic and Social Growth: the Case of Portuguese Speaking Countries; and (4) Open Knowledge for Disaster Mitigation and Management from IAA (International Academy of Astronauts).

Professor LIU Chuang presented the progress of Digital LIN Chao Geomuseum. She said under the joint effort from IGU, CODATA and GSC, as well as contributors of more than ten organizations and institutes, and hundreds of personals, the online museum was developed as an open knowledge environment for worldwide geography and broad society. The online halls includes OKE for understanding geographers, OKE on Qinghai-Tibet-Himalayas, OKE on earth observation and satellites, OKE on International cooperation programs (for example: international polar year programs in 1882-1883, 1932-1933, 1957-1958, 2007-2008). Thousands of geo - post stamps from more than one hundred countries during the last more than one hundred years have been donated to the museum. The Museum commitment, under the Letter of Interest from IGU, CODATA and GSC, on integrating the collections with geographical knowledge and art, and deliver

the products online, makes the museum more and more attractive, not only reorders, but also donors. The online museum becomes one of the knowledge sources for geographical research, environment education and culture e-learning for broad society.

One case was demonstrated by Prof. TAO Xiaofeng. He took open coursed of universities of China as a case. He introduced the background of the Open-course of China universities; provided information about the open-course's changes in China; particularly summarized the open-course's Characteristics in China. In the first section, Prof. Tao talked about the MIT OCW (Open Course Ware) in 2000 and the following OCWC (OCW consortium) in 2005. From which clearly showed how open-course developed in the world. In the second section, Prof. Tao first illustrated the reason why China needs its own OCW, which are language difference, cultural difference and technical problems. Then he introduced three different open-course related projects in China, which are High-quality curriculum construction, College Video Open Course (CVOC) project and The Open University of China. China's open-course is expending its influence all over the country. In the last section, Prof. Tao introduced the Open-course's Characteristics in China from three elements: Resource Construction, Deliver and Target Group.

Dr. ZHOU Xiang presented application Cases of Earth Observation for Disaster Mitigation and Management. The knowledge and application methods of earth observation were introduced with different cases, including earthquake, typhoon, flood, sea ice, snowing, frog, drought, fire, oil spill and other natural disasters. His presentation analyzes the problems and challenges in the field of disaster relief using space technologies. Case system with support of Internet would promote the openness and sharing of knowledge and information of disaster mitigation, which is able to facilitate the reuse of knowledge or experience derived from past application projects. Architecture of case based system is proposed technically. A framework for Disaster Management Spatial Information System and Services was illustrated. The web-based system for Disaster Management Spatial Information sharing is expected to be a useful reference for prediction, rapid response monitoring and monitoring of natural disasters in developing countries which experiences the severe damage caused by natural disasters. The establishment of such a system allows the professional, practitioner and business communities, and the interested public, to benefit from research.

Ms. Ana Neves presented case from Portugal on Open Access to scientific research in Portuguese Speaking Countries. She analyzed the cases of Open Knowledge in Brazil and Portugal and some African countries. Her presentation indicated Institutional repositories, digital libraries for theses and dissertations as well as Open Access Electronic journals have been steadily growing in Portuguese Speaking Countries. Portuguese-speaking countries made significant advances on the number of Open Access scientific journals and available documents. Portuguese-Brazilian cooperation should be extended to the community of Portuguese Speaking Countries, supporting the emergence and development of Open Access initiatives and activities in countries where they do not exist yet. Supporting the creation and implementation of Open Access repositories and journals in more Portuguese Speaking Countries should be enhanced. The countries

should Share good practices, resources, documents and guidelines for developing OA in the Portuguese Speaking world.

After the presentation, three questions were raised up by the remote participants:

1. Do you have any suggestions for other developing countries since the government may not have enough money for finance project?
2. The degree awarded as a result of online course, will it be equivalent to normal university degree, in terms of quality of education.
3. It seems that a lot of the work is centralized by Ministry of Education in China, what is the advantage and disadvantage.

Panelists answered the questions above and more discussions provided.
How balance Open Knowledge Environment and Knowledge Intellectual Protection in developing countries

It seems that it is always conflicted to each other between the Open Knowledge Environment and Knowledge Intellectual Protection. Professor Xue indicated that open access to knowledge and information has become a global campaign. Also, she mentioned that this year is a global Professor's campaign against the scientific publication system because the expensive payment for the journals. Professor Xue stressed the importance and significance for building up an open access knowledge and information environment in China. She thinks when we are sharing the information, we should remember there is something called copyright stand in the middle, meaning that the information property we are sharing actually belongs to somebody else which is protected by laws in different countries. Professor Xue thinks the copyright system has two different significances: on one side, it protects people's creation and achievement, on the other hand, it also has many rooms to enable people to access to knowledge. Professor Xue was specifically required to talk about this open teaching, or open cause and copyright. She mentioned that under the Chinese current copyright law, only room teaching, only limited reproduction or translation of copyright work can be used for classroom teaching, which is a kind of defense against any copyright claimed from copyright authors. She thinks probably the Ministry of Education can take away teacher's creation, which belongs to the projects, but maybe the third parties copyright involved will not be happy to be taken away to be used for education. So, Professor Xue thinks we need to think about the legal framework we are living in and that's actually a soft infrastructure we've to take into account. In the end, she wished a more open world, more open, available information, and knowledge to everyone.

Conclusions and further comments:

The OKE in developing countries is one of the most important issues for IGF. Dr. William Drake provided further comments that most developing countries got benefits from OKE, especially disaster management and scientific research, education and society. The OKE workshop of the 7th IGF made awareness from most stakeholders, both from developing and industry countries. This is a very efficient workshop. The

issues identified by the workshop, the solutions discussed and cases and experiences on it during the last a few years make this workshop special contribution to IGF. Mr. GAO Xinmin summarized the workshop. He indicated that the progresses from panelists on cases and practices of OKE indicated that the issues on OKE in developing countries is a challenging issue, it would not done by only one country or only developing countries itself , IGF is a necessary platform to call international team to have joint effort on it. CAST will continue to contribute himself on it with worldwide stakeholders under the IGF and all possible opportunities. He also indicated three ladies joint the panel team which obviously indicated that how the inclusive mechanism could contribute to the OKE.

Workshop #86: Solutions for enabling cross-border data flows

Reported by: Christine Runnegar, ISOC; summary by Constance Weise, ICC BASIS

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

The topic of this workshop, enabling cross-border data flows, has been a "hot issue" at recent IGFs. There is increasing interest at IGF in cloud computing and its inter-relationship with policy. The conversation began around "what is cloud computing" and what data transfers are involved. It then evolved into a discussion about potential barriers to deployment and policy concerns that may be raised by use of cloud computing across borders such as privacy and security. The goal of this workshop is to take the discussion to the next step – to identify some solutions and positive trends enabling, promoting and facilitating cross-border data flows, which are important for the evolution of new types of services and the free flow of information, freedom of expression, as well as social and economic development.

The workshop explored policy issues from various stakeholder perspectives, mainly relating to the impact of regulations on international transactions and the free flow of data, such as:

1. Regional disparities in the definition and the regulation of privacy and data protection as well as in the enforcement of such regulations.
2. Efforts to establish uniform regional or global uniformity of privacy and data protection laws and practices, e.g. the APEC Cross-Border Privacy Rules System (CBPRS).
3. International cooperation efforts in cross-border enforcements of privacy and data protection regulations, contractual solutions.
4. The debate between global regulatory efforts or efforts to ensure compatibility and interoperability between the different existing systems.
5. The challenge of striking the right balance in regulation between privacy and data protection laws and safety and criminal laws.
6. The importance of the transparency and predictability of data protection laws and legal frameworks in encouraging electronic commerce.

7. Government concerns such as the lack of technical understanding and the fear of technology which lead to inadequate regulations.

Conclusions and further comments:

The Swedish government representative Maria Häll concluded this workshop feeling very positive about development. She highlighted that this dialogue at the IGF is very valuable for her as the government representative, and hopefully also for other stakeholders. Ms Hall would like to bring this kind of dialogue home, and she will continue to debate this, together with her colleagues inside and outside the government. Multistakeholder discussions should also take place in our day-to-day work, not only here at the IGF.

Meredith Baker feels that this workshop triggered very valuable discussions. The multistakeholder approach of the IGF has really proven to be valuable. There is clearly a long way to go, but innovation needs to be continued. Data needs to be protected and these cross-border flows need to happen, but one also needs to make sure that industry can continue to innovate so that this data can flow across borders.

Civil society representative Malavika Jayaram concluded that developing countries are moving from a “stick” to a “carrot” kind of approach. Previously, data was protected because of the fear of sanctions, whereas now, there is a growing sense that it actually makes business sense and it can actually add to your competitive advantage rather than take away from it. There is also a growing sophistication with the way the debate is progressing, and more often acknowledgment that it actually promotes business rather than adds to the cost, which was the fear before. That is looking very positive.

Workshop co-organizer and technical community representative Christine Runnegar thanked everyone for making this a really interesting discussion. She pointed out that the workshop was only an hour and a half long, and that there are many other issues that could have been discussed that are solutions for enabling cross-border data flows. She hopes that everyone will go away and think about what some of those things are and spread the word. The IGF is indeed a really excellent place to have this sort of discussion from different perspectives of different stakeholders from all across the world.

Workshop #91: Technology, Economic and Societal Opportunities and Women

Reported by: Shawna Finnegan (Association for Progressive Communications)

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

This was a successful workshop, engendering an interesting discussion among the panelists and the audience on a number of issues, such as:

- Internet-related economic, cultural, political and social opportunities for women, and existing gaps

- online threats faced by women human rights defenders
- how women's rights can be enhanced through the Internet (empowerment, abuse, and technology-related violence against women)
- freedom of expression

Conclusions and further comments:

In order to enhance women's economic empowerment and their rights through access to information, the following policy and regulatory conditions stimulating access to the Internet and information emerged:

1. Provide training and support to encourage community women's leadership on Internet access issues for addressing issues relevant to their daily life.
2. Education and capacity building for girls and women on ICT skills as well as addressing socio-cultural norms that act as barriers are critical components of access – one which the private sector can play an important role in, in collaboration with civil society.
3. Further and sustained multistakeholder dialogue on strategies for women's leadership and active participation on Internet-related activities and empowerment.
4. Emphasize the economic development opportunities when discussing women's empowerment and access to the Internet with government.
5. Work with government to develop legislation that provides specific protection for WHRDs and Internet activists threatened in online spaces.
6. Programs and recommended solutions to address issues of access and empowerment for women and girls must take into account multiple dimensions – economic, political as well as importantly, social and cultural issues.
7. Building on initiatives that companies like Verizon, AT&T and others currently undertake.

Workshop #102: Spectrum for Democracy and Development

Reported by: Peter Micek

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

Bringing together national and international spectrum regulators and policymakers, academics, and corporate representatives, this panel explored the ways in which spectrum policy can be reshaped to support long-term economic growth and encourage the transition to, and preservation of, democracy.

Jochai Ben-Avie, Policy Director at the digital rights movement Access (AccessNow.org) and the moderator of the panel, opened the session by discussing how conversations about communications policy in historic moments like the Arab Spring tend to be dominated by talk about social media and censorship. He argued that the post-

revolutionary transitions in these countries highlight the need to reform media and communications policy and infrastructure in the region and indeed worldwide. Yet, the topic of spectrum allocation and regulation, which determines the frequencies that are assigned to telecoms, broadcasters, and other wireless technologies, has remained one of the least understood policy areas—despite the fact that spectrum reform can dramatically improve democratic access to both traditional and new media and is a powerful tool for promoting development and expanding access to communications technologies.

The panelists went on to debate whether spectrum is a finite or infinite resource, the roles of national and international spectrum regulators, potential differences in spectrum policy geared towards urban and rural areas, the relationship between different business models and ways of conceiving spectrum management and allocation, and how quickly spectrum policy and regulations can - and should - change. There was an emphasis on the media, technology, and governance mechanisms and institutions built on and for spectrum as an ecosystem. A general consensus was reached on the need to think of spectrum policy as dealing with more than the vital and necessary technical issues of harmonization and compatibility, and to pay more attention to considerations of who has access to the spectrum and how it is used.

Paul Connelly of the ITU, argued that spectrum is a finite resource, and should therefore be managed by a global body which would do the detailed work of properly managing spectrum allocation and international interoperability. He detailed the history and continued work of the International Telecommunications Union (ITU) in managing international spectrum policies. Because of the spectrum conservation done by the ITU in the 1960s and 1970s he argued, a spectrum crunch which would have left behind developing countries today has been prevented. Further advances in spectrum policy should be done undertaken in conjunction with regulators from around the globe, and that careful policy regulations would be needed for an unpredictable future.

Paul Mitchell, the Senior Director of Technology Policy at Microsoft, stated that he does not believe that the spectrum is finite, on the contrary, spectrum is actually an infinite resource because it is immediately regenerated and recreated after its use. He pointed out that large parts of the spectrum are allocated and underutilized. For example, in the case of the landlocked US state of Nebraska, the marine bands are not used at all. The challenge is not dividing up spectrum, but figuring out how users can co-operatively use the same resource at the same time. Highlighting the importance of spectrum reform, he said that “the things we know how to do technically have dramatically outpaced what our current allocation system is.”

Claudia Selli, EU Affairs Director of AT&T, agreed that spectrum can be used in more efficient ways, but warned that in the coming years, regulators, corporations, and users will be confronted with a spectrum crunch as mobile data usage skyrockets. Because of this, she argues that regulators should make more of the spectrum available for use. Parallel with their work to release more spectrum, governments must continue to work on policy that harmonizes spectrum.

Kate Coyer, the Director of the Center for Media and Communications Studies at Central European University, explained that thinking of spectrum as a scarce resource replicates the traditional broadcast framework being applied to an environment where scarceness is not the problem. She asserted that the problem is a regulatory regime that focuses on property rights, seeing spectrum as something that can be bought and sold, rather than seeing it as a space for encouraging media pluralism and diversity. A country’s media environment is affected by its spectrum policy. She stressed the importance of democratic institutions and independent regulatory authorities. Governments are needed to make that space so that the spectrum is not dominated by large corporate interests.

Moez Chakchouk, the CEO and Chairman of the Tunisian Internet Agency (known more commonly by its French acronym, ATI), emphasized the importance of using innovative broadband policy to spread access to rural areas. Before the Tunisian revolution, Tunisia had one of the most complicated regulatory regimes, which Mr. Chakchouk is now involved in reforming. As he encounters first-hand the relationship between spectrum policy and democratic institutions while reforming communications policy more broadly in Tunisia, he emphasized that policy cannot be just about how to make money, but how the community can benefit.

The variety of questions from the audience to the different panelists exemplified the complexities of spectrum policy’s relationship with democracy and development. One member of the audience inquired about how the ITU coordinates spectrum policy on an international and global level, eliciting a detailed response from Paul Conneally. Other questions focused on what the transition to new spectrum policy would look like, and how quickly it could be accomplished. When asked about how quickly spectrum policy can change to an open spectrum policy environment, panelists generally acknowledged the necessity of slow, incremental changes. Paul Mitchell pointed out that the current system is approximately 100 years-old, and that even changing from analogue television broadcasting to digital television broadcasting in the United States took over a decade to sort out. Paul Conneally emphasized that evolutionary change is necessary so as not to upset the current harmonization of spectrum policy. As it stands now, telecommunications infrastructure is currently built around a property model for spectrum, rather than a shared commons approach.

Each of the panelists approached spectrum policy from a different vantage point, varying from emphasis on the technical difficulties of developing spectrum policy to pointing out that policies cannot be developed without first having a clear regulatory framework in place. Several panelists agreed that there must and will be a shift from the property model of spectrum, in which leases to parts of the spectrum are auctioned off to private entities, generally the highest bidder, to a shared model. Spectrum policy designed with democracy and development in mind is about more than just technical allocations, but also where and for whom the spectrum is allocated. Kate Coyer asked most succinctly: “who has access to the airwaves?”

Conclusions and further comments:

Participants agreed that spectrum policy is something that must be continually negotiated and analyzed. As new challenges and opportunities arise, new policies must be crafted. Paul Mitchell pointed out, it is impossible to forecast what technologies and opportunities will be available fifty years from now. Panelists commented on the importance and usefulness of hearing the different perspectives and ways of approaching spectrum policy as a technical, political, legal, economic, and cultural issue and the need to "dewonkify" spectrum policy, so as to bring more people from the democracy and development communities into this discussion.

Workshop #105: Internet Regulation for Improved Access in Emerging Markets

Reported by: Bill Woodcock

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

This session was a relatively unstructured conversation among four panelists, each with a very different but equally deep background in emerging market Internet regulation, and a group of very active and well-informed participants from the floor. Bill Woodcock, director of Packet Clearing House, moderated and participated; Jane Coffin, development strategy manager at ISOC, Sam Paltridge, telecom analyst at the OECD, and Bevil Wooding, Caribbean regional specialist at PCH, were panelists. Bill made introductions and set the stage, defining terms and common values and asking the central question: "What can regulators do to improve Internet access?"

Jane began by talking about the need for regulators to keep open lines of communication with the public, their regulated entities, and industry experts. Sam Paltridge continued by relating a history of regulatory involvement in telecommunications and noting that many of the most forward-thinking developments come from the regulators in emerging markets. Bevil followed by discussing the need for explicit and transparent prioritization of regulatory goals and the balance between economic and social aims. There then followed some nine thousand words (going by the transcript) of Q&A between the panelists and the audience, focusing primarily upon regulatory mechanisms and stories of failures and successes in different markets.

Conclusions and further comments:

The main duty of a regulator is to preserve opportunities for new market entrants by blocking the formation of monopolies and oligopolies, as new market entrants are the only way to structurally ensure the possibility of improvement over time.
Regulators should act affirmatively and proactively to promote the development of open infrastructure and human expertise.

Regulators should employ a light touch and class licenses rather than individual licenses wherever possible.

Protecting the privacy rights of citizens is a valid reason to employ regulatory control. Regulators should not restrict the minimum price or quality of Internet services, as that disenfranchises impoverished users.

Workshop #126: EURid/UNESCO World Report on IDN Deployment 2012 – opportunities and challenges associated with IDNs and online multilingualism

Reported by: Emily Taylor - Giovanni Seppia

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

The workshop reviewed the EURid UNESCO World Report on IDN Deployment 2012, which provides an evidence based analysis of deployment experiences for Internationalized Domain Names (IDNs). With a data sample of up to 90% of the world's registered domains, there are now 3.5 million IDN registrations. There is a striking correlation between local language, and the scripts deployed. Case studies show the diverse experiences of countries and territories which have deployed IDNs. The World Report offers an IDN Readiness Matrix comprising factors relating to the country, infrastructure and language on one axis, and specific factors relating to the country code Top Level Domain (ccTLD) on the other.

Vint Cerf of Google described the technical challenges associated with creating the IDN standards, and the overriding need for universal resolution of domain names, which demands the consistent and reversible rendering between domain names in non-Latin scripts (Unicode) and the underlying ASCII encoding (punycode). Cerf remarked that uptake of IDNs was not as high as anticipated. A risk of IDNs being tried and then abandoned would be the potential loss of local language content associated with those IDN domain names.

Janis Karklins of UNESCO described the development of ICANN's IDN ccTLD Fast Track policy. The policy development was done rapidly, the technical standards are now there. It was like building a house and having the materials for the roof, but the roof is not yet in place. UNESCO intends to use the World Report to identify actions for Member States to support IDNs and enhance online multilingualism. UNESCO intends to write to the Chair of IETF, and CEO of Facebook and Twitter to apply "gentle and friendly pressure" for those organizations fully to support IDNs.

Minjung Park of KISA described the deployment experiences of IDNs in the Republic of Korea. Over 200,000 domains were registered under .한국. Usage was low (only 30%), and on first renewal the number dropped to 100,000. Key factors for success are usability, awareness, and high volume of registrations. Usability is poor, particularly in smart phones (eg Android) and browsers. KISA is working with application developers, mobile manufacturers on usability, and with public sector organizations to encourage them to use the .한국 for their main sites. Without prominent websites, user awareness of IDNs will remain low. Without high volumes, there will be little incentive for application

developers to support IDNs.

Anne Rachel Inne of AfriNIC described the challenges faced by Africa with regard to multilingualism. With over 1,500 languages, Africa is linguistically diverse, but challenges include low levels of literacy, and that many languages are not written or encoded. Inne identified a skills gap within African ccTLDs, which can lack the skills and knowledge of how to deploy IDNs.

Baher Esmat of ICANN described the work being done to support IDNs within the ICANN community. From a number of studies, poor usability of IDNs has been identified as the most important challenge. Other initiatives within ICANN include expert studies on appropriate handling of character variants within IDNs, language tables and standard policies for them, and promoting universal acceptance of IDNs in applications such as Facebook.

Markus Kummer of the Internet Society (ISOC) remarked that the introduction of IDNs is a great step forward for multilingualism, and ISOC welcomes every step that enhances diversity. A study by ISOC, UNESCO and OECD highlights the correlation between local language content and local infrastructure creating a virtuous circle. While the cause and effect is not clear, initiatives are needed at all levels. ISOC would have hoped for more IDN applications in ICANN's new gTLD process.

Speakers from the floor highlighted that the transcription process itself introduces user confusion. For example, there are numerous spellings of Al Jazeera (eg Al Jazira, Al Jazera) but only one spelling in Arabic.

From Verisign, Pat Kane described the findings of their marketing studies, which showed a difference between market demand and user preference. Users express a high preference for IDNs, but low trust, because they are not used to seeing them. He said that the industry has not invested in universal acceptance, and suggested that ICANN could assist in this, for example by funding the development of suitable plug ins.

Conclusions and further comments:

IDN deployment marks a step forward in enhancing online multilingualism. UNESCO and EURid intend the World Report on IDNs to be a yearly study to track progress, and highlight success and challenges.

Usability and universal acceptance of IDNs remain key obstacles preventing greater uptake, and also impair user awareness of IDNs. UNESCO will use the World Report as a basis for advocacy with Member States and also to apply friendly pressure on relevant organizations, such as Facebook and Twitter.

Workshop #127: The Benefits of Using Advanced Mobile Technologies and Global Spectrum Harmonization

Reported by: Theresa Swinehart and Milan Vuckovic

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

Mobile broadband is a platform that enables socio-economic developments in the areas of healthcare, education, enterprise and entrepreneurship, raising the standard of living and increasing economic productivity in a country or region. This workshop addressed the benefits of using advanced mobile technologies and global spectrum harmonization, and its contribution to helping bring broadband services to users efficiently and have a significant coverage range across a broadly defined geographic area, especially in hard-to-reach communities.

The panelists provided an overview of spectrum related matters pertaining to their areas of expertise and geographic regions. The dialogue noted the importance of the increase in demand for mobile data and the necessity for the allocation of more spectrum for mobile broadband. Participants also highlighted the importance of global spectrum harmonization and the benefits of 4G LTE technology in reaching underserved and rural areas around the world.

Key areas noted in the discussion included:

- The explosion of demand for data requires ensuring appropriate capacity is exists and is built.
- The trend of large growth in Internet traffic over mobile devices will continue. According to Cisco data, mobile data traffic will grow at a rate of 78% year-over-year in the period from 2011-2016. Among the main drivers of this exponential growth in traffic is video streaming, especially high-resolution video, proliferation of tablets and other mobile devices, as well as increase in mobile Internet speeds resulting from deployment of 4G LTE technology. Due to these trends, the allocation of additional spectrum for mobile broadband services and in particular Digital Dividend (below 1 GHz) spectrum is important.
- Within developing and emerging countries and regions, the penetration of cell phones far exceeds penetration of wireline broadband. As a result, most people are using cell phones to access the Internet and thus spectrum capacity is extremely important. In this regard, awaring spectrum to more players would encourage efficiency of use and competition in the market place.
- Experiences in developed economies can serve as examples, including in the United States and Verizon's experience in deploying the world's first 4G LTE network using Digital Dividend (700 MHz) spectrum frequencies, and efforts to connect rural areas of the US with LTE through its LTE in Rural America program.
- Experiences in emerging regions and for example Kenya were also highlighted, where Kenya is currently only using 50% of spectrum bandwidth available in the country, so that there is much room for growth. It is expected that 10% of Kenya's GDP will come from broadband industry by 2016.

- The mobile industry is trying to bring access to knowledge to underdeveloped and rural areas of the world and that spectrum is a vital component of mobile infrastructure. Of importance is that countries remove barriers to what spectrum frequencies can be used for deploying mobile technologies because it would foster global spectrum harmonization, bringing down the costs of devices.

Workshop #129: The Sustainable Benefits of Inclusion on the Internet

Reported by: DCAD

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

The title of the workshop "The Sustainable Benefits of Inclusion on the Internet" intended to steer the discussion on the reality of what member states (and states parties that are signatories of the United nations Convention on the Rights of Persons with Disabilities – (UNCRDP)) have to do in relation to "take appropriate measures to […] Promote access for persons with disabilities to new information and communications technologies and systems, including the Internet".

The workshop highlighted methods of achieving inclusion on the Internet and demonstrated some of the long-term, sustainable benefits that accrue to all of society.

Conclusions and further comments:

Mr. Peter Major, DCAD Co-coordinator opened the workshop offering an overview of the ITU activities for accessibility in all the sectors of the International Telecommunication Union *ITU. He continued presenting the activities of the United Nations Commission on Science and Technology for Development (UNCSTD). The DCAD Co-coordinator also took the occasion to present in this workshop, the proposal of Hungary to the World Conference on International Telecommunications (WCIT-12) to add a new article on the International Telecommunication Regulations (ITRs) treaty called "Accessibility for Persons with disabilities".

The second panelist, Mr. Jorge Plano, from the Internet Society, Argentina, focused on the accessibility of Persons with Disabilities to electronic publications, namely e-books. He highlighted that in accessing knowledge, notably to digital books, there are two parallel processes that are growing in parallel. On one side, there is a digitalization of users/persons with disabilities having access to schools, universities and libraries, which are all converging on this effort all over the world.

Prof Mehta's presentation talked about deaf-blind persons in the world, their daily challenge in communication and took for instance the case of Professor Stephen Hawkins, who is an eminent scientist, author, inventor, person with many disabilities, and able to communicate, to teach, invent, live a full life, operating his computer through just one button. The presentation highlighted that the persons that do not or cannot succeed in

getting onto the information highway are excluded for most of the communications in this information society.

Mr. Shadi Abou-Zahra, World Wide Web Consortium (W3C), further presented the latest news of making websites accessible to persons with disabilities. He highlighted the work of the W3C that is constantly involved in the development of the web to convey it to the needs of the persons with disabilities with the adoption of a new more accessible International standard. This is an ongoing process rather than an end-goal in itself. This presentation introduced the resources developed through the Web Accessibility Initiatives (WAI)-ACT Project.

Workshop #130: Digital Inclusion and Public Access to the Internet: What Policymakers Need and how Libraries and Other Community Services can Deliver

Reported by: Stuart Hamilton, International Federation of Library Associations and Institutions (IFLA)

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

The workshop discussed the notion of libraries as agents for development, with the aim of raising awareness within the IGF that libraries are an ideal partner to solve the problem of digital inclusion. It also explored the role that other public access points play. The starting point for discussion was the realization that while over two billion people are now online not all of them have their own Internet connection. A significant amount of all the world's Internet users, particularly those in remote areas, rely on public access points, such as libraries, to participate in the information society.

Politicians, policymakers, funders, technical experts, entrepreneurs and members of the library community all participated in the workshop. A moderated discussion brought out a wide array of experiences and views on the role of libraries and other community services in providing public access to the Internet. Panelists explained how governments all over the world are exploring public access solutions to meet community needs, with examples from numerous countries including Bhutan, Romania, Ghana and Poland.

The main issues raised included:

- Sensitizing policymakers to the role of libraries in the development agenda /process;
- Collaboration with all stakeholders to ensure that libraries play a major and effective role in attaining development goals;
- The importance of local content and services relevant to end users, and how public access intermediaries can provide these;
- The ongoing value of traditional library competencies in the digital age, such as provision of expertise and advice; community building; physical space; development of skills or the ability to print documents; and reliable funding sources

- Question marks surrounding the sustainability of other community services providing public access without a reliable funding and access to local content
- The use of new technologies such as cloud computing by libraries to potentially provide further access to valuable information resources at low cost;
- Building the capacity of both librarians and users in terms of information literacy and technological skills;
- Raising the profile of public libraries so that there is a change in attitudes and perceptions among policymakers, funders and the development community.

Conclusions and further comments:

Through discussion, it emerged that policymakers want solutions which take advantage of existing infrastructure and expertise and also have the flexibility to partner with the private sector and innovate. With 230,000 public libraries worldwide, the majority of which are in developing countries, the workshop concluded that libraries are potentially an excellent fit for governments or other agencies looking for development partners. They know their community; they understand their needs and they are able to tie their services not only to these needs but also to national policies and community policies for development and for access to information.

In conclusion, the workshop achieved two objectives. Firstly, it discussed in depth the importance of public access to the Internet as a key tool in solving the problem of digital inclusion. Second, it questioned the perception that libraries are outdated and instead explored the idea that these long-standing community institutions might be the perfect partners for stakeholders working in the development field. In addition to offering physical spaces with trained staff that are connected to existing government strategies and budget lines, innovative libraries around the world are offering online access to education, health and employment resources, as well as e-government services. Libraries are untapped resources and are still relevant in providing key services for development, promoting civic engagement and bridging the digital divide.

Workshop #133: Local Content Production and Dissemination as a Driver of Access

Reported by: Garland McCoy, Technology Eduation Institute

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

Vlada Radunovic from DiploFoundation was the moderator and introduced the topic by pointing out the huge amount of content that is uploaded onto the Internet (YouTube for example) every hour of every day and how more and more people are becoming reporters and creating content, empowered by new digital technologies like smart phones that are connected to the Internet. He told the audience that what we hoped to do in this workshop was to highlight some real examples of the production of local content and how this content is impacting all of us in a positive way.

Vlada introduced U.S. Ambassador Phil Vereer who spoke to the fact that we are looking

at the world differently now, from the standpoint of access. How do people use the Internet, interact with it? He addressed the need to have content available in appropriate languages and to continue to work to get communities involved in interacting with the Internet where it is available but where there are low take up rates. The need to reduce costs, increase availability and languages and continue to work to get all communities engaged in the Internet ecosystem.

Before Vlada went to the next panel speaker he engaged the audience by asking them how they used the Internet; for entertainment, for education, for research, for expression and communication, for access to information. This line of questioning brought Vlada to the first panel speaker, Subi Chaturvedi who as an Assistant Professor Journalism, Filmmaker, Photographer and Curator at a College for Women in India was able to give excellent examples of both the need to have the Internet be adaptive to new languages; there are 173 languages in India, over 18 of which are recognized, and over 563 dialects, as well as addressing how new digital technologies are empowering her female students to create content and to take there disciplines back to their communities to empower other. She discussed (thesaltlist.org) platform she put together for use by her young students and others to articulate issues and for community video volunteers to use for posting their material all with an eye towards the inclusion of young people and women in communities to give them a voice. So (thesaltlist.org) looks at issues locals care about. She also touched on the use of content to address the literacy problem in India with the help of Bollywood and popular culture. Finally, Subi mentioned the need for facilitators and enablers to help drive local content which she, in her position as a professor, is hoping to help provide as her students graduate and move back to their communities.

Having touched on the great diversity of India's culture and languages Vlada turned to Dejan Cvetkovic from Microsoft who discussed the importance cloud computing is playing in the development of technologies that allow for public data, even old public data, to be put into the cloud for all citizens to have access to and use. This program is proving very successful in making available to citizens valuable government content which they can embellish anyway they choose creating huge amounts of locally produced content. Dejan cited examples like vanguide.com which enables citizens to access information about what is going on in the city of Vancouver. This was accomplished by taking the public data from servers across the city and putting the information in the cloud and then encouraging application developers to develop the apps to use the content over multiple devices. This concept is being repeated in cities all across the globe. Another example Dejan mentioned was one based in Europe that allowed citizens of EU countries to access information from the cloud on things like the quality of the water in their community, air quality and similar important information. Dejan cited figures on the huge financial benefits to getting this public data out and available in the cloud for citizens to access and he ended with the benefits to be found in storing content in the cloud for easy access and that issues like privacy and security are not in play when discussing public data.

Mark Carvell, UK Minister, was next to speak and he brought a governmental perspective on this issue and he too discussed the importance of making public data available and easier to access through the cloud and of course the UK has significant

archived data and Subi spoke to how great the UK portal is and how important the public libraries are in all of this access to data in the cloud.

Jimson Olufuye, who was in the audience, was recognized and spoke as an IT official in Nigeria and how the government there has made a significant investment in getting all the government data, public data, and putting it in a digital format and on the cloud for its citizens. Jimson also reminded the audience that Nigeria is the home of Nollywood which rivals Bollywood in India in the creation of digital content, movies and alike.
We had several remote questions come in during the workshop; from Albania, Argentina, and Cameroon. The questions ranged from focusing on open vs. proprietary software platforms to work with the public data available in the cloud (format of data issue) to the issue of the significant cost and availability of broadband to the importance of getting the word out about the availability of all this public data and making it available in the cloud for easy access in their home country.

Kristin Peterson with the non-profit group inveneo spoke of her work in Uganda with farmers developing local content to help retrain farming skills lost during years of war along the border as well as exchanging ideas and crop information from remote communities to other remote communities. She also spoke of the other groups that create microwork opportunities over the Internet and how this connectivity that her group is making possible, and local content creation, is helping to address the language and literacy issues as well.

From Africa we went to the Caribbean where Bevil Wooding, Packet Clearing House, talked about IXPs and the need for local content to drive the IXPs. He spoke of his work with young people, particularly girls, in using technology and digital tools to develop local content under a program called ICTO (information and communication technology outreach). He said the goal is to show how content development is linked to some of the challenges of access and some of the challenges to policy. He mentioned his open data initiative and having a multistakeholder approach to producing material. He also mentioned the importance of working with government officials, like the Ministers of Education in reaching out to students and empowering them with the digital tools to create content, more culturally relevant content, and making it available online. He mentioned that some of the initiative he has launched are being replicated in cities in the UK and in a small town in the US.

Vlada next moved to Thomas Spiller from the Disney Company who spoke on the creative aspect of content production. He talked about the need for more quality local content and the need for more creativity in the production stage. He noted that the first component should be creativity, about telling a good story with your content. Thomas spoke of Disney's global commitment to local content production with an ear for local languages and an eye for local customs. He stressed his association with production in Nollywood and Bollywood and with the studios in countries yet to reach the radar screen. He ended with comments on the need for legal certainty and rule of law to ensure that locally produced content has a chance to develop financially viable markets if that is the intent. There was follow discussion regarding the need for government investment in

infrastructure and connectivity. Mark Carvell also added to comments made by Bevil about IXPs pointing out that the UK has been a big backer at the ITU for countries to embrace IXPs in that they brings down connectivity costs and stimulates local content production.

The workshop ended with comments from our final panelist, Imad Hoballah, Government Regulator from Lebanon who spoke very candidly about the need for a LIGHT regulatory touch when it comes to the Internet and content and he cited many examples of local content driving access in the Arab world. He spoke of the huge jump in participation on Facebook and Twitter among citizens in the Middle East particularly when the Arabic Facebook was launched. He spoke of the challenges facing digital content creation and documentation and dissemination due to limited national and regional initiative to support these efforts. Arab governments he said could be described as shy and inhibited at best. They see it as trying to give away on the Internet what they will not give away off the Internet in free speech and free expression. The Arab Spring has created a backlash with some governments in the Arab world and these governments are restricting and monitoring citizens on these digital platforms. IT literacy is very much an issue in the Middle East as is illiteracy in general. There is also a significant lack of access penetration in many countries in the region. He spoke of the need for everyone to work together during this historic transition.

Conclusions and further comments:

The creation and distribution of locally produced content empowers the producer and enriches us all. The richness of languages and cultures is there for all of us to enjoy and share. The creative process is meaningful for the creator and in some instances brings economic benefits. Governments share a role in this process and when they make available public data in an easy to use format, like the cloud, everyone benefits. It is important to keep in mind that content needs legal certainty and rule of law to ensure it has a chance of creating an income stream for the creator and the creator's country.

Workshop #143: Measuring the economic and social impact of the Internet to inform policymaking

Reported by: Taylor Reynolds

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

Taylor Reynolds (OECD) opened the session by explaining how policy makers increasingly want to understand the social and economic impacts of the Internet. But measuring the impact of the Internet is difficult because it has fundamentally changed sectors across the economy. Junkyards, for example, have gone from being local businesses to international parts distributors. The OECD organized an expert roundtable in September 2011 on measuring the Internet economy and the 50+ participations agreed on three broad approaches for categorizing measurements. These include direct, dynamic and indirect impacts. Mr. Reynolds then introduced the panelists.

Lee McKnight (Syracuse University) began by speaking about the long history of work to measure the Internet economy. He said the difference between correlation and causality is very important in this area but the causality has been difficult to establish. One key challenge is that the variables current used may not be detailed enough to capture the right effects. For example, data measuring the number of mobile connections would not take into account the different types of connectivity that exist. Some may question whether 2G and LTE connections should be combined. He also discussed the need to capture new effects, such as the role of virtualization. The rise of cloud computing services, and the virtualization it offers, could have a very profound impact on areas such as employment in the global economy.

Nevine Tewfik (Government of Egypt) began by referring to the cut of Internet connectivity in 2011 in Egypt. She said that this type of decision to cut activity is precisely why it is so important to understand the social and economic impacts of the Internet. Governments all have national budgets and there are competing demands for resources so it is important for Internet policy makers to understand the impacts so they are argue for investments. She also stressed though that in the midst of discussion about the benefits of the Internet that we should not overestimate what the Internet can do either. As we are witnessing, the Internet alone cannot bring about political and economic change, but it certainly can support it. Egypt is gathering data now to better understand the impacts. The government commissioned econometric studies three years ago and the work is continuing. Finally, one of the key priorities for Egypt is understanding how the Internet is supporting education. With 40,000 schools, it is vital for policy makers to understand the impact of ICTs in education.

Erika MANN (Facebook) linked measuring the Internet economy to the need for good legislation that is based on good data. Much of our current understanding is based on studies that have been focused on traditional sectors such as the telecommunication and software industries. But now we are moving into an Internet economy so the scope of the research is going to be very important. A simple study on social media likely will not capture all the benefits permeating throughout the economy and society. Another area of concern is that the Internet supports the economy and society in different ways in different geographic areas. She also mentioned a recent study by Deloitte that found that Facebook supported EUR 32 billion of activities in Europe. That converts to an economic impact of 50 billion and supports 232 000 jobs. She gave an example of a business built on Facebook's platform. Wooga is a rapidly growing German game developer that established itself on Facebook's platform and currently has 50 million users.

Bill Woodcock (Packet Clearing House) made the connection between explained that he was one of the authors of the OECD's recent paper on carrier interconnection.
-142,000 carrier agreements were basis. 99.51% of agreements are not formalized in a written document.
-Other key finding. When one of the parties in the agreement was in the US, they all chose to use the US as the rule of governing law. Companies choose countries for governing law where friendly to the Internet industry.

-Also data show the growth of multilateral agreements. That is where there are multiple parties to the same agreement. Large carriers do not use them but very large in terms of number addresses and routes served.
Patrick Ryan (Google): Spoke of the importance of the Internet in the economy and why it was important to measure it. He explained that many of these benefits do not show up in official statistics but are there nonetheless.

Workshop #157: Is access to the Internet a human right?

Reported by: Allon Bar

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

A packed workshop room brought people together to discuss whether Internet access should be a human right. The Internet has increasingly become a fundamental medium for trade, education, government-citizen interaction, as well as individual communication needs. However, while one third of the world uses the Internet, two thirds still lacks the capability to do so, especially in developing countries.

These trends pose the question of whether Internet access is merely a luxury, or in fact something every individual must be able to attain. A survey conducted by the BBC in 2010 asserted that 79% of those polled around the world believed that Internet access should be a human right. Some countries, such as Estonia, Spain and Finland, have legislated that all their citizens are entitled to access the Internet, sometimes even with broadband connectivity. At the same time, other countries have taken measures to enable cutting off people's Internet access, either by operating a centralized 'kill switch', or as a penalty for Internet users found in repeated violation of intellectual property rights.
This workshop, moderated by Brett Solomon of the digital rights movement Access, brought together technologists, policymakers, corporate representatives and civil society representatives, to address this question.

Allon Bar of the Internet Rights and Principles Dynamic Coalition laid out four key dimensions of this issue to keep in mind. (1) May individuals be denied/deprived of an Internet connection?; (2) Do states have an obligation to ensure every individual can access the Internet? The other dimensions related to whether Internet access is meaningful: (3) To what kind of Internet are people connecting to (is the content, for example, heavily censored)? and (4) How do people access the Internet (do they use public facilities, is it affordable, can people with disabilities access it, etc.)?

Vint Cerf, a key architect of the Internet and Google's Chief Internet Evangelist, does not believe governments should be obliged to ensure that everyone has Internet access. A medium, so stated Mr. Cerf, should not be singled out to receive the status of a right. On the other hand, it is a human rights issue if people are denied Internet access, and the goal of providing Internet access should be supported, e.g. through universal access programs. In the end, in order to provide everyone with Internet access, all we have to do is "get busy and do it."

Alice Munya of the Kenyan government made it clear that Kenyan people likely consider Internet access a human right. Bitange Ndemo, Permanent Secretary in Kenya's Ministry of Information and Communications, followed up by saying how important technology is to Kenyans. For example, connectivity problems in Kenya have serious financial consequences for its mobile payment system. The Kenyan government intends to extend 1 Megabit Internet access to all Kenyan households in two or three years from now. While Mr. Ndemo did not go as far as saying Internet access should be a recognized separate human right, he did comment that the disparity in access is a serious human rights issue.

Elvin Mejidov, a consultant on democracy and public policy in Azerbaijan, asserted that with Internet access being crucial to many people's socio-economic development, and a key facilitator of the right to seek and check information, it is indeed an emerging human right that may well soon find its way into legal documents. Internet without access to it has no value. Also, it is key to not only have access, but to educate people about how to use the Internet.

Richard Allan of Facebook said that in his view the current international human rights framework has come about as a response to historical shock occurrences. If we were to draw up the human rights instruments today, undoubtedly it would include references to Internet or communication technologies. For many people, exercising their rights, such as their social-economic rights, nowadays involves the Internet. The impassionate pleas of commenters from the audience testified to the importance that the Internet has to them, and their interest in protecting it. Concerns about inconsistent Internet connectivity at the IGF itself raised jokes among the attendants about whether their rights were being trampled on. An interesting debate ensued about characterizing Internet access as positive right rather than a negative right to not be censored or denied. Questions from the audience pressed the panelists on the positive obligations from governments that would be required if access were to be a positive right.

A lawyer in the audience questioned whether establishing Internet access as a right would not cheapen human rights, while a civil society participant said recognizing access as a right would give great advocacy impetus to obtain universal Internet access. Several audience members stressed the importance of Internet access not as a separate right, but as an enabler of other key rights, such as the right to freedom of expression, as well as a facilitator of obtaining socio-economic development and gender equality. According to one member of the audience, lack of Internet access is tantamount to lack of access to education or health care; "it is very difficult to function in society today to get a job, to get health information, to travel, without Internet access." As a consequence, governments should at the minimum ensure access to the Internet for their citizens.
For some, establishing access as a right would ensure that the Internet would be open, while Mr. Cerf on the panel and others in the audience noted that inviting governments to play a larger role in providing Internet access could also have negative implication for freedom of expression online. It would take something that has been created through collaboration between the technical community, private sector, and civil society, and put

it in the hands of government. This could mean that "the government decides that it is going to provide you with its version of whatever that access is," which is not always an open Internet.

A remote participant thus voiced his concern about having obtained Internet access, but dealing with circumstances where a government heavily censors. One contributor in the audience similarly stressed the intrinsic link between Internet access and the sort of Internet (content) to which access is obtained, as she protested a violation of her perceived right to access, when Google prevented Pakistani users from accessing a controversial film on YouTube recently. Both the Google and Facebook representative on the panel compared the Internet services they offer to guest services in a hotel: you can do certain things as a guest, but the hotel manager makes the rules. Aside from debating what a human right is, and if Internet access fits such a label, several participants discussed the potential of qualifying it as such may have. One person in the audience underlined that recognizing Internet access as a human right would mean that every individual "can access all of the rest of those rights because of the fact that they can share information, their freedom of expression and more importantly they can access data relating to problems that face them." Others pointed out the potential it offers for people with disabilities to obtain "equal access in society".

As one audience member argued, rights are different things to different people: "To lawyers it is about law, to activists it is about something you mobilize and really get people to think about change and to some people it is really a matter of life and death." With the Internet, in the words of the moderator, in many ways 'being' education, health care and maybe all the rights, it can be an overarching right.

Conclusions and further comments:

Amongst this audience, a show of hands indicated that participants were divided on whether access to the Internet is a human right. Views shifted during the debate, and more participants supported the statement that Internet access is an emerging human right. In general, there seemed to be a consensus that denying access to the Internet when it is available constitutes a violation of international human rights norms.
It is clear this topic is both much contested. As the Internet continues to grow, so will access to it and so will entities' attempts to interfere with it. In discussing this issue, the main question should continue to be: does recognizing Internet access as a human right ultimately promote human well-being?

Workshop #168: Capacity building Initiatives for better economic and social inclusion of vulnerable people in the Information society

Reported by: Ms. Yuliya MORENETS

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

A successful and interactive discussion, covering a big number of issues, took place during this workshop. Panelists, together with the audience, tried to understand how to better involve vulnerable people in the Information society to give them the possibility to become active actors in the field of Internet Governance. The focus of the workshop was on the effect and capacity building needs for better social inclusion of vulnerable people and on how to better assist them in the Information society.

During the workshop a big number of points were raised and the discussion mainly focused on the following aspects:

- The need to continue the discussion on the definition of vulnerable in the context of technical progress and different existing national specificities.

There is a necessity to empowering them with knowledge to promote their representation in the Information society. This can be achieved only by creating possibilities for such people to actively participate in social and economic life and to communicate in the language they are accustomed to.

Everyday progress in the field of ICTs, the development of e-government solutions and open data initiatives create a need to add channels for delivery of services and to engage citizens more broadly and actively in policy making processes. The access issue, which is not new, still remains crucial and is closely related to the education and the income of citizens, predominant factors that can create access barriers. In this field libraries play an important role for better social and economic inclusion of the most vulnerable and those who face access problems. It is important to mention that economic inclusion and access to services go beyond the question of Internet access. Meanwhile, it was underlined that majority of the citizens in the emerging markets without the access to the computer can't be defined as vulnerable people because they haven't had access. Participants mentioned the increasing role of mobile devices to access Internet and services, which is growing exponentially, especially in the developing countries.

- The necessity to build capacity for vulnerable people and national governments on inclusion of vulnerable groups in the Information society.

It is very important to be able to reach the defined target group, in this regard dissemination and communication are essential to raise the awareness of the target actors on the existing solutions and involve them in the process of development of capacity building initiatives. The value that these opportunities provide to vulnerable groups

should be clarified before the development of programs.

To be effective, capacity building programs should be based on the assessment of existing needs in particular communities, as different communities have different goals, different interests, and as there is no one fits all solution. After clear understanding of the existing situation in a particular target group is achieved and other existing solutions and initiatives are taken into account, capacity building programs for the respective target group can be offered by using existing infrastructures.

- The role of global and national Strategies on the inclusion of vulnerable people in the Information society, with particular attention paid to women and children.

It should include measures and propose solutions for safe and responsible use of the Internet and ICTs by vulnerable people, who are more fragile with regard to Internet dangers and risks. During the discussion it was suggested to promote the notion of a right of secure cyberspace for all. Regional and National IGFs, as well as other Initiatives could help the development of such Strategies and facilitate their further implementation in a multistakeholder format.

Conclusions and further comments:

During the workshop a consensus was found on:

1. The need to continue the discussion on the inclusion of vulnerable people in the Information society and on the possibilities for them to become active actors in the field of Internet Governance.
2. The need to identify existing initiatives and best practices in the filed of active engagement or programs for better active engagement of vulnerable people in the Information society.
3. The need to build capacity of vulnerable groups and other stakeholders, such as national government representatives, based on the assessment of existing situation and by taking into account regional/national particularities, existing infrastructures and precise definition of the target audience.
4. The need to raise the issue of development of Global Strategy on the inclusion of vulnerable groups in the Information society, after the identification of its objectives and its potential value for the target group.

As a result of the present workshop, it was proposed to create a Working Group on the issue of better inclusion of vulnerable groups in the Information society. More detailed information can be found at: www.vulnerables.eu

Workshop #191: The influence of politics over Internet users' access and diversity

Reported by: Shahram Soboutipour

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

The workshop started with about 20 minutes of delay and lasted about 1:30 hours. The reason was that it was schedules to be the first set of workshop taking place in IGF2012, after the lunch (with a long queue). The combination of our panelists was good including Private Sector (Mr. Pedro Less Andrade, Director Government Affairs & Public Policy – Latin America, Google Inc.,), Governmental Sector (Ms. Olga Cavalli, Advisor Ministry of Foreign Affairs of Argentina), Civil Society (Ms. Mariam Fayez, AFS Egypt) and Legal Experts/Academia (Ms. Hong Xue, Director of Institute for the Internet Policy and Law at Beijing Normal University)

The workshop started with some samples of the influences of political actions and decisions which could bring limitations in user's access to Internet, including:

1. Local regulations and policies which forced giant Internet companies to limit data and service providing to specific areas.
2. Controversy between similar cases which in some countries force Internet companies to restrict user's access to specific data/services but the same situation does not bring the same result in other cases. (specially this cased was raised that "why Google did not shut down the YouTube video which made many Muslims angry, but at the same time had easily limited access to a specific data in response to a local court decision for a lower sensitive case)
3. Some of the attendees asked their questions about similar cases of limitation of access forced to Internet users even through governments or through the major Internet companies, some of them responded by the relevant panelists.

Conclusions and further comments:

Continuing the workshop, the panelist shared their ideas about the reasons of these influences, including:

1. Sometimes political decisions are made based on wrong data or lack of enough data, since the politicians and decision makers are not necessarily experts in the field.
2. Another reason which was raised is the opposite effect of lack of access to Internet on political decisions. Meaning in places with better access to Internet, there are better exchange of knowledge providing better infrastructural data and share of knowledge between stakeholders for decision makers to use.
3. Another interesting point which was raised during the workshop was the controversy and conflict between the international laws vs. local laws in terms of Internet usage which creates a confusing area for the decision makers. There is still no solution for this problem and it is one of the most important discussions between Internet stakeholders in IGF and other related areas.

As a conclusion all the panelists agreed on the importance of this topic to be continued to discuss in the future. A major outcome of this workshop was the approval of a need to raise the awareness of all Internet stakeholders (both decision makers and those affected by the decisions) about the cross affect of their acts on each other. A stress on need for finding the appropriate solution on demarcation of local laws vs. international laws for a worldwide resource like Internet was also clearly mentioned by the panelists.

Workshop #203: Information Ethics and Internet Governance - Identity, design, preservation and data

Reported by: Paul G C Hector

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

The session, entitled "Information Ethics & Internet Governance - Identity, design, data and preservation", was part of UNESCO's ongoing efforts aimed at raising awareness of and reflecting on the legal, societal and ethical dimensions of the use and application of information and communication technologies (ICT).

In his opening remarks, Mr. Andrejs Vasiljevs, session moderator and Chair of the IFAP Information Ethics Working Group, characterized the current situation as "a race between three competitors – ICT and their applications in the lead; national and international ICT regulations and policies a distant second; with societies' understanding of the social and ethical implications and impacts of the technologies and their uses lagging far behind". He therefore underlined the need to enhance understanding in order to improve policy responses, reduce the current gaps and improve societal outcomes.

Panelists drew on global and regional experiences that brought together the perspectives of actors involved in intergovernmental policy-making, both in academia as well as the private sector.

Director of the Irish Software Research Engineering Centre (Lero), Mr. Mike Hinchey spoke about his organization's work aimed at embedding rules that promote human rights into technical architectures. He explained how this approach could address the needs of persons with disabilities and protect security and privacy online. Another panelist, Ms Eskedar Nega of UNECA, shed light on the regional cyber-security convention being developed by UNECA at the request of Member States of the African Union to create an enabling legal and institutional environment for e-commerce, cyber-security, cyber-criminality and the protection of personal data and privacy. According to Ms Nega, "these efforts are bearing fruit with an increasing number of countries currently engaged in formulating and enacting the required cyber-legislations for a safe and trustworthy cyberspace in Africa".

The challenges around preserving digital content were addressed by Professor Peter Lor of the University of Pretoria. "Digital content is growing at a rapid pace but is also very

fragile… so its cultural, historical, legal and other important roles make its preservation urgent," said Professor Lor. "Nevertheless, this raises ethical questions around how content is collected and consent, how are permitted uses of content, privacy of records, as well as their authenticity and completeness."

UNESCO's Assistant Director-General for Communication and Information, Mr. Jānis Kārkliņš, was the final panelist and presented UNESCO's strategy toward ethical dimensions of the information society, as approved in October by the Organization's Executive Board. The strategy will further orient and enhance the activities being undertaken through IFAP and UNESCO's regular program. "Given the complexity of these issues, varying levels of understanding and needs, we will be exploring all possibilities, and engaging with research institutions and our global network of partners to develop methodologies and best practices in this field," Mr. Kārkliņš said.

Conclusions and further comments:

An interactive session with both the live audience and virtual participants followed the panelists' presentations. The discussion served to provide additional perspectives, as well as to reinforce awareness of the urgent need for understanding of information ethics among all citizens.
Some of the issues discussed included:
* The need for mechanisms that could address cross-border resolution of privacy disputes
* Including information ethics awareness as a mandatory component of the academic preparation of all students and continue professional development of ICT professionals and policy-makers
* Exploring how different traditions of ethics, could be integrated into the current information ethics debate as currently much of research and policy discussion were taking place in North America and Europe. Initiatives such as the African Network for Information Ethics (ANIE) were providing entry-points for non-western perspectives and research. Intercultural dialogue and exchange also has a vital role to play in advancing understanding and inclusion in the debate.
Attention was also given to exploring how further collaboration between stakeholders could be advanced bearing in mind the documents "UNESCO and the ethical dimensions of the Information society" (http://unesdoc.unesco.org/images/0021/002173/217316e.pdf) adopted at the 190th session of UNESCO's Executive Board and an ongoing UNESCO-commissioned research study on current and emerging information ethics that will be presented at the upcoming WSIS+10 Review Meeting (http://www.unesco.org/wsis2013) in February 2013.

Main Session: Security, Openness and Privacy

Seventh Annual Meeting of the Internet Governance Forum
6-9 November 2012, Baku, Azerbaijan

8 November 2012

Chair: Mr. Bakhtiyar Mammadov, Ministry of Communications and IT, Azerbaijan

Moderator: Mr. Jonathan Charles, Foreign Correspondent.

Panelists:

Mr. Zahid Jamil, Barrister-at-law

Mr. Jonathan Zuck, President, Association for Competitive Technology (ACT)

Ms. Eleonora Rabinovich, Director, Freedom of Expression program at the Association for Civil Rights (Asociación por los Derechos Civiles /ADC), Argentina

Mr. Christopher Painter, Coordinator for Cyber Issues, US Department of State

Ms. Marietje Schaake, Member of the European Parliament and the Parliament's Rapporteur for Digital Freedom Strategy

Mr. Sherif Hashem, Senior Cybersecurity Advisor to the Minister of Communication and Information Technology - Egypt

Mr. Carlton Samuels, Academia and Civil Society. Vice-Chair of the At-Large Advisory Committee (ALAC) for ICANN

Ms. Kirsty Hughes, CEO, Index on Censorship

Remote moderator

Mr. Milan Vuckovic, Analyst Wireless Policy, Verizon Communications

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The following is the edited output of the real-time captioning taken during the Seventh Meeting of the IGF, in Baku, Azerbaijan. Although it is largely accurate, in some cases it may be incomplete or inaccurate due to inaudible passages or transcription errors. It is reported here as an aid to understanding the proceedings at the session, but should not be treated as an authoritative record.
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Jonathan Charles:

I spent 30 years as a BBC foreign correspondent. I have now just left the BBC. I am Director of Communications at the European Bank for Reconstruction and Development which is very active in Azerbaijan where we are right now and many other countries. We are here this afternoon to discuss the issue of security, openness and privacy; I think we probably all agree there isn't a single one of us in the room who isn't concerned about some aspect of this particular topic. All of us probably on a daily basis have reason to be concerned about our online security. Some people here probably have issues with openness. We know that many corporations are facing issues of cyber attack; some government agencies are facing accusations of being involved in cyber attack. These are all issues we will discuss over the next couple of hours.

I would like to start by asking our entire panel here one by one to consider one question and that is if they look at this issue of security, openness and privacy, what the one major concern is; the real concern they have.

Christopher Painter:

I think for me, especially because I have seen this area evolve over the last 22 years in various capacities, it is a lack of understanding that these issues you have articulated in the panel, are really very much interrelated and to raise awareness of how these things work together and how you address these as policy matters you address them together and not in separate buckets.

For the US, we had an international strategy for cyberspace and significantly, that wasn't an international strategy for cyber-security but it was a strategy that talked about the economic issues; it talked about the freedom of expression issues; it talked about the security issues; it talked about the international security issues; it talked about all the issues and tried to weave those together; as said our goal is an open, interoperable , secure and reliable information and communications infrastructure, altogether not just one or the other. If you think about this issue, if you think about it as a pyramid, the things you are trying to achieve is the openness and free flow of information and economic innovation and growth, security is not an end to itself. It is one of the enablers. It is the base of the pyramid.

That leads to some other issues. There has been a lot of talk or a lot of concern there are no rules, no law; no understanding of what applies in the space and I think that is well overstated. We do have things like, for instance, the Budapest Convention on Cyber Crime which is a great model and many countries adopting it to deal with cyber criminals. We recently had the United Nations Human Rights Committee, affirming a resolution that the rights you have online are the same rights you have offline. There is no distinction. You have those rights, including things like the United Nations declaration of human rights; you have the same rights online. That's significant I think.

Even in the conflict area, the kind of crunchie bit, if you will, even there, many states have affirmed that international humanitarian law, the law of armed conflict, applies in cyberspace. That has meaning. That means there is a legal structure. That said, you have to continue to socialize, we need to continue to build a consensus around what the norms are in this space and while we are doing that, we need to do some practical things, that includes having practical confidence building measures between countries to build transparency and trust, it includes countries around the world having national strategies, raising the awareness again here. Those national strategies should include what they are doing structurally within their government to protect themselves, also how they are talking together as one government on these issues and how they are dealing with each another internationally. Then we have to make sure we are doing capacity building around the world to bring everyone in this conversation, including the developing world. Finally, there is a real diplomacy aspect. That we need to raise this to a foreign policy priority among all of our countries so we had this discussion at a real policy and not just a technical level. There are a lot of challenges but I think there are a lot of good things that can come out of this. There is great discussion and attention now, we need to keep that momentum going.

Kirsty Hughes:

I think one big concern that I have and that we have as a human rights organization is the trend towards mass surveillance and mass population-wide data collection. Index is an organization that focuses on freedom of speech, so I actually wanted to start by just saying something about how and why I think privacy and free expression go together very much online. Sometimes we are used to talking about web privacy and free expression conflict and where there are public interest issues, perhaps invading someone's privacy, perhaps as politicians, they can conflict. But I think online it is very simple. We know we are on the record here. If we are having a private conversation at home or by the bar and if we think we are being bugged or monitored, someone is recording our conversation, that is not just an invasion of privacy, but fairly obviously it is also going to chill our conversation. It is going to lead directly to self-censorship.

That is a huge concern because when you look at how much the Internet has opened our ability to converse, to debate, to share information, we want to be able to choose whether we are doing that in a public space or not. I would argue that there is no justification at least in any society that respects or that claims to respect human rights for mass surveillance in any form, whether offline or on, and that includes whole population data retention.

What is particularly worrying is if we look around the world we not only can draw lessons or examples of that from somewhere like China with its extraordinary army of monitors, human monitors as well as technological monitoring but take an example from the country I'm from, the UK, where the proposed Communications Data Bill currently being looked at and scrutinized by the UK parliament would actually lead to that sort of mass surveillance and would be the worst form of mass surveillance we've seen so far on

the Internet in any democracy today so you won't be surprised we are campaigning against that.

I think what we are seeing here and I think it is an interesting question for debate in this session, is we are seeing people; there is a kind of elision and eliding of technological ease, the ease of collecting this massive amount of intrusive data, with the question of need. One of the web host companies said to me about the UK Coms Data Bill, it is a sledge hammer to crack a nut. I think we need to see, where there is genuine police or security issues for collecting that data that it is much more targeted and it is done with a court order. I wanted to just link to that a couple of comments about security and free expression because what we sometimes hear and I have heard it in some sessions here, but certainly not in all, is security and free expression being put in opposition to each other and I was pleased that Christopher Painter just now precisely didn't put it like that.

I don't think we are mostly in the business of balancing security and free expression. If we have free expression we can hold to account those with economic and those with political power; we can expose criminality and wrong doing, so a lot of the time the two are complementary, not in opposition. If they are in opposition, if we want to sort of inhibit or limit or regulate speech that is incitement to violence, again we shouldn't be talking about balance, we should be talking about very limited exceptions to the general principle of free speech. If I can conclude with one last comment that I think links to this surveillance and monitoring issue, it is to do with social media. What we are seeing, again in the UK as well as in more authoritarian countries, we are seeing a tendency to criminalization of speech. In the UK we have had people making bad jokes, really tasteless or sick jokes on twitter or on Facebook and actually being taken to court and in some cases being given even Community Service Orders or going to jail.

We seem to be suddenly in a situation where there is only kind of a right sort of speech that is going to be allowed. We seem to be in a situation where some people seem to think we have a right not to be offended. We don't have a right not to be offended. If you tried to not offend anybody from all the countries that are at the IGF here today, we would have no space left for freedom of speech. I think if we continue blocking and inhibiting the development of social media and other creative developments we see on the Internet today, we are really going to be both undermining human rights and doing a lot of harm to that creative and open potential of the net, thank you.

Carlton Samuels:

Maybe it is a question of what is important to us. In my area of the world, the Internet is and for a development paradigm and so openness is top of mind for us. It is important for us to be able, each of us to be joined to all of us and so, in our view, maybe it is aspirational at this stage, we are for global Internet, globally accessible to all and with the ability for all of us to participate. We are not unaware that there are some issues with security and privacy. But, this in our view a security issue must be responded to with what is necessary and proportionate? What do I mean by that? It is for us true that there are people who will come to the Internet with hearts and minds laced with larceny and we

believe that it is rational; it is indeed duty for us to protect the public from those persons. Privacy is very important, it is not a matter that we are not concerned about privacy but with respect to security then if we think of the Internet as common then, surely, there are going to be the points where these two principles chafe, rub up against each other, and in this respect we would always opt for the least objectionable, the one that is in the best public interest.

With the Internet being global, we have a concern that the approaches to management and security not be seen from a narrow, nationalistic position. The fact is, since it's transnational, then the Westphailian model Would Be Not particularly suited for response. In our view, a multistakeholder, multinational approach to the security and privacy issues is what is required. There cannot be any space in a global Internet for exceptionalism. It is in our view, a matter that all of us have an interest in making sure that all the voices are heard and all interests are addressed at some point.

Eleonora Rabinovich:

I will continue the perspective of the censorship representative. First of all I liked the link between privacy, security and freedom of expression, because they are closely linked, they are not separate issues and you can't achieve freedom of expression if you don't have privacy and security. So, that is the first comment. I will talk from the perspective of the human rights organization working in Latin America and I would like to highlight that in recent times, we have seen a lot of policy decisions and Bills proposed in many countries that call the attention of NGO's, working in the human rights. They are basically in two areas, which are copyright and cybercrime and both are big threats to openness; free speech; access to information; access to knowledge and other fundamental rights. In Peru, the Congress has drafted a new cybercrime legislation that for example, could eliminate anonymity, which is a fundamental part of free speech, it is important that we can guarantee free speech and also that legislation gives the police an enormous amount of power to request user status. So that is an example. Also in another country we have seen another cybercrime bill in Costa Rica, but criminalized the spreading of false news and under the umbrella of inter-American and universal human rights framework you can spread forth information, that is allowed.

So these are some examples of really problematic proposals that affect human rights. Also on the area of copyright, we have also experienced as a result of the implementation of military free trade agreements with the US, countries like Panama or Columbia, approved new copyright frameworks that violate many human right principles and could possibly affect openness and access to knowledge with a great impact. For example in the case of Panama, we, the community of activists in Latin America, we have great concerns because the law creates an administrative body that can basically accuse people of copyright infringement without the oppressors of law so the process is something you have to follow in every proposal even if you have a list and aim as for example, to combat crime or enforce copyright rights. So my concern is that policy makers are not aware of the impact of these policies and these bills in human rights and they should take

into account and they should look to international and regional human rights instruments as a guide.

For example, the inter-American standards on freedom of expression, I don't want to give a detail but they are very specific and very solid in the way they protect freedom of expression and how we can limit and how they allowed restrictions to freedoms of expression and also we have the joint declaration, but all the special Rapporteurs of the freedom of expression, the OES, the United Nations, the organization for security and cooperation in Europe and the African Commission on Human Rights and People with Rights, who give us a very specific guideline about the way we have to regulate the Internet without affecting freedom of expression and other rights. So, my big concern is that we have to be very cautious when we think about new policies and legislation and really evaluate the impact that they have on human rights even though governments can have very good, sometimes very good purposes like for example, protecting children, enforcing intellectual property online or preventing crime and terrorists.

Sherif Hashem:

I would like to start with the point on the emerging threats and security. We have seen new patterns and sophisticated tools and attacks in that especially in the Middle East now with new virus attacks and others. These attacks, sometimes they are suspected to be or attributed to state actors as well as non-state actors and it is quite challenging and this problem will really stay with us moving forward. My main concern aside from the security concern is that the security community and the human rights and freedom of expression community; they don't talk to each other a lot and they don't communicate on these issues together. You cannot face a security problem just based on technical solutions. We have to rely on society, the support of the society, in our States as well as across borders. We cannot do this and build this partnership and trust except when governments work with private sector and NGO's and international organizations and discuss both issues and both lines of approaches together.

This panel is an example when you are bringing together openness, security, privacy issues and discussing it. So I hope through this dialogue that we initiate a process, and we have to be innovative in the processes that we create to bring the partners that otherwise don't work together in tackling the challenges that we see because we have seen even existing principles that are agreed upon internationally, the principle of proportionality in, whether it is within states or across states, dealing with cyber warfare and security of infrastructure. We have seen examples in the Middle East where sometimes football fans would launch attacks on government sites across countries if they are not happy with the result of a game. We have seen the political debates trigger attacks on infrastructure and these are opposition parties that don't like each other's views. So here, the challenge is how to have a way or a mechanism where we really discuss the legislation; the regulation; the operation; the technical requirements; the human resources. Chris Painter mentioned that the capacity building, the awareness raising within the society to really address these challenges because these challenges are really staying with us unfortunately

and it is sophistication of the new patterns are really alarming from a technical point of view. So as a society we have to deal with this together.

Marietje Schaake:

I wish the European Parliament would spend an awful lot of time thinking about these topics because I don't think we yet do so enough. In answering the question, what I believe are the key priorities, you will understand my professional position as a people's representative, I believe the key priority when dealing with technologies and the Internet is that we ensure that people come first and that we embrace the opportunities through which technologies can help empower people and give them a free voice, have them access information and also give opportunities for people for economic development. But the representation in the development of technologies, the representation of people or even the democratic aspects I think are going be a key challenge. When we think about an open and safe Internet we should continue to think, we do this not for the sake of the Internet itself but really for the sake of the users.

I have heard it many times when companies or other stakeholders say, let's make sure we do not over regulate the Internet and I am a liberal politician, I am not in favor of over regulation or bureaucratization but it doesn't mean we should not act and sit idly by, we do need to update our laws when necessary and when we do it needs to be based on knowledge and evidence. Especially, when it comes to technology, there is still a lack of understanding and appreciation of the revolutionary impact of technologies on the part of policy makers and sometimes there is also a lack of evidence based policy making which I think is a problem. In all of this, when we need to update our policies or laws, we should do so on the basis of key principles of human rights; of competition and free trade, of democracy and providing security for people.

The challenges are significant. There are plenty of actors who are afraid of the empowerment of individuals with the help of technologies. They seek to reclaim control and power. Power when it comes to governments or economic influence when it comes to corporations. In all of this I think increasingly Internet users or the Internet public, we may want to call it, can be overrun and can be excluded from decision making processes. Sometimes this is also a consequence of the global character of the Internet, because decision making in one country can have a huge impact on people on the other side of the world and I would like to see that more factored into the thinking behind certain laws and decisions, so the global impact needs to be incorporated in the national level decision making when it comes to Internet aspects. It comes with responsibilities of a different kind for those who can make decisions, also for corporations, by the way. We have to understand that what we do at home impacts our credibility abroad so, in other words, we should look at the impact of technologies and the different contexts within which they are going to be used; whether the country where they may end up in has the rule of law or it doesn't; whether technologies that are used in a safe and open way in one country can be used as a weapon in another country.

In this process about thinking about how to empower people to protect people and to ensure that their voices are heard I think it doesn't really help to do sort of a witch hunt, vis-a-vis powerful corporations or governments that are using repression against people, but to engage in thinking about incentives to do the right thing, incentives to make sure that freedom isn't a zero sum game and we do not end up in a stand off, with different actors vis-a-vis each other but that we really try to cooperate as much as we can in a multistakeholder fashion and that we kind of get ahead of the curve instead of reacting to these rapidly developing technologies. That we try to think in terms of scenarios, think in the research and development phase of technologies what the impact could be down the line for the security and well being of people. Perhaps we should even start implementing human rights by design considering people first when those engineers are developing these highly technical solutions.

Jonathan Zuck:

"Give me liberty or give me death!"

It felt good to say that. That is a quote from a rather famous figure in the American war of independence, named Patrick Henry. Like all rhetoric it feels really good to say. I am not exactly sure what I meant by that when I said it but standing up and saying it felt really good. As we finish up the third day or for some of us the fourth day of the IGF, one of the things that really stands out in stark contrast here at the IGF are discussions that lead us down a path of aspiration versus those discussions that lead us down a path of practical solutions. What is interesting about that of course is that we all want these aspirational discussions and proclamations to be impactful and to have an ultimate influence on the practical solutions that we find ourselves at eventually. But unfortunately a lot of the debate seems to happen in a more siloed way. We have our aspiration discussions, separate from our practical discussions and don't necessarily identify where the intersection of the two occurs. Looking back at some of the principles of the past, for example, the Sullivan principles that were created in 1977 as a way for industry to have an impact over the racist regime in South Africa, called apartheid and the irony is I went back to do a lot of research to try to figure out what impact they had. I had a very difficult time finding any. There were 150 companies that signed on. What it led to was a lot of companies pulling out of South Africa and very little change occurring to that could be attributed to the use of those principles, so instead of the companies staying and bringing about change they left in protest having signed on to those principles.

I am forced to ask whether another incident in 1977, the release of the movie Star Wars, may have had a bigger impact on the ultimate downfall of apartheid than the much vaunted Sullivan principles. We have to ask ourselves what is the ultimate impact of principles and the interplay of these rhetorical discussions when we are really trying to come up with practical solutions. Yesterday at a feeder workshop I heard someone say, "I don't know the answer to coming up with a multi-lateral agreement but I do know that the answer is not form bilateral and trilateral agreements and then impose them on trading partners; that is bad.

Of course, that same advocate not long ago would have said we shouldn't build a trade agreement with a country that has bad labor policies. So the ends justify the means, I guess, when I am in favor of the ends. So, how we marry this sort of rhetorical, facile rhetoric with the practical solutions that need to come about I think is really the biggest challenge in this area. If we think about the result of rhetoric, at least in my experience and some of the more European style of governments whether it is the United States or in Europe, rhetoric often leads to placebo style legislation. It leads to policy makers trying to find a why of placate the rhetoricians in such a way that it is not a practical outcome so we enact aspirational regulation that doesn't have a practical effect. I think that finding practical solutions has got be our priority and we have to make sure that principles, while they have a role, have to be taken into consideration as a utopian view to which we are moving as opposed to a revolutionary view, because in a revolutionary view, very often when I ask for liberty, it is really the liberty to choose my own oppressor.

I think, in the area of security, openness and privacy, we keep hearing that they are intertwined and that is something that concerns me as well because it feels rhetorically cogent to say that these things are inexplicably intertwined. Unfortunately, when that is translated into political action it means that I have a security problem and I am going to solve that with a privacy law, for example. I think that that can be a dangerous outcome as well. I think they are interdependent but before we can actually examine their interdependence, we need to examine them independently, so we know what we are talking about so that interdependence is better understood. Where rhetoric meets the real world of policy, I think it is probably the biggest issue facing us as an industry, trying to create mobile apps, which is the people I represent, going forward and making sure that just because we are small and just because we don't have a big voice in government, we don't end up becoming the victims of what I would call placebo legislation as politicians struggle to respond to mounting voices that are rhetorical in nature.

Zahid Jamil:

Let me say I am basically responsible for the current draft of the cybercrime legislation that is standing before Pakistan at the moment. It was, in principle, approved two days ago. It was a legislation that basically dealt with trying to be more compliant with the human rights standards and protection and safeguards. We can have discussions about that in some other place at another time. I have two basic points I would like to develop, one comes in from a workshop this morning, which was what do we mean by cybersecurity, when we talk about security? In the context of the WCIT and many other things we have seen that certain governments started expanding the definition of what is security or cybersecurity.

To me and this is something somebody else said this morning also it should be restricted to the operational threats to a network, it is really more about those but instead we are seeing some governments use that terminology to also apply to activities which they think are illegal. For instance, if there is blasphemy, or if they feel that somebody is blogging against the government, what you are seeing is, basically, actions taken under the guise of what they call security, in a preventative fashion of sorts without due

process, without proper legislation around it. An example of that basically was developed this morning by a delegate from Egypt about when the revolutionaries went into the state security building they found that a lot of the bloggers had actually had surveillance conducted against them they didn't even know about and all sorts of things were happening. One of the points and it's the first one I want to develop is, we need to respond internationally to that.

There was a UK company called Gamma. I am not in favor of overly regulating business, because I come from business. We need to take account, as you have arms trafficking, there should be, the behavior of companies in trying to provide these things should be coming under scrutiny somewhere, it is something we have to deal with, where corruption is an issue, with FCPA, what we are seeing is even much more damaging as an impact. That is my first point. The second one, I, coming from a developing country, I am concerned with what I see around the world where there are challenges we are facing with international cybercrime, coming from the law enforcement angle we need to do more work to bring people together on one platform, one that does exist and get them signed on. We cannot wait years on end, we need to do this now and we need to get it done immediately so we can safe people from the threats that exist currently.

Jonathan Charles:

There were two issues that struck me from everything that is being said. Chris Painter, if I could ask you, we heard a lot about freedom of expression, there is obviously a clash there with national security needs and it is difficult to get it right, where do you draw the line?

Christopher Painter:

If you have a security regime that is stifling freedom, of the key things that underlies any approach is really the rule of law, due process and the rule of law. We heard about some of the cybercrime legislation around the world and how that has to be structured so when governments access data, true of the US and other places, procedural protection needs to be put in place so that there is a rule of law construct for this. That goes to a broader issue, Jamil mentioned the issue of how people are defining cybersecurity in this case and there are some people defining cybersecurity saying information security. That touches on the issues you raise, it means it is not so much technical security of the networks which you need to have good free expression, if you are doing your job right in terms of law enforcement you are protecting privacy, but information security could mean really looking at the content. Keeping people from expressing their views and that is a real concern and there have been some efforts around the world to have a governmental approach to the Internet; which imposes governmental control, substitutes allows us to thrive, with concepts of monitoring and censorship that are a real problem. We have heard other panelist's say there are certain lines, I think every society recognizes them, including the U.S., it is important when we do the policies we don't use security as a way to hamper free expression that we make sure that those goals coexist.

Jonathan Charles:

Just one quick follow up, we all ought to assume, shouldn't we, if we write anything online, if we interact anywhere online that somebody somewhere is going to be, may at some stage be viewing it?

Christopher Painter:

Certainly, if you are writing anything to send someone, you intend them to view it. The problem is with some of the cybercrime and the hackers that are out there, this is where again, if you are protecting networks you are protecting peoples privacy and we have seen a lot of cases where people take not just credit card information but all kinds of personal information and we need to make sure that it doesn't happen. We need the better security so people have the level of trust and privacy and unfortunately we are not there. Building good legal regimes that have at the core of this idea of due process is important.

Eleonora Rabinovich:

I think national security has been used as an excuse to deprive from an exercise of Human Rights in much legislation around the world. For example, it is not absolutely linked with this issue but, for example, in access to information policies they usually have these security or national security exceptions which are usually used to not allow the citizens to access some public information. The same happens with cybercrime legislation and also other issues. But I believe that the key is that, as he said, that we have to follow the framework of the rule of law and we also have to follow the framework of international human rights standards. Those standards and I would like to partially disagree with your presentation. The principles are there for us to follow them and they are not vacuum formulas. They are very strict principles about how our legislation and how our policies should be and when we are talking about rule of law, when we are talking about, for example, the need to have proportionate or appropriate limitations or we are talking about the need to ban the prior censorship of the need to allow the criticism of public officials, for example, or issues related to freedom of expression and these issues that we are discussing they are not vacuum formulas. There is very strict guidance that policy makers should take into account when they designed also cybercrime legislation.

Zahid Jamil:

Yes I am just having a thought actually we are talking about intelligence and talking about national security, a thought that basically some of us have resigned ourselves to the concept of don't say something in private if you are not going to be okay with saying it in public. That is one of those rules that people are taught, at least they were usually. It is getting less and less and then I think the youth needs to understand that in any case, it doesn't matter whether we are in an information age or otherwise but that shouldn't detract from the right to be able to have freedom of expression. The thought that came to me was that intelligence does actually do that all over the world. We know this, that they

have their systems. In some countries, very few ones, you actually have a legislation that controls how intelligence functions and those may be a better standard. Then there are those countries in which there is absolutely no legislation, no regulation, no transparency, no systems by which we know anything about what is happening there so that is your intelligence aspect.
Where it starts impacting us mostly is when that intelligence starts being used by certain governments to start saying, "Arrest this person. Shut his account down. Block his e-mails", or do something else against him and when you cross that line, which is from intelligence into real life impact on people which should actually come under due process, civil liberties, legislation, he has rights. That is where the problem arises and I think we see more and more of that in some developing countries and some parts of my region.

Kirsty Hughes:

Two quick points, I think, as Zahid was just saying, we shouldn't be naive about assuming we are always in private when we may not be but I think we shouldn't either give up the idea and the importance of privacy. If you look at the role of anonymity and the challenges facing Human Rights defenders in some of the more authoritarian countries, their ability to have the technology to defend themselves against their states trying to snoop on them, arrest them and so on is absolutely crucial. I would also agree with Eleonora and her comments on Jonathan. I don't think we can sit here and say Human Rights are some ideal but the real world is practical. If you look at American democracy, Obama got elected not Romney, that's the real application of democratic principles. If you look at this country one of my colleagues went in Baku yesterday to the trial of a journalist, Avas Zanalli, who has been in prison for a year while his trial is delayed. I think he would quite likely say rights are very real and practical to him in his cell so let's not create false divisions here either.

Marietje Schaake:

Yes, I agree with this sort of false dichotomy between principles and practice. Of course we have to step beyond rhetoric. That goes without saying and I think we do so every day in the European Parliament where I work but the notion that principles are agreed or that they are rhetorically meaning all the same is of course not the case. The problem is that what a law in one country may mean in terms of the rights and security of a person means something else under the exact same name in a country where the rights are abused or the laws are applied creatively to say the least.
So the issue is to make sure that the practice and the application of principles (for example, universal human rights) are tweaked and applied in a more appropriate and relevant way as technology and time advance because this is a process. It is not a static concept. I wanted to touch on one issue that was mentioned, namely the export of technologies that can be used for mass surveillance, mass censorship for tracking and tracing and monitoring individuals, particularly Human Rights defenders but also journalists, dissidents and activists. If you look at the principle of universal Human Rights and the purpose and the mission of the European Union to be a promoter and

defender of Human Rights, it means that you have to update your export regulations to stop this selling and exporting of digital arms to countries where they may be used to violate Human Rights.

This is where practice and principle meet. This is what we were able to pass in the European Parliament last week to get important updates to make sure that digital arms can no longer be exported but we are not there yet. This is a work in progress and so we will continue in the following year to more specifically ensure that we have the appropriate regulation. Another issue is that of lawful interception which is legally required in technologies made in the European Union so that in the context of the rule of law the police when they have the appropriate court orders and authorization can, for example, place a tap on the phone calls of a suspect in a criminal investigation.

But these same technologies with same "lawful intercept capabilities" are exported all over the world and when used in a country where there is no rule of law we should really question what such a concept of law for intercept means. In other words, I think that even if we agree on principles, hopefully we can agree on some universal Human Rights, as I believe they are, it needs ongoing updating and we need to continuously consider the context within which technologies are used. We need to continue to work on the rule of law, human rights, development and security and you know the country where we are in, Azerbaijan, is a constant reminder of the need to improve those very basic principles for the well-being of the people.

Jonathan Charles:

I thought Jonathan's point was a very interesting one actually and just let me be clear what I think you are saying because it was one of the points that struck me, actually, which is there is this clash between aspiration and practicality but actually sometimes it is a clash between aspiration and implementation of a law. In other words, the law may have been drafted in what is thought to be a practical way and is needed in a practical way and fits in with pragmatics of life but then implementation is an issue? Is that one of the points you were drawing out.

Marietje Schaake:

I think there were two points I was making. On the one hand I think principles are not merely rhetorical. You need to know where you are going, what aspiration of the guarantee of rights and freedom you may want to achieve through our policy through your laws in order to engage people, find a majority such as in a parliament, to make sure that people are moving in that direction so that you found a common ground and support for an issue. That is one part. On the other hand, I was trying to highlight how meeting the practical implication of your principle laws is a work in progress. You know, even though, for example, I live in the Netherlands, it is a country where the quality of life and the guarantee of Human Rights, thankfully, is among the highest ranking in the world. However, we are constantly in a process of updating our own practice to our promise to make sure that there is as small as possible sort of hypocrisy gap between what we're

practicing and what we're preaching. The Netherlands has been called out for its treatment of asylum seekers, for example. Recently our Minister of Justice came up with a proposal in which he sought authorization and a mandate to proactively hack or to hack back. Of course there was a lot of criticism but, you know, this is an ongoing debate so my point was on both of these balances between practice and principle.

Carlton Samuels:

I wanted to catch up with the issue of the technology because in this case the technology is agnostic. It really does not care what the law says. Let me give you a practical example of this. There is a system that is used for controlling access to certain on-line resources and it is used in, say, in the United States in a certain way and it ended up filtering some websites that it was said to be a mistake. That same system was used in Iraq to do the exact same thing because it has the capability built in to do that. It came with a list of capabilities and the response was, well, it's because the law there allows them to do it. This is a bit of the hypocrisy gap that we are talking about here. The technology cannot be blamed for that, technology is agnostic.

Jonathan Zuck:

Obviously, I was speaking in fairly broad terms in my discussion but I still want to take people back to some practical issues. The very same advocates who are in favor of an open Internet are the ones that justifiably have been lobbying governments for the last 100 years for consumer protection laws to make sure that cars don't blow up when you drive into them or that airbags work or many other related things. We've asked as citizens to have impositions on us and on our liberties in return for our safety, so when I ask for a question of, you know, give me liberty or give me death, I mean, I don't really mean it, right. I don't really want to die. I want my liberty but I also want you to protect me from the evils of the world and I think that in the context of consumer protection there are often conflicts with straight-up openness, if you will, on the Internet and a desire to try and control goods and services that reach individuals within a country.

I mean, what we keep hearing about at the IGF is how the Westphalian notion of a nation state has become outdated in the era of the Internet and yet I feel like that's a complicated argument in the context of a multistakeholder process in which one of the stakeholders is government. When I talk about marrying principles to practice, I think we have to make sure that we keep in mind, whether you want to call it implementation or not, the notion that we need to make evidence-based incremental progress to solve specific problems and be focused on the solution of specific problems because Utopian proclamations take us to a place of impractical solutions that often do more ham than good.

Marietje Schaake:

Quick response to the notion that technology is agnostic because I think we have to keep in mind technologies are designed by people and they are often designed and tweaked for a very specific purpose, sometimes for a single use purpose which is to track and trace

dissidents or to do mass surveillance, of which we can wonder whether it is ever in line with Human Rights.

William Smith:

I am from PayPal from the US and the point I would like to make is that in the Internet the end points are actually the ones who are providing the bulk of the security on the Internet. Several of the panelists have spoken about protecting consumers and at PayPal that's a big part of what we do in our security organization, is it is focused on protecting consumers to protect their information but we can also look at this as a way of protecting free expression. If we look at security, openness and privacy from the perspective of consumers we actually naturally fall down to and we will realize we need to protect the network and we need to protect the end points and then we need to say, okay, how much are we willing to pay for this protection or this security and how much is necessary. That's a risk assessment and I will point to Rousseau's social contract where we give up certain rights as the individual in order to enjoy the benefits of the society. We should look there and suggest that we minimize loss of rights for maximal protection on a risk based basis and I'd like to hear the panelists' view on that.

Jonathan Charles:

Kirsty Hughes, do you think the commercial sector is your friend in this fight for expression?

Kirsty Hughes:

I think to some extent it certainly is, someone mentioned rights offline going online, laws offline also on-line but it requires some development, so offline and on-line we will certainly disagree about where certain laws are set or where they go too far or about your risk assessment. It is what I said in my introductory remarks that when you do restrict free speech in some ways it has to be, from my point of view, in an extremely limited way but that is where we can have the sensible discussion.

Christopher Painter:

Two things, first of all, in terms of the private sector, I think one of the important things is with developing policies here is it is not just governments, it is governments working with the private sector and civil society. We need to work together. This is one of the themes of this entire process, the IGF process, is the multistakeholder nature of the Internet we need to do that here and really talk about these things. On the topic that you mentioned, where do you make certain trade-offs? Well, I think you can be really targeted. I will give you an example. Someone mentioned earlier in the panel this idea of anonymity on the Internet and some threats to have anonymity on the Internet. I think we really do want to preserve some level where people can have discourse on the Internet, criticize on the Internet, have free expression on the Internet and have that ability to be anonymous but there are other times when you want to have people be able to

authenticate and identify themselves so you can come up with a much more targeted solution.

We did this in the US with something called the national strategy for trusted identities in cyberspace. It falls trippingly off your tongue, it is so well defined. Which is a structure that allows different level authentication for different things like banking or other things, so you don't have to have a one size fits all or a binary solution. You can protect privacy. You can protect civil liberties but at the same time you can allow security to function in a way that makes sense.

Eleonora Rabinovich:

Individual and social freedom comes at the same time I think. I would like to highlight something that Marietje said before. They were talking about how the principles are implemented in reality and I think that we shouldn't be surprised about that. I mean, always the context and new technologies and new developments in society define the contents and the boundaries of the right in practice so we have the Internet now for the last years and previously we had television and radio and we had other mediums of expression and we have to think what the rights mean in practice. I mean what is, for example, the ban of censorship in concrete scenarios of the Internet? What do the need to provide for proportionate or necessary restrictions, which is one of the substances of freedom of expression under the umbrella of international human rights treaties, what does it mean when we are dealing with, for example, cybercrime legislation? So we are all dealing with human rights in concrete experiences and in concrete environments and there is nothing new about that. So we have to rethink and redefine the boundaries that are applied to make it possible in concrete environments, not to change it but to make it possible. I think that is the real goal that we have as human right defenders.

Sherif Hashem:

Actually I have also a comment on the technology side that we can refer to, digital arms and so forth. In many cases, actually I would claim in most cases, technology has different types of applications and digital arms are used both to test networks and infrastructure and protect them as well to attack them. It is a double-edged sword. When we talk about technologies we sometimes cannot predict the type of uses that will happen in the future.

Having said that we also need to understand the nature of the technology, develop new approaches and that is a continuous process when we are dealing with these challenges. This is one of the principles that we deal with. In many cases the principles apply in cyberspace as they apply in real life. However, their proportionality is different. Something that you create over the Internet will stay there forever. I mean forever. I've written certain things, certain articles that existed for 25 years or more in news groups over the Internet. I can say that I am still happy about them now but it is something that crosses borders and crosses time limits so when we develop principles and we deal with

them we deal with them as such that they will evolve and they will continue and the technologies will have multiple users.

Zahid Jamil:

That's true for many of us I guess, dualist technology, absolutely. I do believe that technology is to some extent agnostic and so the protection that you to have look out for is having the proper regulation and laws around them. So at the end of the day you come back to the same old traditional responses. You have got to make sure that humans and legislation play their role but here is a point I wanted to pick up on Bill's intervention. You mentioned Rousseau's social contract and, you know, we look at the constitution in most countries since the last 200 years saying that was the social contract we entered into. We got rid of monarchy, etc. That is interesting because that is the first time I have thought about it and I am still developing my mind so forgive me if it is not fully thought through but it is not fully thought through. We have now a transnational society, we have a global society that is all interconnected that never was before and so there has to be a new governance model or there is a new governance model, you have multistakeholderism. If you want to be able to engage and do that trade off of the social contract you are not going to do that within your little country. As Jonathan said, the Westphalian system is over, so you are going to have to do that some place else and in a place that is monarchical, the monarchies are over and now it has to be multistakeholderism where business is at the table, where they can actually negotiate these things, so the multistakeholder model, whether ICANN, IETF, etc., gives you the ability to be able to negotiate that social contract and I think that is an interesting point, Bill, that you've raised and hopefully that will be developed over time.

Marietje Schaake:

Yes, I just briefly want to clarify something on the notion of the context because I think precisely the global nature of the Internet has completely changed the dynamic of the impact that laws have when they are made in one country but they can have an impact on the other side of the world and so it is not just about looking at the context of one country but also beyond borders and thinking about how those decision-makers can be held accountable. That's I guess democratic principles which were also made by the last speaker which on the one hand of course in this global reality and when dealing with Internet related issues we can work with the multistakeholder model.
On the other hand, the points I am making are more relating to people that are not here, that are not at the table for any multistakeholder dialogue but that may be at risk for their lives for what they are expressing and who we need to include in our thinking and in our decision-making and in understanding the impact down the line which may sound like a great technical innovation in a lab somewhere, let us say in Silicon Valley or in someone's basement but which can actually have a fundamentally different impact on the lives and well-being of, let's say, human rights defender in Iran if it ends up in the hands of those in power there. This is what I tried to highlight in terms of context and the impact and how we should look at how it trickles down and how we can ensure accountability.

Carlton Samuels:

I made the statement that the Westphalian model for Internet governance was not fit for purpose and there was some push back on that but let me just give you a practical example of how laws made in one country impact countries outside of the national space.

The Government of Antigua and Barbuda has an interest in Internet gambling. The United States government is against Internet gambling. The United States government passes laws that have impacted the economy of Antigua and Barbuda negatively. Antigua and Barbuda, this is in the Caribbean so I am speaking for them, they went to the World Trade Organization and sought a judgment and that judgment was against the United States government and to this day Antigua and Barbuda suffers because of a law that was passed in the United States for the purposes of United States jurisdiction. This is just one example and I could give you many more examples. SOPA, for example, was another example. This is a point; I am reiterating the Westphalian system is not fit for purpose with respect to Internet governance.

Kirsty Hughes:

I think it's a fascinating and a crucial discussion about what Marietje called the changing dynamics of how laws in one country affect another and, yes, in some ways we are part of a transnational society courtesy of the Internet. In other ways let us not forget that we are facing potentially a lot of fragmentation and a lot of countries and governments have a lot of power and Iran may be one of the most extreme examples building its own Internet cut off from the rest of the world wide web but it is not the only example and we should be very aware that if countries go for a certain sort of control and behavior in their country it stands as a role model, perhaps, a really negative one, that other countries will use. So let's not also be too naive about that or even if you look at the Google and Twitter transparency reports and the take down requests when India tops Google one and US the Twitter one. So we are seeing this interaction that is partly causing a lot of fragmentation and a certain amount of censorship and that is a big concern.

Milan Vuckovic:

We have a question from a remote participant who is an assistant professor of journalism at the university, New Delhi, India.

His question is and I am going to read it as stated:

"How to ensure a smooth penetration of Internet in rural area in country like India where government is also keen to implement new Internet policies where you have got to bridge the gap between a clearly illiterate society which show lesser interest towards technology but once Internet and web is made possible they will have tremendous opportunity to know various governmental policies which they can use for their better understanding of government."

Sherif Hashem:

Yes, I guess the issues of inclusion and making sure that our policies and practices are in line with including everybody is very important and there are certain examples in Egypt where we expanded government programs in partnership with the private sectors and NGOs to make sure that we have our policies are aligned with practices, that reflect inclusion of the society. I don't know how much in terms of the resemblance in India but clearly you don't want policies that would result in the openness in the Internet that is not reached by the different levels of education in the population. Remember in the Egyptian revolution that happened earlier last year, inclusion was key and we relied not only on direct access to the Internet but access through organizations and support groups and different communities.

Christopher Painter:

I said this is a huge issue but it is also a huge opportunity. Recently we did a capacity building seminar in partnership with the government of Kenya for several of the West African countries and with the advent of broadband Internet that is enabled by some of the new cable drops that have come in, it's incredibly how much of a democratizing effect that has around the world and how much of an economic effect it has around the world and so I really do think it is incumbent on all governments to have as much penetration of this technology as possible and the opportunity that that allows is the opportunity both for new innovations. Kenya had this on-line payment system that is frankly more advanced than anything I know in my home town called Mpesa sp that allows people, even in rural areas, to make payments. It is just tremendous but it also allows government like Kenya and others around the world to think about these issues that a lot of us have been thinking about as after thoughts when they are building the technology in, think about having a strategy, think about what security means, think about how they can really protect these networks from the get go rather than simply thinking about it after we have already built these things out. So I think there are tremendous opportunities in the developing world for this and that is one of the reason we need to bring the developing world in this conversation on policy as well.

Kirsty Hughes:

Just one thing that hasn't been said in response to the question from New Delhi so far which is of course the issue of the spread of mobiles and both the increasing ability to access the Internet on mobiles or the falling price of smart phones and so as infrastructure and prices allow remote or poorer areas in India or in other parts of the world to access the Internet we know that we stand in the next few years on the brink of a huge increase in access and a change in the digital divide and on the one hand that is very good news and on the other hand it actually means the conversations we're having here are even more important because we don't want that mobile access to the Internet to be censored or to be even more filtered say on mobile than online access through computers.

Matthew Jackman:

We are representing workshop 94 and feeding back to you. We are both delegates from Childnet, which is running a Youth IGF project. This is our second year. This workshop was aimed to discuss social media, freedom of expression and young people. It was a multistakeholder dialogue with representatives of youth from the UK, Denmark, Finland and Hong Kong (SAR); industry, hearing from Facebook, Club Penguin and the Google perspective, and finally the Civil Society and educators as we heard from Insafe, the UK Safer Internet Centre and the Internet Rights and Principles Coalition. The workshop was structured in a four-part structure where we tried to understand freedom of expression from each of those groups' perspective; so it opened with the youths' perspective, and then it was followed by the industry's perspective, and then finally the educators' perspective.

Nicola Douglas:

Throughout our discussion, we cited a survey which we developed over the summer and it ran over the course of a month and it basically sought to find out what young people think of freedom of expression and how they use the Internet and how they use their freedom of expression and enact right this online. We received 874 responses across 40 different countries and six continents. In our workshop, we used this information we received to present how young people view freedom of expression from a global perspective and bring as many young people's views as possible into the discussion.

Matthew Jackman:

We spoke about being anonymous online. We had a diverse range of responses from the survey and in the workshop including that being anonymous is a positive thing, how it gives you power and how it gives people a voice they couldn't otherwise have but it can offend. We heard also that being anonymous online contradicts the self-exposure purpose of social networks. Furthermore, we heard that freedom of expression is a right and the right to express yourself is important but also that right to express opinions has to be self-regulated. We saw that in our survey 41 per cent of our respondents said they felt that could express more freely if they were anonymous, which affirms and shows insight into the two aforementioned points. We also, moving on to educators, heard about the role of social media in education.

Nicola Douglas:

We heard that currently there is a reluctance to embrace social media in education due to concerns surrounding the financial, technical and cultural barriers and we found that there was a fear of accountability in schools and education and that this accountability needs to be tackled. We heard that users need to be more self-aware when expressing themselves on-line and that especially among youth there needs to be education about how to be considerate and a discerning user when you're both expressing and receiving information. In the end, we came to a general consensus that everyone has a role in educating young

people as well as educating adults to be more self-aware on-line and this is between educators, Civil Societies and Internet service providers themselves.

Matthew Jackman:

Thus a three-way dialogue is necessary to move forward. The more these stakeholders discuss the issue of freedom of expression, the closer the move to finding solutions to the problems they face we can get.

Jonathan Charles:

Thank you very much indeed. Perhaps I could stay with the topic of young people and ask the speaker for workshop 110, young people combating hate speech on-line, to make a few interventions if you would.

Rui Gomes:

Indeed the workshop on young people combating hate speech online, which is a project of the Council of Europe, dealt with similar subjects, especially focusing on the prevalence and the ways to address hate speech, speech that is harmful to young people, but generally to society because it offends human dignity. We heard from various points of the world starting with the Yemen and the point of view of a young blogger on how hate speech is not only a European reality, it is a reality that touches across the whole of the Internet regardless of where people connect from, and the fact that it may not be defined as hate speech does not mean that it does not exist and is not harmful.

It is nonetheless a complex reality with various associated phenomena such as cyber bullying, cyber crime, extremism, et cetera. The way to address it is also complex because of this. One of the main concerns raised in the workshop is the fact that hate speech because sometimes anonymity of Internet, because people are more likely to say things on-line that they will not say offline is becoming culturally more acceptable, perhaps more tolerant, we end up, we fear, being accepting in some ways and some type of expressions, some types of addressing people from other nationalities, religions, et cetera, in ways that we would not otherwise tolerate.

For us, one of the main important conclusions is not so much in the sense of regulating or putting barriers because we don't believe that is the way to go about it but actually to promote better awareness, self-awareness, of Human Rights and Human Rights on the Internet and related to that also all the citizenship aspects that go with it, and notably responsibility, so that communities can play a role as managing in a way the content of hate speech.

However, that is also not sufficient in some cases. We also consider that it is important to make use of the legal provisions whenever hate speech content falls into the areas of crime which it in some of our countries it does, not in all of them though. So law enforcement measures are necessary.

Nonetheless and this is where, for example, the campaign of the Council of Europe against hate speech online connects very much with this. We believe that the accent ought to be in education. Young people need to be, not only young people, but not only need to be as much aware of the implications of hate speech online as they are and they should be about implications of hate speech or any other crime offline. Here, we believe that all stakeholders have a role to play and that young people notably, or Civil Society in general but notably young people, have a particular role to play in defining what they consider hate speech, defining what is acceptable and not acceptable, knowing that it always depends also on the context and especially in being themselves part of the effort of promoting education, change and in a way responsible citizenship for securing the dignity of everyone. It would not so much be looking into the possible clash or opposition between hate speech and freedom of speech but really in terms of responsible behavior and, in fact, respecting the law whenever the law put some restrictions on hate speech as it does in many of our countries.

Guy Berger:

The first workshop I will report on is the forum on safety of online journalists and online actors. The report is structured in three sections. The first is the general stuff, and then I come to what is happening right now and then some future actions. On the general points, it was more or less agreed that freedom of expression is a delicate eco-system and that when freedom of expression in the online world suffers, this has a negative impact on all the rest, including the traditional media, traditional media being still important, particularly broadcasting which provides most of the news that humanity receives today. Freedom of expression when it is disrupted online impacts negatively on sources of news for offline media.

One of the participants in this workshop was Eynulla Fatullayev, an Azerbaijani editor who was the UNESCO 2012 winner of the Press Freedom Prize. He made the point that when traditional media come under tight control and when there is corruption and bribery of traditional media, citizen journalism has to take the lead and that highlights the importance of a free Internet for them to do that. The point was also raised that freedom of expression on-line requires that countries are sensitized to being tolerant of divergent voices, even those that are vulgar and tasteless. A further general point that was made is that technology keeps on evolving and therefore there is a need to continuously revisit the assumptions that we have today about online safety and people being free to express themselves on the Internet.

Moving to the second section of this, the agenda of the next few months, the Council of Europe has adapted an Internet governance strategy and the main work will now commence and be implemented over the next few years until 2015 with special attention to aspects of freedom of expression. The United Nations has adopted the United Nations plan of action on the safety of journalists, journalists conceived in the wide sense of the word. This was presented and discussed as a rallying point for many stakeholders, not only the United Nations but other stakeholders, and especially at the national level. The

next step that is taking place there is developing an implementation strategy for this plan in Vienna in November 22/23 and this United Nations plan and its implementation strategy will include online safety as an important component.

UNESCO is busy working on rolling out partnerships with the International Federation of Journalists, the Open Society, International Media Support, to help implement the plan especially in terms of spreading awareness about the important of safety online and safety at large and also for training, including safety training. Finally, UNESCO next year will publish a handbook on safety for journalists (including online safety) and one on gender and safety (including online issues), plus a report on world trends and news coverage, including safety (which again will include online safety issues).

Turning to the future actions, the European Commission Vice President, Neelie Kroes, described a strategy based on three main points. She spoke about how the EU aims to intervene, about European companies to make them aware of Human Rights implication of the technology they sell and the issue of ICT export control finally she mentioned that restrictive repressive restriction on media freedom will be considered unacceptable for the European Commission and this will be implemented in relationships of the EU with other parts of the world.

Janis said there was a need to sensitize government worldwide about the importance of the safety of journalists online and offline. The Dutch government said it will continue to strengthen networks of independent online journalists and bloggers in Iraq and Iran and the Swedish government said it will continue to support projects for protecting Internet freedom and also use international trade and cooperation agreements to promote freedom in particular countries. The moderator of the session who is the same moderator as we have now stressed some of the demands when you were summing up a need for more training to be extended to online actors, more implementation of existing protections that is also needed and that requires leverage that international institutions can wield. He said that more coordination is needed among all concerned, on a country by country basis so that the same message can be delivered by multiple voices. On this point of anonymity Google promised to try and maintain this but stressed that although a vague regard of anonymity is the best possible protection at the same time people using their services need to assume a certain responsibility for what they say.

I can turn now to the other group which I am reporting on which was about privacy and freedom of expression. This workshop was developed around a new global survey that UNESCO has produced by very credible experts and the discussion centered on the launch of this publication. The publication itself unpacks many different interpretations of the concept of privacy and the way this concept relates to the other concept of data protection and anonymity and the three being distinct concepts but ones that are often mixed together. The study looks at the current regulatory landscapes in many regions of the world and problems around the fact that legislation about online and offline are often different and unpack complexities. The book as we discussed cautions that sometime attempts to safeguard privacy online can undermine freedom of expression, the classic example where corruption exposed by investigative journalism used as its defense that

the privacy has been violated. The book points out those very often poor regimes in protecting freedom of expression are accompanied by poor regimes in protecting privacy.

The study also recommends how governments can help legally protect both rights and it goes into other stakeholder groups regarding what they could do as well. So in the discussions which included presentations by two of the authors, Ben Wagner and Andrew Pudifoot, the following points emerged: particularly we need to see how the advent of big data new business models based around data impact on these. The point was made that law enforcement increasingly wants access to the giant pool of data that is being developed which of course raises questions of privacy and freedom of expression. It also raises additional concerns about digital footprints and security of data such as abuse or theft reference was made to the huge theft of personal data in South Korea.

The Internet was seen as presenting a particular challenge to privacy because of the way in which information can be collected, stored, shared, analyzed, commercialized and traced. The point was made that the Internet makes it difficult for users to control their personal information, on the other hand the point was made that privacy can limit data mining possibilities such as the information that is needed to improve voice recognition services and interpretation, simultaneous interpretation. The point was made also that freedom of expression and privacy when they come into tension with each other there should not be a hierarchy between the two rights. Reference was made to the website necessary and proportionate dot net which talks about various cases where these kinds of balances are being struck. It was also discussed how difficult it is for businesses providing Internet services to deal with the complex landscape constituted by different national privacy laws and this ambiguity sometimes hindered privacy protection for user.

There was concern that there was a trend even amongst democracies to establish legal regimes that facilitate the use of personal information for law enforcement but without always giving due consideration to privacy. The point was also made that I think about Article 19 that if a user knows or suspects that their data could be released to law enforcement officers indiscriminately it could be a chilling effect on freedom of expression. The point was made that many data protection regimes include a number of specific rules to protect public interest but do not provide a general public interest override which is talking about protecting freedom of expression. The right to be forgotten was discussed. It was not much supported in the workshop. The point was argued that there are already safeguards about accuracy with information that is data holdings and it does need to be enforced. There are some measures about limited preservation periods. One argument was presented in favor of preemptive measures to protect privacy saying that punitive measures after the fact were too late as the damage done could not easily be reversed. A strong constitutional protection of privacy and freedom of expression including positive obligations on the state and only limited restrictions on these rights and the public interest override. Privacy should be protected from threats that come from both public and private actors. The argument was also made that civil law should be the primary practical means to protect privacy with criminal rule only being used for very limited and highly sensitive things such as banking. States should set up strong data protection regimes allowing for exceptions to these regimes on

the basis of freedom of expression and public interest. Lastly public awareness on privacy protection was strongly recommended, media and information literacy particularly including tolerance to content online. Violations of privacy should be part of this and users were seen as having to have some responsibility about encrypting and tracking their information and communications although the present uptake of these kinds of facilities is very low among users.

Hong Xue:

We have a really diverse workshop as the panelists came from Brazil, Russia, India, China, and France. The panel talked about how Internet domain names and IP addresses are growingly used for law enforcement purposes such as anti-piracy anti-cybercrime protection. The Panel compared the respective law policies and practices in Brazil, Russia India, and China. The panel was strongly concerned about the negative impact of DNS filtering on free speech and the free flow of information on the Internet as well as on the stability on the system. The panel was against the use of DNS which is the logistics layer of the Internet as a control panel for content regulation. The panel addressed the segregation and differentiation of Internet traffic in different territory based on default IP addressing systems.

Eleonora Rabinovich:

I want to make a comment about the issue of hate speech. I am glad that it was raised because it is one of the most important answers regarding freedom of expression online and offline and I agree with the conclusions that the gentleman said about the need of more education and policies in terms of promoting tolerance and understanding between people and fighting again prejudices and promoting social change. I think that the big question is when the States are able to legitimately limit freedom of expression for the goal of fighting and preventing hate speech, Frank La Rue presented his last annual report which is specifically about hate speech and he addresses the issue from a Human Rights standard and he answered this question about the possible restriction on freedom of expression for the prevention of hate speech saying that that is possible only when there is incitement to hatred or incitement to genocide and under certain circumstances that are already defined in our international Human Rights standards. So we have a framework there that we have to apply and we have to be very cautious when we try to regulate content, it could be very problematic but it is also very problematic that we eventually censor some expressions although we have good intentions in terms of fighting hate speech. So we have to follow that rule and the Human Rights standards when trying to regulate. So I think we have to try to find other solutions and other tools for promoting understanding and preventing this type of discourse.

Jonathan Charles:

Hate speech is a real test on freedom of expression and it is a real issue as to where the boundaries are. It is the old Voltaire question I may dislike what you say but I defend your right to say it.

Kirsty Hughes:

I think that is right and I think we should be honest, this can often throw up very complex questions of where you do draw the line and I welcome very much all those four workshops and the feedback and Guy Berger's comment around journalism but I think both of the youth workshops feedback was addressing both hate speech but also being considerate and responsible online and I think that is a very important part of the answer. You don't always have to have laws where there is something very offensive. If I get too offensive now on this panel you might ask me to leave the panel but you probably won't say we need a law to stop Kirsty doing that next time. So I think those comments of the workshops are really what in other language or more oppressed language we might call taking editorial control or even our self-editorial control or communities regulating themselves and as Eleonora says I think the Frank La Rue report is a helpful contribution and its interesting that in that report he calls for the repeal of laws against blasphemy because religion and hate speech in particular opens up very tricky questions around identity, freedom to discuss and debate and challenge different points of views and mind sets, believe sets and knowledge sets. So freedom of expression is not the only right, a universal declaration of Human Rights covers a lot of rights including right not to be discriminated against and freedom of belief and so we shouldn't rush too fast or too far to just say as I was saying earlier that all offensive speech should be outlawed or we will end up with no free speech.

Jonathan Zuck:

This is a complicated issue with hate speech, cyber bullying has also become more and more of an issue I know in the United States and elsewhere and that's another area where real questions about freedom of expression have been raised as well and real questions about anonymity because as a general rule people feel a lot freer to be more irresponsible and less gracious in their language when they are able to be anonymous. So as we again ask our sovereigns to protect us from things like cyber bullying we need to make sure we understand what it is we're asking.

Marietje Schaake:

I thought that the input from the youth panels was indeed very important because if we want to build a resilient society for the future we need a lot of open debate and we need people to be able to take their own responsibilities when they go online instead of relying on too many laws and restrictions, law is and should be the last resort. I think the aspiration should be to have an open society to an extent that even the most difficult issues can be discussed openly. On education, I observe sometime that it is actually younger people who are much more tech savvy and more familiar with the Internet who can teach perhaps their educators something and so to educate politicians to educate educators to educate young people about technologies and their implementations and implications I think is a cross-generational issue and perhaps we should all be educated a little bit more especially I can say that people that are making decisions about

technologies often don't know exactly how Internet works. I mean, a lot of my colleagues still have their assistant print out e-mails they write on it with a pen; they give back the piece of paper and then the assistant or staff e-mails back. We have a lot to learn and to do across the board and of course that is very important especially if we aspire to having open societies.

Liesyl Franz:

I would just like to take the opportunity to say that certainly in the US we have a very strong desire to improve the education situation at all ages and I think your point about educating at all generations is particularly pertinent. We had the same issue with our Congress as far as those who might be tech savvy and who might not. So that is part of the agenda as well. We just have come off of October which was cyber security awareness month in the United States and it takes the opportunity to highlight the need for educating young people, educating users, educating providing training and resources for small business and so it a really good opportunity for all manner of nature of educators whether they be those providing services in the NGO community or in our education system at all ages. So I just wanted to highlight that as a need that we see and we look forward to the opportunity to partner globally on those things as well.

Zahid Jamil:

I am going to make a point I made earlier in another workshop of Council of Europe with respect to education in relation to the hate speech and trying to explain to youth, for instance, how they can respond to stop the encounter online because sometimes you are fearing for your own safety, sometimes you could be bullied so you don't want to get into the fray. You may not know how to respond with argument and so you know awareness in education on that front can be very important and I think that's where Civil Society can play an extremely important role to educate the youth to say look you need to get involved and try and sort of discuss this. Now there's an aspect connected with that relating to freedom of expression. If someone says something that is bizarre says something that let us say that he loves Hitler, for instance, we have two options. We can take it down or we can leave it up there and make sure people start writing counter-narrative against it. Then there is the whole thing of likes, dislikes and a debate and in this new sort of era and environment that is much more effective in trying to have social sanction guess those sort of discussions because if you take that away then nobody will really know why that's bad idea or what is the demerit to it.

So you lose that awareness, that information, that education, you lose the ability to do that social transaction and you then lose the ability to do the counter-narrative, instead what happens is that kind of talk may not exist because it has been taken down but it goes underground. It goes to an environment where nobody will challenge it and then that is much more difficult to counter. So I think that in those areas leaving it there to haunt the person who said it for the rest of his life may be more interesting.

Eleonora Rabinovich:

I think that is a very important aspect of the issue that you raised but not only is it not effective to block it but it is also sometimes wrong. Speech that for example, establish religions or belief or mind sets are allowed by freedom of expression and it is very hard to always draw a line between what we consider wrong and good and also we have to think about what kind of speech that it is really offensive we would like to support or not. These types of policies can be like a boomerang. They come back and hit you when you want to say something that it is offensive it is chugging but it is important to question the status quo so free speech is important to promote social change and social change sometimes needs very even offensive and not popular and not majority things.

Sherif Hashem:

I think you mentioned education. I think it is central to all the issues that we raise that we keep education in mind and create a culture of tolerance and revisit some of the curriculum that the students learn early on even in the higher education system. On the scale, the Internet dictates the treatment of even all traditions that we have when we deal with issues like religion and when you mention the nature of it somebody writes something about Hitler but how about if somebody writes an article about how to blow up or assemble a bomb and blow up a certain minority group because they don't like their ideals.

To deal with this we have to reinvent or revisit the principle of proportionality. Somebody who is criticizing a writer is allowed to do so obviously but somebody who is doing damage or trying to induce damage to others because he or she doesn't like their ideas we need to deal with it separately and education is key to handle such issues and to make them relevant and to make the society aware of what exists on the Internet and the scope of scale and the scale of the Internet and ideas or statements like don't talk to strangers we tell our kids don't apply to the Internet so we even have to revisit them and revisit these principles and practices.

Carlton Samuels:

I have always been against hate speech, the way that it is handled, for the simple reason that if what I don't know that hurts me not what I know and to me I might not have a right to be offended and when you legislate against hate speech all you do is put it on the ground and at that point it becomes even more dangerous for me because I now have no way of knowing who I should defend myself against. So this concept of legislation against hate speech, I have never seen it as useful to those who would be in the line of fire.

Zahid Jamil:

I think it an interesting point that Mr. Sherif made but I am skeptical about the example of the analogy that since there is a bomb-making video or information on the Internet that we have to do something about it and take it down. Here is why I think that, because it is

going to be difficult. First of all, you are never going to achieve that. It's not going to happen. It's viral and it will all be there, you are going to keep trying to take it down but that is a challenge. Second, if you did that and you achieved it guess where it's going to go? It's going to go into a private network for people who really, really want to do this and are going to know it and you have absolutely no idea what is happening within it and that is what al-Qaeda's networks did.

So what you do is you have honey pots, you have that available and that is what YouTube does. There are the videos about how to make IEDs that are available and fanatic videos that are freedom of expression still on YouTube. I can get them. It is the equivalent of saying there's a book that tells you how to do explosion as a science book we should take that book at of the lie tray. That book can be used as well you don't have to go onto the Internet so we are going to start deciding like maybe Hitler did that certain book need to be banned. I think that's a challenge. So I am not so convinced by the cybersecurity argument preventing people from accessing information. I am in favor, however, of anybody who uses that to incite hatred or to ask somebody to go ahead and use that bomb to be tried in a court of law under a justice system that has due process. That I am in favor of but to say we will protect you from yourself and we just take this thing away because you are children and don't know what is happening and then take the responsibility that we are going to succeed which I don't think you will be able to do frankly speaking I think in my view it is a big challenge and I am skeptical about it.

Eleonora Rabinovich:

I think we have a challenge here because we have different standards of protection for free speech in International Human Rights systems and, for example, in South American Human Rights systems we have very strong traditions of freedom of expression and you can't ban any offensive or shocking type of discourse, only the ones that really incite to violence but maybe some, for example, the European system is more tolerant toward things. Some even national legal systems in Europe have been more tolerant towards prohibiting some kinds of discourse, for example, the denial of the holocaust, for example. I mean it would be impossible to prohibit that type of discourse under the umbrella or the South American system of Human Rights. So when we deal with decisions we also have to take into account this different kind of protections we have very deeply root in culture and in history of how these Human Rights systems and these nations build the legal systems.

Marietje Schaake:

Briefly looking around the hall I am not sure how many people here listen to hip hop music but I think one lesson we can learn is that often times when you say that something should not be done or listened to or watched especially for younger people it becomes all the more interesting. So I think it can be argued that this is a topic that may need some more research that the logo of parental advisory that has been good on the CDs boosts the sales of those CDs with graphic language.

Another suggestion that is often made is to have hot lines so that people can report problems that they see and I think you know it is important that people can share their concern about some content but what we also know from the results of these hot lines is that what people report as being hate speech or pornography or violence inciting or hatred inciting does not in the majority of cases match with the way the law would be applied and it also came back in some of the read out of the workshops that the public needs to be considered. We have to be very careful I think that we don't create some kind of majority rules mechanism where as long as there is just a lot of reports against some content, that it will be taken down.

The law should be the rule of law and the law should be the last resort and this is even something that may be up for discussion in the Netherlands, for example, the denial of the holocaust is illegal and Mein Kampf is still not legally available and this falls into historic context but it does on the other hand sometimes undermine our credibility. I have experienced directly in talking to representatives of repressive governments that when I addressed free speech in their countries they immediately came back to me with the example of these two practices. So I am willing to re-discuss because I think it is important that we in an open debate address our differences and that even very difficult disturbing and even insulting ideas can be shared because often times the public response against the ideas is strong, that is the beauty of the Internet, we have an open debate of what is and what is not acceptable if it is given that space while of course ensuring that peoples lives are not in danger.

Sherif Hashem:

I strongly agree with this, that is how we educate ourselves. I also agree with the earlier comments from Zahid, I didn't mean to imply that we take this video off the Internet or likewise, actually I am a big advocate of playing the big brother role over the Internet and actually I again strongly agree with his point that what I was trying to say is we need to have the culture of tolerance over the Internet, located to our newer generations, so we know that there will be videos on how to assemble a bomb, videos on how, even to commit suicide and we need to educate our younger generation, so we don't mimic anything you see over the Internet. We have seen instances of children trying to do this, making sure that the culture of tolerance is there and that is where I see the comment from Rita about this. This is key. Having the principle of proportionality, if it is a life threatening statement, we have counterstatements for them and we try legally and hold the people responsibility for it in front of the court of law.

Andrew Smith:

In the panel we had yesterday, we had representatives from Saudi Arabia, the UK and Europe and it was quite interesting as we actually got some surprising answers and changes in direction. One of the fundamental findings we had from last year was proportionality between security and privacy. It is culturally context sensitive but it is also very hard to define and it is very emotive and I think some of the feedback we have had even in this session shows how much of an emotive subject it is with people coming

down on both sides. So the key issues for this year were to look at the governance of identity on the Internet and its impact on security and privacy. Look at the use of identity in commercialization of the Internet with particular regard to legal frameworks and economic development. To look at the balance between privacy and openness in the context of user norms and behavior, including how to protect the naive from them and how better to use identify, in access to information online resources and services.

In workshop 50 the questions we started off with were: Is identiTy legitimate currency to fund the Internet? Can you actually use identity and private information as a resource to fund the Internet? Is it a currency? How context sensitive is identity? And how do you protect the naive from themselves? One of the fundamental questions is will we ever be able to balance the need for security with the right to privacy and also how identity frameworks can become an e-business enabler for the masses in the east? Certainly the Middle East has a very different view of the Internet and what the Internet offers than we do in the west.

So from the workshop there were a number of conclusions and one that is actually come up already in this session. There is a significant difference between privacy and anonymity. Anonymity is the ability to perform actions without them being traced to the person. Which means both that they have the right to free speech without fear of repercussion but also, they can't be held accountable for their actions. And it is quite easy to mis-use facilities if you have no fear of repercussions. Privacy is the ability to only provide personal information to those entitled to it by law or that the person chooses to provide the information of their own prerogative. So privacy protects people's rights but doesn't damage the need for security in law enforcement whereas anonymity can. We really got try and keel with the two concepts separately, even though they are interrelated. Anonymity is not necessary for privacy, but is misrepresented as a requirement for privacy. It is vital to have the right level of identity of assurance for the context of transgressions across the Internet was another conclusion we came to.

Basing on a liability model and using contractual frameworks will improve the trust and commercial use of identity, help fund it going forwards and help people have trust and reassurance in the identity being used. Identity is used as a form of currency on the Internet, with people providing personal information in order to gain free or low cost services in return, this allows the payment of services that comes from things like targeting marketing. A lot of things to do with balances and the understanding of drivers for security and privacy and how they pull against each other, digital identity is an ongoing piece of work and becoming critical subject for the success and globalization of the Internet.

Most digital identities still are fundamentally based on physical identity and physical identity credentials issued by single authoritative sources, original documents tend to be the national passport or government issued documents. This may be used directly to set up identities or indirectly as they are used to get bank accounts and credit cards which are then used in turn to get digital identities. People need real incentives to get online and perform commercial activities, such as the card for blue collar workers that has been

issued in Saudi Arabia, they need help to secure the online profiles so not subject to identity theft and fraud which is resulting in a fear for going on the Internet across much of the Middle East at the moment but it is in the west as well. We should not be looking for grand schemes but rather small steps and maybe compatible standards and creation of compatible standards so that small schemes can interoperate effectively although someone needs to set these standards.

So in the context of the IGF questions in response to question one, what impact can security issues have on the Internet and human rights? Privacy is a fundamental right but so is national security and feeling and having the right to feel safe both in the real world and online, which is derived from enforcement of law. Privacy is giving people the ability to protect and control dissemination of their personal information. However, even in the physical world it is not possible to retract or remove information from the collective conscious for example something published in a newspaper. You know if Richard Branson decided he wanted all of his personal information redacted, that would never happen otherwise you would have to go around the world and burn millions of newspapers. We need to better manage and have better governance of the Internet so that in general privacy is upheld but where necessary someone can be held accountable for their actions.

In response to question 3, what risks can Internet fragmentation pose to privacy and openness? If identity use and governance becomes fragmented it will destroy many of the benefits of the Internet as a resource. The market may deal with this and business and funding drivers that need an effective globalization, this will come about by contract relationships and effective liability models much as we have today in the real world with the passport. And in answer to question 5, what risks do law enforcement information suppression and surveillance have on security provision and openness, anonymity is the biggest conceptual headache. Privacy is good and hard to misuse, anonymity can be misused. Surveillance is often ineffective and you often only surveil those that are law abiding when you capture interlogs and huge masses of information that the British Government now wants to do. Law enforcement is fundamental to the nation states; the balance is probably more between anonymity and security rather than privacy and security. In answer to question 6 what measures can be taken? Anonymity will always be used by the bad guys. We already have organized crime using data protection and human rights especially article 8 to protect themselves against being traced, prosecuted and against general law enforcement activities. There are things like one way trust models and zero knowledge proof of knowledge which can be used to provide pseudo anonymous services which can give some of those rights to people but without actually taking away the capabilities for national security and law enforcement. However, this would allow suppressive regimes and those that misuse the information to have dangerous tools they could misuse. Until we have a fully democratic world we will have to find a balance between security and anonymity.

Trevor Phipps:

I am reporting on workshop 96 which looked at the behavior of humans on the Internet. The use of real names is desirable but we need to be careful of what is posted online, the law itself should be balanced in dispensing justice relating to speech online, vis-à-vis speech that is conducted in the physical world.

Freedom of assembly and freedom of association, these rights are threatened by surveillance, censorship and erosion of anonymity. This group felt there was need for greater accountability by all online, as well as the need for governance to understand the issues from a multidisciplinary and multistakeholder approach. One approach that was suggested was that we need to study or understand human behavior first then consider online behavior, some of the questions that were raised for example, what steps are being taken by policy makers or regulators to understand behaviors taking place online and how do regulators determine what policy needs to be implemented to address online behavior? Also, given the need for users to have content available on demand, the need to have the content when they want it, where they want it in the form they need it. How does that change in behavior affect other issues like copyright? And we also felt there was a need to see privacy as completely related to security.

Consideration should also be given for how ICT's have changed our respective behaviors for example, reduction in communication skills for example, face to face communication, how the ICT are's affecting that. It was also felt that these are large populations of digital citizens that use the Internet as a source of information but are unaware of the risks associated with the risk of the Internet. There is need for greater awareness and capacity building in the area of privacy, security and ethics. We also looked at the youth study and some of the key take-aways from that, the youths felt they were more inclined to feel open if they were more anonymous and the anonymity allows them to be more expressive. With online communication the aspects of body language is lost, they found it difficult to identify emotions, what is intended as a joke in an online chat could be easily misinterpreted.

So, the panel basically agreed and called for greater collaboration on similar studies like the childhood group and hoped that the study could be expanded to include other groups, the disabled, policy makers and all the end users to understand how their behavior on the Internet and online is shaped and is being affected and finally, we felt that anonymity and freedom of expression online is good but each of us must be responsible and accountable for actions.

Anja Kovacs:

I am reporting on workshop 185 which looked at the tension of applications of criminal law and of free and open Internet. We divided our discussion in three parts, the first part we tried to kind of set the broader context and showed that even in democratic societies which the workshop focused on, there is a great variety and understanding on what our appropriate ways of doing things including protecting freedom of expression. We started with the discussion of the innocence of Muslims where the Google representative gave an explanation of how they handled that. Very interestingly, we actually got into a debate,

where a staunch pro-free speech asked why Google didn't take down the video in Pakistan. That is the setting of the scene to see how messy the issues are, even any actor doesn't consistently take the positions that one expects. In the second part of the session we went to the challenges that entered the tension and the field. First of all there was a comment that increasingly because of the desire on the part of governments to implement criminal law online as well this leads to architectures of control where criminal law becomes embedded in the Internet at various layers and including increasingly in the court layer as well as the content layer.

It was also remarked that businesses play into this desire to more and more regulate user/criminal law, partly by creating terms of service that one speaker mentioned increasingly can be seen as accidental constitutions so that in a way they are a new level of law regulation that more and more of us have to abide by if we want to be able to express ourselves freely. The two of these things together, the way criminal law is implemented in the architecture of the Internet and in the terms of services of the businesses, lead to new behaviors online; a forced acceptance of new kinds of behaviors, an example of how we have to give up our privacy on certain platforms is the best answer of that.

We spoke of cooperation as businesses as law enforcement so you see the privatization of law enforcements something which citizens then often have little recourse to. It was pointed out sometimes it was difficult to understand what were the principles that intermediaries in particular apply in those kind of situations and some, one participant in the workshop remarked, it seems there are more pragmatic in the decisions than principles, this makes it difficult for users to understand what is going on. From the point of view of states we discussed the issue of cross boundary quite a bit. There have been instances for example, in which the government of state X has seized the domain in state Y, even though the activities of that domain were legal in state Y. In those kinds of cases what you see is that a state, asserting its sovereignty online in the same way as it would offline harms the rights of users in another state. The remark that was made is that sovereignty online and that in that sense kills sovereignty that was an important remark to keep in mind. Finally in terms of the challenges there was a mention of how the patchwork of the different applications of law in different states, how that leads to a risk of forum shopping and particularly the example was mentioned of how defamation is different in some states than others, according to where it is criminalized journalists published online might be persecuted in another state.

Secondly we talked about how we need far more transparency and far better processes and a better understanding of policy making. There was a sense that a lot of what happens online at the moment is about doing politics and not actually about making policy.
(Some comments were not transcribed as scribes lost audio feed)

Fatima Cambronero:

I am reporting on workshop 97, we need to have a multistakeholder voice to underpin the technology and end user concerns so we invited multistakeholders to have a debate, this

needs to be grounded in human rights principles, we weren't sure how to go about that, start at the national regional. Other panelists can take that forward into their own regions and hopefully have something to report back next year.

Jonathan Charles:

Do you believe we will get to a position where we can have some international code of ethics or code of online behavior which could be agreed by everyone and make note, I am talking about a code not a law. Do you think we could ever get to that position?

Kirsty Hughes:

I hope we won't to get to that position, even if it is a set of laws, we don't need the top down set of rules, we have a diversity of community and individuals out there, they are perfectly capable of having their own codes for their own particular communities so I would really challenge back on why on earth we would go that route?

Carlton Samuels:

Too many things involved with too many at stake, with people coming together with a common interest we can find a way to get along.

Sherif Hashem:

Thank you for raising this point at the end of the panel, clearly we need to find common ground for the better, for the resources that we have and for the best interests of the society. I second your point that probably having a treaty is extremely out of reach at this point but starting with a code of ethics would be achievable I hope.

Marietje Schaake:

I think we have to be careful in general not to confuse individual rights with collective rights and not to confuse the responsibility of the state with the protection of individual from the state. An example which is deeply experienced in many European countries, is that for example, in World War II the Netherlands also Germany had sophisticated, archives of sensitive and personal information and when these were compromised by the occupying Nazi authorities this put a lot of people at risk and put the national security at risk because the state could no longer protect the individual citizens, so I think it is very important to distinguish between the two particularly when and this came up in a number of your workshops. There is going be increased privatization of policing and law enforcement or at least privatization of keeping data or archives or information. The danger of pushing law enforcement and policing into the hands of private actors who do not have expertise or a mandate within the rule of law and I think that is really important.

Eleonora Rabinovich:

There are lots of communities of different stakeholders discussing ethics and I think a unique code, it is not achievable or desirable also the code of ethics implies some kind of sanctions so we have to discuss about that to see if we really want a code of ethics for controlling Internet and monitoring this and practices on the Internet.

Reports of the Workshops: Security, Openness and Privacy

Workshop #50: Aspects of Identity

Reported by: Andy Smith

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

The IGF in Baku was the seventh meeting, each year the emphasis and themes are changed. This is the second IGF at which the BCS have run a workshop. This year the BCS workshop fed into the plenary session on Security, Openness and Privacy.
The IGF is described as a multistakeholder discussion. To date it has achieved consensus on a number of issues such as ways of dealing with child sex abuse on the Internet, where there is a large degree of international consensus. The attendees were: Parliamentarians, government officials, Internet registrars (such as Nominet), business (largely the majors such as Microsoft, Google, Cisco, Nokia and some smaller businesses and civil society (largely human rights, privacy and freedom of the Internet (or more accurately a free Internet) activists).

This workshop addresses aspects of the following theme questions from Security, Openness and Privacy. The IGF questions that the BCS was concentrating on addressing were:

Question 1: What impact can security and governance issues have on the Internet and human rights? In this case the right to privacy
Question 3: What risks can Internet fragmentations pose to security, privacy and openness? If identity governance becomes fragmented and requirements change what impact does this have?
Question 5: What risks do law enforcement, information suppression and surveillance have on security, privacy and openness? Identity information can be used as a tool by state and law enforcement both for good and bad reasons, how do you strike a balance?
Question 6: What measures can be taken to ensure freedom of expression, access to knowledge and privacy, including for children? Can anonymity really be possible on the Internet and does this have implications on providing a tool for criminal and terrorist organizations?

There were three main objectives for this workshop:

1. To look at the governance of identity on the Internet and its impacts on security and privacy.
2. Look at the use of identity in commercialization of the Internet with particular regard to legal frameworks and economic development.
3. To look at the balance between privacy and openness, in the context of user norms and behavior, including how to protect the naïve from themselves, and how to enable better use of identity for access to information resources and online services.

This workshop provided some surprising answers and changes in direction….

The fundamental finding from last year was that Proportionality between security & privacy is culturally and context sensitive but also very hard to define and a very emotive subject. It is unlikely that there is one balance and there will always be polarized views over the balance between security and privacy. However the surprise was that the balance is not necessarily between security and privacy, but between security and anonymity.

The Key issues for this year were:

To look at the governance of identity on the Internet and its impacts on security and privacy. Look at the use of identity in commercialization of the Internet with particular regard to legal frameworks and economic development. Can identity be used as currency?

To look at the balance between privacy and openness, in the context of user norms and behavior, including how to protect the naïve from themselves, and how to enable better use of identity for access to information resources and online services.

The key questions we posed for discussion were:

- Is identity legitimate currency to fund the Internet?
- How context sensitive is identity?
- How do you protect the naïve from themselves?
- Will we ever be able to balance the need for security with the right to privacy?
- How Internet identity framework can become e-business enabler for the masses in the east?

The balance may not be between Security and Privacy. Both of these are about protecting people and protecting people's rights. The balance is more between Security and Anonymity. Privacy is difficult to misuse, anonymity can and is misused. Even though anonymity intrinsically provides privacy, there is a significant difference between privacy and anonymity:

Anonymity is the ability to perform actions without them being traced to the person - which means both that they have the right to free speech without fear of repercussions; but also that people cannot be held accountable for their actions. Privacy is the ability to only provide personal information to those entitled to it by law or that the person chooses to provide the information to of their own free will. Privacy protects people's rights but does not damage the need for national security and law enforcement which is normally built in to privacy and data protection laws. However anonymity can. Anonymity is not necessary for privacy but is often misinterpreted as a requirement of privacy. Anonymity is not necessary for privacy and the two concepts should be separated. Anonymity is only required where free speech or other actions could have negative repercussions against the person. In most western countries free speech is a legal right and anonymity can be used

to avoid charges of libel and slander or for nefarious actions including cyber bullying. Therefore the issue is not security v privacy. They both have the same goal of protecting people. The balance is between Security and Anonymity.

It is vital to have the right level of Identity assurance for the context of a transaction over the Internet. The assurance in the identity is context sensitive and can change from anonymously downloading pages from a news service to very high assurance when transferring funds between bank accounts. In all cases the identity needs to be registered to the level of assurance required for the transactions, which means there needs to be effective methods for remotely identifying someone and issuing credentials. Basing Identity on a liability model and using a contractual framework would significantly improve the trust and commercial use of identity on the Internet. Having some method of holding people accountable for their actions and for use of a trusted identity would significantly improve both national and global online commerce. However for identity to stand up in court and be viable under a contractual framework, high assurance identity, meeting the tests (using a UK example) of 'balance of probability' for civil prosecution or 'beyond reasonable doubt' for criminal prosecution would be required.

Identity is used as a form of currency on the Internet, with people providing personal information in order to gain free or low cost services in return. This allows the "payment" of those services to come from targeted marketing and other sources. However this does expose people to risks they may not realize. Data mining of the same aggregated data sets can be used for both targeted marketing and targeted crime. There is still a lot of work to do with balancing and understanding the different drivers for security, privacy and anonymity, including how they pull against each other or overlap. This will be the theme for work next year. Digital Identity is an on-going piece of work and becoming a critical subject for the success and globalization of the Internet. The key is going to be to define a governance structure that will actually work and the conclusion was that IGF can play an important part in providing the stage for discussions, however such discussions are needed between the IGF meetings therefore a Dynamic Coalition is needed and the BCS has set one up for Identity.

Workshop #59: Internet Privacy and Freedom of Expression: UNESCO launches a global survey on legal frameworks

Reported by: Guy Berger, Director, Division of Freedom of Expression and Media Development, Communication and Information Sector, UNESCO

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

Assessing the relationship between Internet privacy issues and freedom of expression was at the heart of this workshop, which was centered on a new publication of UNESCO (available at http://www.unesco.org/new/Internet-privacy-and-foe)

Two authors, Andrew Puddephatt and Ben Wagner (of Global Partners and Associates), summarized the publication; and responses came from Gabrielle Guillemin (Article 19),

Ceren Ünal (Ankara University), David Souter (ICT Development Associates), Katitza Rodriguez (Electronic Freedom Foundation), Sophie Kwasny of the Council of Europe, and Max Senges of Google. Several speakers contributed points from the floor.
The discussion registered that there are different interpretations of the concept of privacy, but the right could broadly be understood as "the reasonable expectation" of an individual, which was also distinct from "data protection" and "anonymity". The authors of the UNESCO publication highlighted a diverse regulatory landscape around the world, and challenges related to discrepancies in legislation pertaining to the online and off-line spheres, and between national and international jurisdictions. It was noted that, in an interconnected world, the same model that works to balance privacy protection with free expression in one country can be emulated with negative impact on freedom of expression in another.

Also stated at the session, poor regimes in protecting freedom of expression are accompanied by poor privacy regimes as well. There was broad accord that most stakeholders needed advice about balancing of the two related rights when these came into competition.

The following points also emerged:

- Our understanding of privacy and free expression has evolved as the world has been rapidly transformed by the advent of "big data" and business models based around data. Law enforcers want access to the "giant pool" of data, raising issues of privacy and free expression, as well as questions of the modality and parameters. Additional concerns include what happens to "digital footprints", and to the security of data holdings in terms of possible abuse or theft.
- The Internet presents particular challenges to privacy through its character as a platform where personal information can be easily collected, stored, shared, used, analyzed, commercialized and traced. Its trans-nationality, the speed and reach of information flows, the significant online market for personal data, and the growing convergence of devices connected to the Internet all make it difficult for users to have control over their personal information. These factors have also added to social habits of accepting terms of service or privacy policies without paying due attention. On the other hand, the point was also made that excessive privacy could limit data-mining possibilities, such as the raw materials needed to improve voice recognition and simultaneous interpretation.
- Privacy can underpin many other human rights, including freedom of expression, such as by reinforcing anonymity as an enabler of free speech, and helping to protect journalists' professional interest in keeping private the identities of whistle blowing sources. But cautions were expressed by the discussants that attempts to safeguard privacy online can sometimes undermine legitimate freedom of expression. Privacy regimes can be abused to maintain secrecy in regard to information that really deserves to be laid out in the sterilizing sunlight. The classic example is where those exposed by investigative journalism invoke a claim of violations of their privacy, even though the unearthing of this information can be in the public interest.

- In these modes, privacy can also be used to conceal corruption and to limit the freedom of expression for those trying to expose it. Forging a balance is not an easy task, but the issue of public interest should be the deciding element to establish which should prevail if these come into competition on a particular issue. There is no hierarchy between the two rights, and neither is absolute, the Council of Europe pointed out. The overall public interest override is equally central when settling a conflict between privacy and the right to access information held by public bodies.

References were made to www.chillingeffects.org, http://www.google.com/transparencyreport/ and www.necessaryandproportionate.net

- It is hard for firms that provide Internet services internationally to navigate the complex landscape constituted by different national privacy laws. Ambiguity in the legal arena contributes to hinder privacy protection. There seems to be a trend, even among democracies, to establish legal regimes that facilitate the use of personal information for law enforcement purposes, without always giving due consideration to privacy concerns.
- Knowing or suspecting that your data could be released to law enforcement officers could have a chilling effect on what data was made available.
- Most data protection regimes include a number of specific rules to protect various public interests, they do not provide for a general public interest override, so they do not always fully protect freedom of expression. Blurred relationships between the right to information and data protection laws often lead to confusion.
- The right to be forgotten was not much supported in the discussion, with the arguments that there are already safeguards about accuracy and limited preservation periods. In addition to being technically challenging, it was very labor intensive for the individual to indicate all the time when information should expire, and it could grow into a rewriting of history.
- One argument was in favor of pre-emptive measures to protect privacy, saying that punitive measures were too late as the damage could not be reversed. However, it was also pointed out that European Court of Justice has thrown out the idea of pre-notification about publication of private information.

Conclusions and further comments:

Among the recommendations were:

- Governments should establish a strong constitutional protection of privacy and freedom of expression, imposing positive obligations on the state, allowing only for limited restrictions on these rights and referring to the overall public interest to balance these rights. Privacy should be protected from threats stemming from both public and private actors.

- Resort to civil laws should be the primary practical means to protect privacy, with criminal rules used only for protecting certain highly sensitive information (e.g.: linked to banking).
- States should set up strong data protection regimes, allowing still for exceptions to these rules for certain data, particularly when concerning freedom of expression.
- Many corporations need to develop better policies to protect privacy. These should confer as much control over privacy as possible to users. User-friendly privacy policies and users´ opt-ins and opt-outs were recommended. The Mozilla model was referred to. Privacy by design was recommended in terms of devices.
- Public awareness-raising on privacy protection and new technologies, and media and Internet literacy efforts, were strongly recommended. Media and information literacy should promote tolerance in relation to content online. P2P violations of privacy should not be overlooked. Users were seen to have some responsibility as to encrypting and tracking their information and communications, and present uptake of this was very low (3%). However, if the Internet is to be a public plaza, as the United Nations Special Rapporteur on the promotion and protection of the right to freedom of opinion and expression has urged, then privacy needs to be weighed against this. Privacy should not be the default, and there should not be a prejudice against data per se.

Workshop #62: Digital Citizenship: Can It Translate in the Face of Language. Cultural & Economic Differences?

Reported by: Anne Collier

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

Youth Panelists:

Pat Chung Chi Pang (Hong Kong (SAR))
Arzu Geybullayeva (Azerbaijan)
Berdia Natsvlishvili (representing youth in Georgia)
Victor Neufeld (Denmark)
Olivia Bang Brinck (Denmark)
Luca Kyllesbeck (Denmark)
Anna Fogh Gransøe (Denmark)
Jack Passmore (UK)
Rebecca Cawthorne (UK)
Matthew Jackman (UK)

Facilitated by:

Anne Collier
Jim Prendergast
Kim Sanchez

Digital citizenship is necessarily as global, multicultural, and multistakeholder in nature as Internet governance is – because the Internet and digital media are for citizen Net users of all ages in all countries and cultures, using all manner of devices and types of access. Digital citizenship is also dynamic and needs to be "crowd-sourced" because we are collectively learning about and developing it as our use of the Internet and digital media evolves.

Workshop No. 62 featured youth voices in the global conversation about digital citizenship because the organizers continue to feel that youth have not to date had as strong a voice in the discussion as their use of and interest in digital technology merit. So we brought together teens and young adults representing Azerbaijan, Denmark, Georgia, Hong Kong (SAR), and the UK to discuss what "digital citizenship" means to them in their work, lives, and Internet use. Co-organizers Anne Collier, Jim Prendergast, and Kim Sanchez (with Pamela Covington listening from the US) facilitated the discussion in this highly interactive workshop in which more than half of the 50+ people present actively participated.

We began the discussion by pointing to various elements of digital citizenship that have turned up in discussions, research, and conferences around the world:

- Access and participation
- Norms of behavior ("good citizenship")
- The 3 literacy's of the digital age: digital literacy, media literacy, social literacy
- Rights and responsibilities
- A sense of belonging or community, online as well as offline

But we suggested that these are merely talking points, not a definition, because there is still little consensus as to what digital citizenship is – or even whether it's the best term to use everywhere in the world.

Then, to get the conversation moving, we asked our youth participants about their experiences with digital media in their own lives. They reported that they use the Internet and social media, increasingly on their mobile phones as well as computers, for a great variety of activities, from research and homework for school to socializing to games, music, photo-sharing, and other forms of entertainment – "8-13 hours a day, depending on how much schoolwork I have," said one Danish secondary-school student.

Adult digital-literacy differences, East & West

In Denmark, Victor Neufeld said, school is gradually going "paperless," so the Internet and digital devices are increasingly in use, at least at his school. When asked if discussion about responsible Internet use, privacy, reputation management occur in school before all the devices go into use, he said, yes, those discussions happened in his schooling "mostly in social sciences…. Every fourth social science class would have the focus purely or primarily on the Internet and how you act and different questions. We work on that from

an early age.… But it is [also discussed] more on the broader scale … [part of] how we are raised," suggesting the discussion happens in families and is part of general socialization, whether online or offline.

In Hong Kong (SAR), Pat Chung Chi Pang said, there is no such discussion in school. Tech instruction is focused on how to use specific computer applications not on socialization, and there is little if any such discussion in families, he said, suggesting that youth are left more on their own concerning online activities.

Olivia from Denmark said that there wasn't much discussion in her school, but that, where there is discussion about sociality in Net use, it should be less about schools imposing rules and more class discussion about what the best rules should be.

A 17-year-old UK student said that, where she and her peers are getting school-based Internet socialization discussions, the lessons coming "a bit late" in students' experiences – after they've long been using the Net and social media. "I have been accessing the Internet all my life, and [in the UK] it is when you get to an age that you become more independent that you get taught about what you should be saying and what is right and wrong – whereas you should be starting [that instruction] from the very beginning when you first access your Internet."

Who should teach digital citizenship?

Who should do the teaching? "Everyone," said 13-year-old Danish participant Olivia said – not just parents or teachers. "Everyone should have responsibility for who should make online behavior how it is."

In the UK: A UK student cited Childnet's survey of youth for the IGF saying that the respondents "don't want to be taught by their friends how to act online. They want to be taught by teachers [62%] or by their parents [51%]."

In Africa: But some youth participants said that not all teachers and parents know enough about the Net and social media to provide guidance, so what students get is unpredictable. Kate (Katarzyna Pawelczyk) of UNICEF, who said she recently moved to New York from South Africa, said that "in many African countries teachers probably have much lower digital literacy than what you [student participants] are describing in your situation. So there are far more teachers who don't feel that they are equipped to provide students with support on this topic or that they are just overburdened."

In the Caucasus: Who should and does train young people is very much a cultural question, said youth panelist Arzu Geybullayeva of Baku. In some cultures, parents are not online, generally. Also, gender is an issue – schools or institutions feel girls need special training in social media, and brothers and male cousins "want to assist in the training because they feel girls should not be left alone" in social media. And there are geographical and socioeconomic differences as well. "If you walk into an Internet cafe in a remote village, you won't see girls in there," Arzu said.

As for socialization or online behavior, in Azerbaijan, people "either learn on our own or

you learn it from the trainings or learn it from your friends…. We don't really learn about how to behave in schools. It is really difficult to explain to people how to behave."

Another Azerbaijani participant said he will decide for his daughter what she can see online until she "is grown to an age when she is an independent adult person…. We are a more traditional society."

In East Asia: Does "digital citizenship" make sense to someone who grew up in Chinese culture? Pat, from Hong Kong (SAR), said that he feels the main focus this concept should be rights and responsibilities. "You find your rights and responsibilities in the real world and also you can find those in the cyber world –freedom of speech and the responsibility to respect others, to protect the Internet…. Also I think a very important concept of digital citizenship is self-discipline." He also mentioned self-knowledge. "Know who you are. You've got to be aware of what you say and you've got to express your speech responsibly…. Instead of using policy, using the law, education is more important to the youth…. Digital citizenship should not be limited by the law, by parents, by the school – for the youth, they've got to understand. That's called self-discipline, I think."

Beyond behavior or social norms

Perhaps the disagreement has more to do with definitions of "citizenship." The element of citizenship that seemed most central to, or at least referenced by, the UK youth was norms of behavior, whereas for youth in other parts of the world, other elements seem more key.

Berdia Natsvlishvili, who works with 30% of Georgian schools (740 schools), said that his NGO focuses more on "civic education as a subject … most importantly teaching students how to be engaged in solving local community problems…. We are very much integrating and bringing social media tools there. We were the first organization to print in Georgian books on SMS and social media at school … and we started to teach students [and peer mentors] how to use social media for civic engagement and spreading their knowledge of citizenship," for example, through being "good online journalists," writing blogs and commenting on others' blogs.

But the idea of citizenship has experienced a lot of change in Georgia, Berdia continued, "If you go to older generation, 'citizenship' it is a very unfamiliar term for them – they do not understand what good citizenship means because in the old times, you know, you were not responsible to solve any community problems or do any actions. It is kind of like a new time for practices in Georgia and, you know, we are integrating citizenship into education." Rather than teaching digital citizenship as a subject, per se, he said, "our organization is … teaching [students] how to be good citizens and how to use the online instruments to be good citizens."

Beyond 'digital'

But shouldn't we drop the "digital" part, asked an adult expert from the EU, since we al make less and less of a distinction between online and offline life?

UK student Matt Jackman said he understands the point but cited the Childnet survey, which found that half of respondents say they "do act differently online and the Internet is a completely different stage. The way I interact on the Internet … is completely different. The idea of digital citizenship with the word 'digital' I think is important…. You are belonging to a larger community, a different community online than you are in your day-to-day life, and you have to respect that and you have to realize that your audience is much bigger and that you must adapt your citizenship from your day-to-day life and your culture to the online world because of the vast kind of podium it is."

Anne Collier asked the student *how* he behaves differently online. He said, "Cautious. Definitely cautious. Respectful. I take [into consideration] other people's views. I understand people are from different countries. More respectful and conservative and cautious. Definitely."

Danish student Victor Neufeld said that the norms he uses online he learned from his offline friends and peers. "That's how the youth or how my generation learned to act on the Internet because my parents didn't tell me how to do it…. I wrote some stupid things when I was young and people reacted to it in a negative manner. And I wrote some positive things and people reacted to that in a positive manner and I got the reaction I wanted and I started writing like that. That's how I learned to act on the Internet and that's the implementation of norms on the Internet."

An adult who works with 25 European NGOs representing youth said that her organization decide "digital citizenship" is not a good term, the key reason being, "well, we are all citizens, and the norms go on and the work in the offline world also applies to the online world. Maybe you have to be more cautious or behave more respectfully online. But for us, 'digital citizenship' is not a good term. We actually started talking about 'citizenship in a digital era'."

Transitional term for a transitional moment?

Another UK student said that he agrees with Matt, that the term is needed, that "perhaps there may come a time in the future that we can use 'citizenship' to sum up everything, when the online community becomes more fused with the real world as such, but for now I think that 'digital citizenship' works pretty well."

Another student said she liked the idea that the term is a transitional one – that, "as more and more people spend more time online it becomes about citizenship and not digital."

An adult member of the audience suggested that citizenship means "empowerment." Another participant said he liked the idea but that, "at least in Azerbaijan, I feel like there is a lack of knowledge of what it means to be a citizen and the empowerment that it gives you."

Does user empowerment support greater order on the Internet? Going forward, will order

be less about law, as in the past, and more about self-regulation or, as Pat from Hong Kong (SAR) put it earlier, self-discipline, as well as collective social norms that "regulate" behavior online?

A work in progress

A student participant asked if digital citizenship is practical. "Is it even possible? Is it just too idealistic? No one controls the Internet. So who is going to do it?"

Another young person responded that it does come down to user empowerment: "I completely agree with how you say that the Internet is empowering citizenship … but, as Victor said, he got some things wrong [when he was younger]." He continued referring to remarks from an adult in the audience: "You said that 95% of the people aren't getting it wrong or something along those lines, that most people are not getting it wrong. But people will get it wrong at some point. I think that, as you asked, is it idealistic to think that people can get it right all the time? And in a way, yes. It is impossible for everyone to get it right all the time but … if enough people want to and want to make sure it happens, yes, it can. So instances where people are getting one thing, two things, maybe three things wrong can be kind of get reduced, as such. So I think we should always aim for a reduction in the way that people misuse the Internet."

So perhaps the term "digital citizenship" is aspirational, suggesting rights and responsibilities for all Internet users and setting a universal standard or common goal of respectful participation worldwide. Not all participants agreed that this treatment is meaningful or necessary, and participants from some countries suggested that "citizenship" itself does not have the same meaning for people in all regions of the world. But it is a term that resonates well with both the Internet-safety and Internet-governance discussions. All that's clear is that this highly participatory discussion needs to continue, with more perspectives included.

Conclusions and further comments:

In some countries, though the term "digital citizenship" is only beginning to become familiar, NGOs and governments are providing school lessons and curricula on this topic. This is happening in the EU, the Caucasus, and parts of the US, for example. In other countries, the term is completely unfamiliar. But what we have learned from our discussions about digital citizenship at the past three IGF conferences is that, even in countries where it is being taught in schools, there is still little consensus about what digital citizenship is. It is a work in progress as people all over the world become aware that they are increasingly participants in a global medium, and youth are key to this discussion and consensus-building because they are growing up with this global consciousness.

So we collectively can't yet know the answer to the question this workshop raised, but we do know that the discussion needs to continue, as the IGF - a forum devoted to

international discussion of global-scale governance and citizenship, online and offline - moves to another region of the world to gain the important perspectives that are there.

Workshop #77: Conflict in the Cloud - Policy Challenges for Stakeholders & Practical Solutions for Sustainable Economic Growth

Reported by: Marc Crandall

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

Panelists and the audience discussed barriers to cloud computing, including policy. This was an interactive panel where panelists and the audience discussed some of the key contemporary issues surrounding human behavior and the Internet.
Some of the themes raised include:

- Advantages of Cloud Computing: it permits all users, regardless of location, to take advantage of data services afforded by cloud providers. Large providers began offering spare computing resources and server storage to the user-at-large. There is a tremendous advantage for the economies of scale.
- Conflict of Law: Conflicts of laws, privacy, security, and government access rules can impede the growth of cloud computing in both established and developing markets: particularly for small and micro businesses. This is even a challenge for regions that try to create common frameworks. There's always been a perception that diseconomies of scale represent big negative impacts, big losses of macroeconomic benefits, and therefore, a desire to harmonize, if not make things uniform. For example, in jurisdictions such as the EU where uniform regulation is attempted, there has been a corresponding a transposition of that regulatory framework into 27+ different legal systems. As such, there is a substantial variation in the details of implementation. This has resulted in compliance uncertainty for those operating across multiple jurisdictions.
- Jurisdiction: there is tension between cross-border cloud platforms and the international jurisdictional systems that are based on national boundaries. Jurisdiction may be based on the location of the user, where an entity is incorporated, where data is stored, the type of domain name, or where a domain name is purchased. This creates particular challenges for cloud computing, because something that is relatively straightforward from a jurisdictional perspective, like the location of the server, is becoming more ambiguous, as systems are load balanced between servers in different geographical locations.
- Open Internet: the ability to store data outside of one's local jurisdiction may create an enhanced environment of confidence and security, particularly if one does not want to store data locally because of little confidence in local rule of law or a repressive government. It some jurisdictions, it is better that data is not stored locally, not only for civil society purposes and freedom of expression, but in order to make sure a business runs - local censorship efforts have little effect on a global cloud service outside the problem jurisdiction.

- Appropriate Data for the Cloud: all forms of data may not be appropriate for cloud computing. Mission critical information may be appropriate for the cloud from an integrity and availability perspective, but for entities dealing with sensitive or classified information, there are serious considerations. From a confidentiality and sensitivity perspective, a government agency may choose not to store extremely sensitive or classified data in the cloud, unless it's within country, and the agency has complete sovereignty over that data. Data involving national security may also fall into this category.
- Importance of Geographic Redundancy: recent natural disaster events have shown the importance of geographic redundancy inherent to cloud computing. For example, in Japan, many local governments followed local regulations requiring that personal data be stored only within a given town or village. That data was destroyed by the tsunami, making it very difficult for local governments to resume operations. Personal information - such as data related to healthcare or real property ownership - was lost because of these local regulations. As such, in Japan there is a positive trend towards cloud computing to help protect against these situations.
- Wealth Transfer: There was consensus that cloud computing offers those in developing economies with equivalent cloud computing resources to those in developed economies. However, there is a concern as to whether this causes wealth-transfer from developing countries to developed countries, and how the impact of this long-term on developing economies. Other panelists felt that customers should have a right to choose cloud providers or platforms regardless of geographic location: a right to a freedom of market. You should have a right to market and therefore have a right to do business. You do that by providing ads. And if users want to be able to use an inexpensive service because ads are there, it's the users' choice.
- Bandwidth challenges & IXPs: the use of cloud computing in developing economies fundamentally relies on access to bandwidth, Internet Exchange Points, and other similar resources.
- Advertising and Big Data: There is a concern that nothing is free with cloud services. Depending on the service, data may be used for advertising purposes. A question that should be asked therefore is whether such advertising, if it takes place, is appropriate for the cloud customer, based on that customer's own assessment. Concerning big data, and trends that may be gleaned from a large corpus of information, the key question is whether such information has social and economic value. When it has social value, everybody wins and it's all beneficial. When it also has economic value, it brings back the question of how this economic value is being distributed, and whether the cloud customer can (or should) take advantage of any related economic windfalls.
- Government Access: the use of the cloud raises privacy concerns among users. A user's right to privacy is threatened if a service provider discloses cloud information to government agencies without valid legal process. Unlike the act of searching through a person's physical belongings or home or correspondence, surveillance techniques can be performed remotely by asking application providers to turn over data. Online procedural protections, for online data, often

lag very far behind off line protections and must be reconciled. There is also a concern that government interception of intelligence-gathering purposes may not be held to as high a procedural standard as law enforcement investigations.

Conclusions and further comments:

Recommendations and Moving Forward: Regarding conflicts of law, agreements should be implemented among at least a certain number of countries, a certain number of platforms, a certain number of large users and civil society entities, to make sure that a minimum set of rules apply across various territories. Governments that accept such a regime would have established guidelines for addressing problems that may arise. Such agreements can involve lawful access to private data, if there is a legitimate crime inquiry and if the requests comply with relevant protections in terms of due process. In controversial cases of content blockage on user generated content platforms, rules provide for granular and proportional action and an appeals process. There is also a message to national governments: that if they want a development of a local cloud industry, they need to implement Internet-friendly regulations. Regarding appropriate data for the cloud, the cloud is appropriate for certain type of people, just as it is for certain types of data. A global cloud solution may not be appropriate for classified information; it depends what one is trying to secure. The same restrictions likely do not exist for the 99% of other data types, including that which is handled by governments or the private sector. In these cases, cloud-based security, availability, and integrity may be an improvement when compared to users may be able to provide for themselves.

Workshop #78: Internet Governance of Open Government Data and for Sustainable Development

Reported by: Keisha Taylor

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

The workshop gathered 31 participants in Baku and one remote hub from Australia. Two of the panelists were remote panelists.

The link between open government data & big data for development & Internet governance/ICT policy

Keisha Taylor, Independent Researcher, Policy Fellow, Access (Remote Panelist)

Ms. Taylor spoke about how big data and open government data links to Internet governance and ICT policy issues and made the distinction that open data can be part of big data but big data is not always open data. There is a big disparity in the generation and storage of data between regions. For example there is a lot more in the United States and Europe compared with Africa and Latin America.

Some open government data initiatives discussed/mentioned included:

- Kenya -https://opendata.go.ke
- Uganda Open Data initiative (Opendatauganda.com) hopes to launch in 2013.
- Somalia (http://opendata.gov.so) hopes to make all data about Somalia held by international development organizations available.
- The African Development Bank Group (AfDB) launched an Open Data for Africa platform opendataforafrica.org in the hope that it would increase access to the quality data needed to manage and monitor the Millennium Development Goals (MDG) in African countries.
- Discussions were held recently in Trinidad and Tobago, Jamaica and the Dominican
  Republic to promote the potential of Open Government Data, Open Innovation and Open Source for sustainable development in the region.
- Open Data for Public Policies in Latin America and the Caribbean project – led by the
  W3C Brazil and ECLAC
- Brazil Open Gov Data Portal - aggregates 82 public datasets formerly scattered across the Internet. dados.gov.br

Also discussed were privacy implications; how the quantified self movement is taking off and the possibility for predictive analysis based on big data to lead to the inventing of the future. She explained through examples how such data is transforming, industry, government, development and policy and described why the multistakeholder process, which has helped support the successful growth of the Internet should also be applied to the use of big data and open government data for development. Each of us is at the centre of the big data universe and this should never be forgotten in any attempts at harnessing the use of big data for social benefit. Skills and human insight is also needed. The way that various Internet Governance issues such as privacy, cybersecurity, intellectual property rights, infrastructure and access are linked to the generation and use of big data was also explained. She also noted the way in which civil society organizations (CSOs) are usually left out of the equation and the importance of including the poor in data collection and analysis efforts to improve dialogue with government, collect better much data than professionals in a cost effective way in local languages, by eliminating cultural barriers and building trust.

Open Government Data - Kenya

Bitange Ndemo (Kenya) Permanent Secretary of Kenya's Ministry of Information and Communications

Kenya launched open data because they wanted to enable the youth to access government data and create applications. They have seen more than 50 new applications, especially on the mobile platform, that have come out as a result of that. However, most of them need real time data not traditional data and this has become a challenge. He said that government normally takes an angle that's favorable to itself but citizens can look at its

data in new ways and come up with new innovations.

He explained the in the next few years we should be able to understand how we can provide data on food security so that citizens can have it on their mobile phones. He spoke of how mobile money is helping to bring in new applications which increase agricultural productivity in Kenya. This enables farmers to know what type of crops they need to grow, determine price and know their market. It can help citizens know where to find clean water. He also described the development of mobile money in Kenya. The use of big data for disaster relief is helping to drive more confidence in the use of data for predictive analysis. He described how Kenya must begin to look at and change its culture so much so that farmers can also begin to estimate and predict with it. Government can make policy interventions, but citizens must also begin to identify issues that they want data to solve. They must begin to trust the data with their lives. He also discussed how open data and big data could reduce the cost of health care and improve education and help consumers to find out if the food they buy is organic. Having open data would mean that even farmers will begin to understand the relationship with the markets that they work in. For example Africa and Europe, are intertwined, because a lot of Kenya's food is exported to Europe for example. It therefore becomes a global issue for a European consumer.

Towards an Open Government an overview from Sri Lanka and South Asia

Priyanthi Daluwatte, Tutor, Diplo Foundation (Remote Panelist)

The presentation discussed the overview of Open Government initiatives in South Asian region with special emphasis on Sri Lanka. In the introduction, she noted the publication by Michael Gurstein on the topic, Open data: Empowering the empowered or effective data use for everyone? In which the author has described a model for effective data use. Seven factors have been noted as drivers of effective data use. Viz: Internet, Computers and software, Computer/software skills, Content and formatting, Interpretation/Sense making, Advocacy, and Governance. (Gurstein, 2011) The presenter stressed that penetration of Internet is a critical factor in the provision of open government services to the masses. World Map of Open Government Data Initiatives provided by Google shows the distribution of Open Government Data Initiatives around the globe and it is evident that these initiatives are concentrated in the US and European region. She then focused the discussion on the overview of Sri Lanka with regard to Open Government initiatives. Sri Lanka is an island in the Indian Ocean with an area 65,610 sq km and a population 20.8 million. It is a middle level income country. (HDI 97th) Literacy rate 92.5% whereas the IT literacy is 40%. Ranks 71 on the Network Readiness Index. Telephones per 100 persons (including cellular phones) 105.1 Internet penetration (as a percentage of total population) 4%.
Initiatives by Sri Lankan Government in the provision of IT to the masses were noted. The key player in this initiative is the ICT Agency in Sri Lanka which is under the Presidential Secretariat. Sri Lanka does not have an Open Government Data portal yet, but the country is laying the ground work by providing e-services, knowledge and formulation and adoption of a national ICT policy, ICT action plan and necessary legal framework in order for the effective use of Open Government Data initiatives when it is taken off ground.

- The e-Sri Lanka initiative started in 2004 uses ICT to develop the economy of Sri Lanka, reduce poverty and improve the quality of life of the people.
- Establish rural telecentres (Nenasalas) 687 established throughout the country which provides affordable telecom services to the rural communities, e-citizen services, e-learning, IT literacy
- Lanka Government Network – the information infrastructure backbone that connects all the government organizations.
- Initiatives are made to make the government content made available in all 3 national languages (English + 2 local languages)
- Lanka Gate (Lanka Interoperability Exchange) and Lanka Government Cloud have been developed to facilitate Open Government and Open data implementations
- Lanka Gate initiative for eServices (Online Payment Services, Mobile Payment Services, SMS Services)
- Open Government and Open Data are featuring in a significant manner in the e-government policy.
- Human Resource Capacity Building – government employees to administer e-government services, basic ICT education through the telecentres, trained pool of professionals

The situation in India with regard to Open Government Data

- Departmental websites for the government with contact details for officers, project-specific information, including annual reports providing information on activities and finances
- National Data Sharing and Accessibility Policy has been recently notified by the Government through a gazette notification. According to this policy, all government departments shall soon release their datasets in open formats.
- The Open Government Data Portal is a joint initiative between India and US
- Countries like Singapore and Indonesia also have Open Government portals. Literature survey shows that other South Asian countries (Pakistan, Bangladesh, Nepal, Afghanistan, Maldives, and Bhutan) have government web portals which connect Ministries.

Ms. Daluwatte lastly highlighted some factors for consideration with regard to provision of open government initiatives in developing countries.

- Privacy of data
- Reluctance to share data at departmental levels
- Fear for technology
- Issues related to infrastructure
- Poor record keeping practices
- Inconsistent data available
- The available data is in English

- No sufficient demand for the kind of sophisticated analysis encouraged by initiatives likes the US and UK open data schemes.

Open Government Data - Caribbean

Bevil Wooding (Trinidad and Tobago) Chief Knowledge Officer of Congress WBN

Mr. Wooding spoke broadly about the need to develop the open data ecosystem and build applications based on government data since they own some of the largest data repositories. Access to data was also noted to be tied to infrastructure and innovation linked to open data. While it is important to make data available in open formats if emphasis is not placed on how people access it, then the work, or the effort, is in vain. An increasing number of countries are interested in and motivated to move into open data. Models are emerging in developing and developed countries. However, transparency is not actually always desired, and while the benefits of open data should be obvious, sometimes the benefits of being closed should also be taken into consideration when trying to develop ways of overcoming resistance and obstacles. He described the Caribbean's first open data initiative in 2012. However, he noted that governments by themselves can't encourage people to open their data. In Trinidad and Tobago for example there is a Freedom of Information Act, which requires citizens to make an appeal to government for information, but open data gives citizens the information before they ask for it, and it is always there for you when you need it. When citizens get a sense of these possibilities they start to demand data in all other kinds of areas. Entrepreneurs need to be enthusiastic about open data and start slowly creating public awareness by creating applications intended to reach the people. Having a friendly friend in government is important and so is celebrating success openly.

Questions and subsequent discussions circulated around issues of liability, and structure and validity of data. For example: does "Open", means creating license, or does "Open", means truly open. The creative commons license was sited as one used and so was the Open Knowledge Foundation's definition of open knowledge. Regarding questions about data standards or formats, it was explained that a lot of this is still in the early stages of development in developing countries. Challenges also lay ahead in the use of real-time data, in terms of data quality and validity, but also getting such data e.g. from mobile phone companies used not just for competitiveness, but for the common good, and to solve problem. Mr. Ndemo made the point that a focus on privacy does not enable innovation, however Javier Ruiz, of the Open Rights Group, who chaired the session, disagreed saying that from the get go there is a need to also legislate for privacy or there will be a backlash from the public. Mr. Ndemo explained that they do have a data protection group, but for health issues like cancer we need to understand who gets it when do they get it. We must balance privacy issues with the sharing of public data to help solve such issues and provide more innovation services. There needs to be more transparent technology and algorithms so they can apply open peer review to generate trust. Data can also be anonymized. He said that in Kenya the question is not *who is on* Facebook, but *who is not on* Facebook. Individuals give private information openly and service providers use it. Does this make the user of free services the user or the

provider? Facebook is using this metrics to generate revenue. There is also the issue of regulation to consider from a Kenyan perspective. Mr. Ndemo explained that it took many years before MPESA for to be regulated by the central bank. If they had initially waited on regulation MPESA may have failed to exist. In addition, if Kenya did not have a forward thinking government they would not have the open government data platform needed to help them be more pragmatic.

Conclusions and further comments:

The panel focused on discussions related to open government data portals and initiatives in developing countries. Discussions pointed out that it is very important to develop an open government data content layer but also pointed to a variety of factors that are also vital for developing countries to help create the enabling environment needed for such platforms to be introduced, developed, maintained and used. Because of the nascent nature of such portals in developing countries the extent to which the linking of open government data portals at the national, regional and international level could help with sustainable development was not yet addressed, but hope that this could be achieved was high. There were varying views on how much focus should be on privacy in the early stages of developing an open government data structure. Representatives from developing countries, notably Kenya argued that a focus on regulation and privacy in the local environment would hinder use of the data and innovation. The developing world is indeed examining the possibility of open government data and learning from developments in Europe and the USA. As more portals and initiatives unfold and develop it will be useful to have a follow up workshop which examine how successful some of these new initiatives have been and some of the lessons that have been learnt with a view to working together within common standards to help possibly introduce a global framework.

Workshop #84: How can cooperation and multistakeholder collaboration impact the global fight against cybercrime and improve cyber security?

Reported by: CIGF - Jasper Schellekens

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

The format of the workshop was a panel discussion, where –rather than have the participant give a traditional presentation – the audience was invited to participate in a moderated discussion with the panelists. Questions were asked by Mr. Carvell, the audience in the room and remote participants which included the remote hub of the University of Aberystwyth. Remote participation was central to this workshop, as Dave Piscitello participated as remote panelist.

Mark Carvell provided a brief background to the Commonwealth Cybercrime Initiative, highlighting that the Initiative was placed before participants at the IGF to seek final feedback before submission to Heads of Government.. He explained that following endorsement from Commonwealth Heads of Government last October in Perth the CCI

has moved from concept to implementation. The Initiative is composed of three pillars, the Executive Management Group composed of government representatives, the Steering Group, composed of organizations with expertise in different areas of combating cybercrime, and the Secretariat.

Lara Pace updated the audience on the current status of the Ghana project, as the point of contact for Ghana was unavailable to participate. A scoping mission was sent to Ghana in February and further assistance is expected to be provided this year.

- Lara Pace discussed the kind of assistance that can be expected from the CCI, namely that the CCI offers all-encompassing and holistic assistance from legal review to technical training. Additionally, despite being centered on the Commonwealth, when providing assistance regionally, it does not exclude non-Commonwealth countries.

- The involvement of the private sector was discussed, with specific reference to the banking sector.. Institutions such as banks often claim to have their own cyber security in place, but Ms Lewis pointed out that it was a wider picture than the individual cyber security of the specific bank. Awareness is key, which also included the need of wider reporting of incidents. Cybercrime can go unpunished if banks are isolated in their cyber security strategy and refrain to report incidents. Mechanisms need to be in place to protect the reputation of the banks when they report instances of cybercrime.

- Raising awareness of cybercrime incidents is needed at every level of involvement in the Internet, but language is one of the main barriers to raising this awareness. There is a need to accommodate different languages.

- The role of private industry in combating botnets and phishing was highlighted by Mr. Piscitello. Further elaborating the multistakeholder model allows for governments to combine and tap into financial and technical resources that are available to the private sector.

- Using a multistakeholder model such as the CCI allows organizations to synergize in the broader remit of the CCI, thereby not constraining assistance to different isolated silos.

- The link between cybercrime and cyber terrorism was discussed, with Mr. Piscitello highlighting the main difference which lies in the motivation behind each. Cyber terrorism may result in crimes, but it is based on ideology rather than profit. As an addendum industrial espionage was raised and also classified as a crime that perhaps had more unusual motives. It was questioned whether it was necessary to address this specifically or merely under the wider umbrella of cybercrime.

- Ms Lewis indicated that even in situations of cross-border cooperation there needs to be local/national engagement and then a framework internationally, or regionally. If the local situation was not functioning properly, it is naturally more difficult to fit in and

operate within an international context.

- Harmonized legal frameworks were identified as a critical aspect to ensuring cooperation related to cybercrime across borders, ITU's work in the Caribbean was mentioned as an example of this harmonization.

- Experience or cooperation is not always available, best practices based on the projects currently undertaken are extremely valuable for any other attempts at multistakeholder collaboration.

- Vladimir Radunovic of DiploFoundation emphasized the importance of capacity building both across sectors and across locations and regions. Cybercrime capacity, in the same way as Internet Governance covers so many different areas it needs to be built for stakeholders to cope with the fact that it cross-cuts so many sectors.

- Diplo further highlighted the fact that the Internet itself is an essential tool for cooperation and capacity building.

- A strategy for dealing with Cybercrime is only as strong as the weakest link.

- Wout de Natris mentioned that governments may have to re-invent themselves outside the traditional "geographical borders" format.

- Audience raised the issue that the problem of cybercrime grows exponentially with each day that passes. Action needs to be taken now to be able to bridge that gap and not be left perpetually behind the curve.

- The question of treaties as an option for cooperation in dealing with cybercrime was raised, but the panel responded that treaties aren't always the only answer. Yes, cybercrime is a global phenomenon. It must be that there is collaboration at the international and regional levels but there are things that countries need to put in place. Ms Bernadette Lewis gave a simple example: When a country or on individual or an organization receives a cyber threat, what do they do with that? What are the mechanisms for escalating that? Those are things that have to be done at the national level.

- Whatever activities are undertaken ensure that a holistic approach is maintained that includes all stakeholders.

Conclusions and further comments:
The open discussion raised interesting questions and observations from both the panelists and the audience. Main themes in the discussion included raising the awareness of cybercrime and harmonisation of legislation. For a multistakeholder model of cooperation to work, the stakeholders need to be made aware of how they can participate and need to be drawn in to participate. The many questions raised by the audience demonstrated the wide scope of cybercrime, ranging from terrorism to commercial transactions. Best practice gleaned from the experience of the multistakeholder

cooperation, from a practical point of view, could help other institutions should they wish to provide assistance to countries.

Workshop #88: Online Child Protection Toolkits: Preventing and Prosecuting offenses related to Child Pornography

Reported by: CIGF - Jasper Schellekens

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

ICMEC's model legislation to combat online child pornography and their research on the current status of legislation in Commonwealth countries was central to this workshop. A commonwealth toolkit on online child protection was compiled by John Carr in 2010 and presented at the IGF in Vilnius. The toolkit is available as a resource on the Commonwealth Internet Governance Forum website. The workshop also shed some light on the reporting mechanisms available regarding online child abuse through IWF and InHope, represented by Fred Langford.

The format of the workshop was an open discussion. To set the scene for the discussion the panelists briefly introduced their areas of expertise and current projects.

- Sandra Marchenko briefly explained what the activities of ICMEC are. ICMEC runs different initiatives that range from research initiatives, including work on child pornography to model legislation online and online grooming. They developed a child protection model legislation and also provide law enforcement training on computer facilitated child abuse crimes all around the world. The development of the model legislation and subsequent Toolkits resulted from the need ICMEC had identified for countries' legislation to address the issues of child sex abuse images online.

- John Carr indicated that in the ideal situation child abuse should be prevented before it resulted in images online, however that did not diminish the importance of dealing with those images. The images serve to repeat an abuse on the child and create a demand for images of this nature. Images of child sexual abuse represent a small minority of all children who suffer sexual abuse.

- Fred Langford explained that IWF International offers a means by which members of the public in any country can report through a reporting page straight into the Internet Watch Foundation's team of analysts who can trace the reported content and work with the wider network at their disposal to have the content removed.

- Tracy Hackshaw indicated that child protection legislation was fairly recent in Trinidad and Tobago, but it was growing in importance rapidly. Trinidad and Tobago are currently working with the Commonwealth to try to establish harmonized legislation with the other islands in the Caribbean in order to have the appropriate mechanisms in place to address online child protection within the cybercrime portfolio. He thinks the legislation and accompanying capacity is not yet at a stage where children are effectively protected.

Trinidad and Tobago are looking to learn from the experiences of other countries, particularly their activities in terms of setting up hotlines, and are interested in learning and perhaps implementing some aspects of what they learn in-country.

-In relation to the images and protecting children online, Mr. Hackshaw raised the question of the dilemma prosecuting of children (under 18) who have captured other children in compromising positions, sometimes voluntarily. This is a situation that occurs with increasing frequency due to the cameras on mobiles and the high rate of mobile penetration in Trinidad and Tobago.

- The CIGF Toolkits are scheduled to be updated at the end of the year to more accurately reflect the current situation of Commonwealth Countries with respect to online child protection legislation, and Tracy's assertion that the awareness of online child protection is growing rapidly can be confirmed by the developments that took pace in 2012. For example, in the 2010 toolkit, about 11 Commonwealth countries had four to five of the ICMEC criteria for complete online child protection implemented in their legislation. In the new edition, about 21 or 22 Commonwealth countries now meet four to five of the criteria, demonstrating that the amount of countries that prioritized online child protection legislation has nearly doubled.

- Regarding the progress in Commonwealth countries its shows about 17 countries that don't have any of the criteria yet, indicating that there is still room for improvement. Furthermore, about 15 countries fall somewhere in the middle, having between one and three of the criteria in place. The significant progress shows an awakening on the issue, demonstrating that countries really understand that it *is* an issue, but there is certainly much more that needs to be done.

- Peer-to-peer came up in the discussion as an area that people involved in child protection online are going to have to start focusing on in the near future, because it has not been adequately dealt with up to now. A large chunk of the sharing of child pornography images happens through peer-to-peer networks. Extrapolated from the statistics available it can be deduced that there are 200 million child abuse images shared via peer-to-peer and this is an area that needs to be addressed.

- Lara Pace drew attention to ICMEC's work with the Financial Coalition against Child Pornography and Sandra Marchenko explained that the basic idea behind the coalition, namely, seeking to stop the flow of funds for purchasing of child abuse materials over the Internet. It is primarily between leading banks, credit card companies, electronic payment companies, and networks, third-party payment companies and Internet Service Providers in cooperation with their NGOs, but also works directly with law enforcement.

- ICMEC's model legislation included in the Toolkits has the option to address "pseudo-images", which can be computer generated or cartoon images of child abuse. Of course, it is up to the individual nation what to implement. Alexander Seger raised the point that the Budapest Convention on Cybercrime also covers this area and although it is also left to the individual nation to decide, the Council of Europe strongly discourage States from

making an exception to realistic images and persons appearing to be a minor. Swedish MEP Amelia Andersdotter questioned the Council of Europe's attitude on discouraging states to make this exception.

- Alex Comninos raised the question if there was scope for the Internet to be used for children to protect themselves, rather than protecting children by removing abusive content from the Internet. The audience responded with examples where the Internet was being used as a tool to protect children, indicating the organizations that are using the Internet as a way of helping sexually abused children. Child Focus developed a chat where children who have been sexually abused can contact them. They are mainly contacted by children who are afraid of going to the police, because they don't want to report their father or their older brother or someone within the family, because they don't want to destroy their family. In fact, not only children wanted to report and found it difficult to do so, but also wives and husbands.

- The importance of technology in protecting children online was emphasized, not only in relation to the reporting, but also in relation to identifying images. Microsoft photo DNA prevents known child abuse images from being uploaded. There is a demand for industry to become more involved in creating similar solutions.

- In response to comments by Swedish MEP Amelia Andersdotter, it was highlighted that 70 percent of the images that were seen over the last year were children under ten and 8 percent were children under two, so this does not figure to be a discussion about borderline cases.

- Furthermore, Alexander Seger highlighted the fact that online child protection has real implications in preventing abuse. There have been cases where online images have led to rescue of the children. Images posted online contain information that can guide investigators to the location.

Conclusions and further comments:

The format of the workshop allowed for an open dialogue and in addition to the presentation of the work that the panelists were involved in, it also brought to light some of the other projects in the sector, such as the activities of Child Focus and Council of Europe. The research ICMEC has been doing on the online child protection legislation in the Commonwealth countries clearly shows a positive trend regarding the implementation of such legislation. The development of legislation is increasing throughout the Commonwealth, however there are still a large number of states that require support in this area and the Toolkits can function to show them their current status and provide a model legislation to build on. IWF International is able to provide reporting services on online child abuse, allowing countries to have a quick set-up without having to spend the time and financial resources normally required when setting up this mechanism from scratch. The issue of technological advances and the necessity for new approaches was highlighted by John Carr. Technology for online child protection is an area of improvement identified at the workshop and supported by the audience and should be an

area for discussion among technology industry leaders. The CIGF Online Child Protection Toolkit 2012 will be published on the CIGF website at the end of this year.

Workshop #89: Civil rights in the digital age, about the impact the Internet has on civil rights

Reported by: NL IGF (Dutch Internet Governance Forum)

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

In this workshop the struggle between a free and open Internet and a government who want to control the Internet was being discussed. Panelists were Lionel Veer (Dutch Human Rights Ambassador), Hanane Boujemi (coordinator for the Diplo Foundation and Program manager of Hivos program 'Internet Governance for the Mena region'), Malavika Jayaram (practicing lawyer and a fellow of the Centre for Internet and Society and working on a Ph.D. on data protection and privacy laws), Emin Milli (an Azerbaijani writer) and Marietje Schaake (Dutch Member of European Parliament). Moderator was Robert Guerra (an independent consultant specializing in issues of Internet Freedom, Internet Governance and Human Rights).

The freedom of Internet is increasingly causing heated debate. On the one hand the Internet is the embodiment of freedom literally crossing all borders, on the other hand governments more and more think of curtailing e.g. social media when these are used to organize criminal activities. Governments in some countries restrict access to the Internet or censor information even before their citizens go online. As a matter of fact the Internet in Iran and China has already become an 'intranet'. But also in the UK there is a growing body of public opinion that is in favor of more supervision of social media. When will the influence of this medium have become so strong that it, in certain situations, could be considered a danger to society? Will supervision then be a solution?

In this workshop several panelists led by Robert Guerra sought for the answer to the key question: What risks do information suppression and surveillance have on security, privacy and openness and how can public and private sectors cooperate to support and observe human rights?

Hanane Boujemi opened the workshop. She spoke about the impact of the Internet on civil liberties in the Middle East. In terms of freedom of expression, she said, the Internet has become one of the main channels for the Arab citizens to express themselves and their views more freely, specifically about political issues. The Internet helped as well engaging people at the larger scale to advocate for the rights to free expression, access to information, citizen involvement and the policy making process at the local level and regional level as well. According to Hanane, students, activists and journalists manage somehow to find a common point that is the Internet where they could share ideas. She saw the government realized much later the Internet is inevitably a pressure tool that they were facing. They realized they finally have to fulfill the citizens' demand for more

inclusion. Hanane stated out the Internet provided the basic platform for this course to occur for civil rights, like freedom of expression to be guaranteed.

"Social media happened to be one of the channels where everybody had synchronous thinking of what is the concern of each citizen."

Hanane then focuses on another important civil liberty that is enhanced because of the Internet in the Arab region, freedom of association. Because in some Arab countries it's difficult to gather in groups and discuss issues that are political. The Internet managed to give these people a platform. So it was revolutionized, the freedom of expression. The Internet gave those people an alternative to meet for discussion, said Hanane. The Internet constitutes an alternative for these people to meet to share their views in case it was not possible to do it physically. Obviously the Internet limited governments, clamped down, had discussions about sensitive issues. There were no barriers anymore to discuss things.
Finally, Hanane tells these freedoms have a downside, because social media channels like Facebook and Twitter made it easier for authorities to track down freedom of expression advocates, which resulted in arrests, activists, physical abuse, force and more oppression.
Malavika Najaram focused on the situation in India where the use of Internet grows fast en the expectations are high.

"I think we use technology as a tool to solve everything but in a lot of respects it's literally a way to crack open a wall."

Malavika is critical about the usage of the Internet, without a framework of privacy and data protection laws, technology is not going to be an enabler and greatly transformative, she said. In India there is a huge trend towards transparency, which leads to very interesting tension between transparency on one hand and privacy on the other, it might reveal confidential information and sensitive data about individuals, which is an unintended consequence. Another thing Malavika stated out is the way the Indian government handles social media. She tells they had a little Twittergate episode in India recently. There was misinformation on Twitter and the government decided to block about 300 websites and Twitter accounts. In doing so it showed how badly the government handles technology. There were people complaining on Twitter how the Indian government was trying to sensor the Internet. Malavika was fascinated by this happening and is skeptical about the approach of the government. Lastly, Malavika focuses on surveillance which is increasing because the amount of data is also increasing (big data) she said. With data being more visible, people are being more accountable than ever. In the same way that post 9/11 you had the Patriot Act and a lot of invasions, it's the same situation we're facing in India now, she concluded.

Emin Mili spoke about his experience as an Azeri writer, mostly online, with his government. The Azeri government is claiming to have free Internet in Azerbaijan, which is quite hard to argue against. Because basically technically you can go on Facebook, on Twitter, any social media and write whatever you want in Azerbaijan and it will be online. However, the problem comes after that, Emin said. The government reacts to that

with a lot of repression and from time to time punishes some people for being outspoken online. A natural result of that is that the rest are afraid to lose jobs, people get the message and live in fear, Emin said.

"I think that we can have, and what we observe is yes we have democracy 2.0 but also autocracy 2.0"

Emin is afraid that Azerbaijan is unpopular by media, because as a case for Azerbaijan it's not as bad as other places, but it's not great either. If we don't pay attention to this, autocracy could become acceptable as a global standard, Emin concluded.

Marietje Schaake approached the subject from a more political point of view. Marietje is now carrying out a unique research into Internet freedom all over the world. The research should lead to a resolution on civil rights in our digital era. Subjects treated are trade, human rights, development, safety and the like. The report will contain a number of concrete suggestions both for businesses and for governments, so as on the one hand to expand opportunities with the help of technology, but also to limit possible risks.
On the one hand, Marietje said, I think one of the most urgent issues we need to deal with in Europe is we stop the export of technologies that are used for mass surveillance, censorship, monitoring, tracking and tracing when it comes to violating universal human rights. It is a largely unregulated sphere where EU based companies can go ahead and export to all kinds of countries in the world which we know systematic civil rights abuses are taking place. It cannot be in today's day and age that there is such unregulated trade of digital arms when they're used for human rights violations, she said.

"I think it's essential for the leaders in the world that we step up our policies, but also our projects to defend people's universal human rights in the context of technologies."

Secondly, Marietje tells she has been pushing for an EU strategy on digital freedom in the EU external actions, because digital freedom does not exist in a vacuum. This applies to rather large trade policies but also with the EU when they deal with candidate member states as well as development programs, Internet Governance and an appropriate balance between security and freedom. Because I'm afraid that the more important digital technologies are and access to Internet becomes easier, the more ambitious also will be those seeking to regain control, she concluded.

Finally, Lionel Veer spoke about his concerns regarding seeing the Internet as whole different world than the offline, physical world we are living in. He is concerned about the fact that people that are on the Internet are exposed to physical abuse in the real world and not in the virtual world. These are concrete violations of human rights, he said.
Lionel emphasis to be careful not to make too many separations between the offline rights and the online rights. The Dutch government, for example, takes a start point that any rights you are guaranteed offline should also be guaranteed online. So take caution not to go on the part of introducing new rights or new restrictions, because often what could start out as a debate with good intentions ends up restricting the Internet without any good cause, he said. Also regarding to cyber security, Lionel emphasis to put

freedom first and only limit when you think it is really necessary and serves as a very practical purpose. Lionel thinks it is very crucial to have what you call a multistakeholder approach. Talking about Internet, it's not just a matter of government to government it's a multistakeholder dialogue, including many public and private debates and engagements. Lastly, Lionel focuses on the so-called technical debates we're having. He thinks the underlying current, is that there is a certain wish in many countries who violate human rights who are not so keen on having freedom of expression that they want to introduce the notion of control, of restriction, and bring it as a technical matter. Or they tell it is for protection of the children. Lionel says we have to be careful with those debates.

"Because in the end if you are not careful, you end up restricting much more freedom than we would like to do"

After these statement Robert Guerra emphasis the evolution in the change of the Internet and how free or closed it's becoming now. More and more countries a blocking websites these days, from just several about 10 years ago to more than 42 countries today that are blocking websites. And this is introducing a variety of different types of policy controls and other types of initiatives.

Questions:

Is too much expression a bad thing? Are there justifiable limits to civil rights online or is it the Wild West and anything should be able to happen and be expressed online?

Hanane Boujemi reacts to this question and begins with saying it's quite a dangerous field. Se stated out that we need to be very specific about what are the rights we want to advocate for. If we want people to have freedom of expression we have to disassociate ourselves from our cultural, religious background, ideas, and stick to human rights and civil liberties and all the concepts recognized at the international level.
What do we need to watch over the next year or two?

This time Marietje Schaake responded: where to start! She thinks it's significant to see how technologies have empowered individuals and how they've actually enabled them to break through traditional monopolies of power, but also information. According to Marietje we must ensure that we are aware that digital freedoms or technological developments do not exist in a vacuum. We should continue to push for the development of the rule of law and rights, regardless technologies or if we're talking about technologies at all.

She also emphasis we should be very much aware of the global context within which we're operating. Marietje wants to take it a step further, start thinking of human rights when it comes to design. Do scenarios and human rights impact assessments in the Research and Development phase where we actually think much more deeply and sort of preventively about what a certain technology that may make sense in one society could actually mean for the lives of people and freedoms of people in a very different society. To develop the thinking about this, to bring together political leadership as well as

technological knowledge, as well as willingness on the part of companies and expertise on defenders is going to be a major challenge going forward, she said.

How do we make sure that the countries that are committing themselves to protection of human rights online is the same offline or actually holding themselves to the commitment? Should we just be watching developing countries or should developed democracies also be monitored to see how they are internationally?

Lionel Veer responded to this question: I think the biggest challenge is to prevent the Internet and the online to prevent producing a tool for oppression. On the other side, in the free world the biggest challenge is to prevent it from being only exploited as a commercial asset. Somewhere in between human rights activists are struggling for their priorities.

In the context of India, the role of intermediaries, for example, research and motion, are they the ones that should also be trying to strive for protection of civil liberties or acquiesce to all government requests?

Malavika Najaram responded and said in India they have both ends of the spectrum. When there is offensive content posted online and the governments go after the intermediaries, a lot of India websites cave because they don't have legal council. But on the other hand we have a weird situation where the Google's and Facebooks are usually the suspects to take information and data mine it and invade privacy. They're in a weird way safeguarding freedom of speech and expression because they turn around and say we're not going to take this down. We've not done it anywhere else. We're not starting in India. They have the resources, deep pockets, skills, legal expertise to actually push back and litigate these things and say, you know what, we're in Delaware, and we don't really care.

Workshop #90: iFreedom and cyber security in the balance

Reported by: Sophie Veraart

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

Over 80 participants gathered in this workshop to talk about the balancing act between security and law enforcement on the one hand and individual rights to freedom of speech, to having a free flow of information, and rights to privacy on the other hand.

Panelists were Milton Mueller (privacy advocate and professor at Syracuse University), Katitza Rodrigues (EFF, international rights director), Cornelia Kutterer (Microsoft), Iarla Flynn (Google's Head of Public Policy for Australia and New Zealand) and Alexander Seeger (head of Cybercrime Division in the CoE). Moderator was Emily Taylor (independent consultant in Internet Law and Governance).

Companies and government institutions across the globe are increasingly under attack from hackers, criminals and hactivists, while non-democratic countries and governments increasingly turn to digital surveillance tools to monitor their citizens online. Human rights activists and NGO's fight for fundamental rights on the web, including data protection, while Web 2.0 developers declare privacy as something of the 20th century.

This workshop looked at the merit of these assumptions.

Cornelia Kutterer began by setting out that times in European politics are exciting, because in many countries governmental policy is currently being revised. Think of the draft privacy regulation and the intermediary liability that are currently discussed, the new child safety strategy that is put in place, and the forthcoming European cyber security strategy to be issued by the European Commission. She has also noticed that similar developments are taking place in other member states and that they actually refer to each other, which Cornelia thinks, is a good thing. Most of the European national cyber security strategies that are emerging in member states do actually include openness and freedom as well as cyber security.

But the devil is in the detail, Cornelia warned. For example, in order to secure accounts of customers, sometimes information needs to be shared. And that is now recognized in the draft privacy regulation. But only in a short recital. It must be clearer that information in particular circumstances may have to be shared.

Milton Mueller approached the question from a social scientist point of view, who studies basically science technology and society. He explained the ins and outs of Deep Packet Inspection (DPI) and what went wrong there. Deep Packet Inspection was meant to manage and control band width. Many of the Internet service providers made the mistake of simply implementing this, just because they had the unilateral power to do so, without notifying their customers, and without having any kind of permission, which you would normally expect them to do, when implementing new technologies. But when these technologies are disruptive and mix up power in relationships among actors, that's when things go wrong, he said. Milton also calls for activists, activist organizations, net neutrality activists, and privacy activists to constantly monitor, survey the survey users, and to actively make a statement when something happens that they think is rebalancing or unbalancing rights. Because usually the government in terms of traditional data protection regulation is not very thorough with new technologies until a problem arises. According to Milton's research 'digital referees' will have quite an important role to play.

Katitza Rodrigues said the role of society is very important for actually monitoring and seeing to what companies and governments do, how they collect and access our data, whether or not they use them and whether or not they have legal grounds to access it. Not only governments but also companies should notify users when particular data are in demand more than usual. Katitza thinks there is a lack of transparency and secrecy within governments and she pleads for principles that determine how governments have to deal with data.

Iarla Flynn thinks that privacy must be underpinned by good security. He agrees with Katitza that one of the key things is transparency. Google actually launched a report in 2010, the *Google Transparency Report,* which lists and shows in table and map format all the requests that they get from governments around the world for access to user data. Iarla admits that in many cases it is important to provide such data, because they believe they are valid requests. However, they check them all nonetheless. It is also about proportion and balance, Iarla said. He thought there's a proportionality principle. The police do need some powers to fight crime, but we need to get the balance right between the risks and costs that those powers might create versus the benefit for society and successfully tackling crime.

Alexander Seeger disagreed as he thought it is not a question of balance. He said governments have positive obligations to protect citizens, society, against crimes because crime affects the rights of individuals. He pleaded for better justification if governments wanted to interfere in the rights of people. There is a need for rules that respect fundamental rights, rule of law, Human Rights issues but also data protection issues. Therefore Microsoft, ISP organizations and police agencies together developed guidelines on how law enforcement and ISPs could cooperate in a constructive manner while respecting those principles, he concluded.

Cornelia Kutterer reacted by saying that those recommendations do not sufficiently cover how service providers should implement guidelines and that those recommendations do help companies to actually implement in a corporate social responsibility way. She also mentioned the Global Network Initiative (GNI), which Microsoft and Google participate in. GNI is a non-governmental organization with the dual goal of preventing Internet censorship by authoritarian governments and protecting the Internet privacy rights of individuals. Katitza added that cooperation of companies is sometimes not so much voluntary but that it is rather political pressure which makes them comply with certain obligations. She pleads for the discussion to focus more on granularity, to create more obligations for this kind of conduct.

Iarla reacted by remarking that a lot of good principles are being developed. They may have some overlap but that's not really a problem. The good thing is that a lot of work is going on that helps guide the development of good public policy in this field. Next he started a debate about something that was happening in Australia right then, where they wanted to implement legislation which requires the retention of various types of data for two years. Someone in the audience emphasized that retention of data is important because sometimes crimes are not discovered on the spot or directly after the deed has been committed, so it's very important to find proof, he said.

Workshop #94: Social media, young people and freedom of expression

Reported by: Lucinda Fell

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

At the IGF 2012, the Youth IGF Project's workshop further explored the relationship between social media, young people and freedom of expression. This workshop set out to consider what freedom of expression means to young people before considering and the what limitations they find themselves under, be it from the rules/community guidelines set by the service providers, social norms or the rules of schools where many young people access the Internet.

The workshop was planned and delivered by four young people. They decided that their focus would be on the measures that can be taken to ensure freedom of expression and privacy for children and young people, particularly on social media sites. At the beginning of the workshop they clarified that as four teenagers from the UK "We feel it's important to expression at beginning that we will on the whole be talking about our experiences and those of our direct peers." In preparation for the workshop, the Youth IGF Project team designed and developed a survey to find out from young people across the world how they felt about freedom of expression and social media.

The online survey was open between 12 September and 12 October and was disseminated internationally through youth networks. The survey was only available in English. 874 young people aged 11-18 from across 40 countries completed the survey. Closed questions were used to aggregate answers for statistical purposes. Open questions were posed to allow respondents to express themselves and elaborate on the answers provided.

The discussion began with a consideration of different understandings of freedom of expression and reflected a consensus from the co-chairs that they felt their freedom of expression ended where someone else's freedom starts, and that there were limitations to what they would freely expression online and also offline.

The results from the global survey were integrated throughout the session and informed the conversations that were used. At the outset, the co-chairs clarified that 96% of those asked said they used social networks.

The youth panelists were asked what limits their freedom of expression online. Responses included the fact that audience size changes how young people express themselves, particularly a consideration of who is viewing their posts and how this could impact their reputation. Peer Censorship was also raised as a limit to young people freely expressing themselves online, but it was also mentioned that peer censorship can be an effective way for young people to maintain a healthy involvement in freedom of expression. More negatively, verbal attacks and cyber bullying were also mentioned as limits to young people freely expressing themselves online.

The panelists considered whether they acted differently online and offline. Drawing on the results of the global youth survey, the co-chair revealed that of those who responded to the survey 45% percent said that they didn't act differently online, but 41% said they were more careful about what they say online, with one in five agreeing that they were more confident online. One of the survey results stated "Everybody acts differently

online" (18 year old male, Sweden) and the co-chair cited this as an example that everyone looking for something different out of the Internet. The co-chair revealed that 41% of respondents to the survey said that they were more likely to say what they want online if they were anonymous, and questioned whether the Internet changing the way people including young people think, making us more vocal in society and changing persona?

The responses revealed that many young people do act differently online to how they do online. "For me I think I act differently online. Actually, no one can see my face and track with me face to face on the Internet so we don't have direct contact such as eye contact or direct discuss in the Internet …. so I think the online platform without any direct contact with me [lets me] act differently online."

Anonymity was an important theme throughout the session. The question was posed in the global youth survey, "are you more likely to say what you want online if you are anonymous?" The results revealed that of those who responded, 41 % felt they were more likely to say what they wanted if they were anonymous but 42% said they were not more likely to say what they want if anonymous. Discussion between the youth panelists revealed that they agreed that anonymity gives power, but that this could be both negative and positive. It could be negative in the sense that people can offend more easily because they don't have to worry about what people will think about them, but positively, it could afford people a voice who previously would be victimized for their opinion. One panelist state, "assuming anonymity contradicts the purpose of most social networks, the purpose being exposure, like sharing who you are to the world. And I also believe that to form a proper ground for debate, you need to know who it is you are talking to. In that way it also contradicts the purpose with debate, which is the two primary reasons I use the Internet." Another stated, "I'm going take a middle ground … To be anonymous is important indeed because exclusion can make people feel less scared of exclusion because they can say what they want, and don't have to worry about what people say. Also I do totally agree that you need to stick with your opinions. If you say something, you should say it with who you are and really show who you are and don't be afraid of it as well. To an extent, being anonymous is very important on the Internet, especially in Finland where we have many forums, for example, which have mainly anonymous users. These forums have been growing in popularity in Finland especially. The younger people can talk more freely without being scared of what elders think on these forums."

The themes discussed in the first section of the session continued with the discussion with the industry panelists, who defined their understanding as service providers of freedom of expression similarly, "Freedom of express for us is being able to share things with people that you want to share them with. It's as simple as that, obviously within constraints of the rulings for that platform, I think we'll get on to discuss that." And "it is the right to express yourself, and it is the right to receive opinions from others including opinions and information that you do not like and that you find difficult as well."

The discussions here included the parameters and means that different service providers set and provide for users, in addition to the need to ensure that users are aware of and

properly informed about community guidelines, terms of services and how to use a service. There is a role of service providers to help ensure that they are presenting these in an accessible way.

Continuing the discussions with the civil society panelists, the workshop considered the role of social media in education. The audience heard that it was the experience of the panelists that currently there is a reluctance to embrace social media in education. In the UK this was often due to concerns surrounding the financial, technical and cultural barriers. There were also concerns for schools regarding their duty of care and social media was blocked in many schools. The experience in the US was similar, but different across Europe, particularly in previously communist countries where there was a historical fear of blocking.

The session heard from that users need to be more self-aware when expressing themselves on-line and that especially among youth there needs to be education about how to be considerate and a discerning user when both expressing and receiving information.

In parallel with the youth panelists, who earlier agreed that there is a role for schools in educating young people about freedom of expression, alongside the need for social media education, there was agreement that schools have a role to play in this. “We need to teach children how to understand the subtleties, not to ban it and create a generation where everybody is so perfect they would never say anything that could never possibly offend anyone, but to help people understand how they can have freedom of express, and at the same time not offend or violate the rights of others as one of our youth panelists said. I think schools have responsibility to do that and in order to do that they have to adopt social media.”

It was also agreed that all users need to be educated as to their rights and how their rights have meaning in practice, rather than being high level principles, and the importance self awareness was reiterated here.

The co-chairs of the session concluded that moving forwards, dialogue and conversation including all stakeholders is vitally important. All stakeholders need support and all have an important role to play in ensuring that users are educated. The survey showed that young people see that schools, parents and service providers all have a role to play in helping to educate young people, but the session revealed that it is important to ensure there is ongoing dialogue between service providers and their users, as well as highlighting the fact that teachers also need support in teaching young people both about social media and freedom of expression.

Conclusions and further comments:

The Youth IGF Project team is keen to develop some of the themes highlighted in this discussion in further discussions at the IGF 2013. They have identified speakers from other sessions who they have already spoken with and who we hope to work with next

year. We are open to being contacted by any other youth delegations that are keen to work with us.

Workshop #96: The Internet of Humans: Online Human Behavior and IG Policy Impacts

Reported by: Sheba Mohammid

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

If IG and ICT policy are to be effective, we must cultivate a keen understanding of the ever-evolving human behaviors that accompany an Internet of individuals and communities; a human Internet that shapes global society in ever more pervasive ways. This workshop is an intersection between research on emerging sociological and psychological trends in Global Human behavior on the Internet, and Internet Governance Policy and Practice.

This was an interactive workshop where panelists and the audience discussed some of the key contemporary issues surrounding human behavior and the Internet.
Some of the themes raised include:

- Human Behavior and Virtual Spaces- Consideration needs to be given for how ICTs have changed our respective behaviors. Constant use of email and social media, impact on interpersonal communication skills (face to face). There needs to be more research into understanding the implications of these new social aspects of virtual behavior and the policy implications.

- Anonymity and Use of Real Identities- Anonymity is essential in many circumstances for freedom of association: for example activists under repressive regimes, LGBT communities in societies where they are persecuted, people discussing and seeking advice for personal and medical problems, and many others all need anonymity. In the offline world we have the right to form private associations and not to have our associations revealed, why should we be forced to reveal our identities and associations just because our activities are conducted online. If people are stripped of their anonymity online they may be afraid to express their true opinion. Anonymity also allows people to express their points of view without others judging it by where they came from (e.g. age, gender, level of education etc.). Anonymity provides an enabling environment for open and sincere debate online. Anonymity and Freedom of Expression online are desirable and from a human rights perspective must be protected, but we must be responsible and accountable. Use of real names online can be a useful factor in some situations but we need to be careful of what is posted online.

- Freedom of Assembly and Freedom of Expression-Two rights that are neglected online are freedom of assembly and freedom of association. These rights are

threatened by surveillance, censorship and erosion of anonymity. In the offline world, we can be ensured privacy in our associations, in the online world however these associations are often laid bare, for all to see. Corporations are setting norms whereby people are forced to use their real names online, this was not a norm during the beginning of the popular growth of the Internet.

- Privacy is an issue completely related to security: users' concerns revolves around non-authorized access to their systems or devices, identity theft, hijacked of their accounts, access to their financial information and unauthorized use of payment instruments. Google underscored that keeping user information safe and available is one of their top priorities. It is important to ensure strong security and privacy protection by providing easy-to-use security and privacy tools to help users to protect themselves against spam, phishing and malware and to avoid unauthorized access to their accounts and personal information.

- Accountability- Need for greater accountability by all stakeholders in what is shared online and generally how one behaves online. As well as the need for governments to understand the issues from a multi-disciplinary, multi stakeholder approach.

- Youth- Research presented based on a survey of 800 youths on 6 different continents Key emerging research issues were Anonymity, Audience size, Emotions, Confidence and Reputation. Key findings included:

  · Youth were more inclined to be open if they were anonymous; Anonymity provides security, protection and allows them to be more expressive.
  · One drawback was that aspects of communication (body language) are lost; found it difficult to identify emotions even with the use of emoticons.
  · Sometimes their own freedom of expression had to be curtailed out of concern for their reputation.
  · The type of communication and the openness of it depend on the target audience.

- Policy Impacts- There is a large population of users that see the Internet as a source of information, but are unaware of the risks associated with the use of the Internet. There is a need for greater awareness and capacity building in the area of privacy, security and ethics.

- Legislation applied to "Real World" and Virtual spaces- The law should be balanced in dispensing justice related to speech online and in the physical world. Users' behavior alters traditional legal institutions: for example the raising need for users to have content available on demand, when, where and in the format they want is affecting traditional models of copyright and there is an increasing need that those models start to become more resilient to users' new demands. Laws need to be in place address cyber crime, however as the same law for crimes

applies online as do offline, often new legislation will not be needed, but rather online enforcement.

- Research on Human Behavior and the Internet- Some questions raised include what steps are being taken by Policymakers /regulators to understand the behaviors that are taking place online and how do regulators determine what policies need to be implemented to address online behavior?

There is a gap in research that focuses on the understanding the positive impacts of the Internet and what it is contributing to our social world and there is a need to cultivate more of this research.

It was recommended that a variety of specialists need to collaborate to analyze this issue (i.e. experts on behavior, sociologist, technologist in addition to lawyers).

- Recommendations for a Way Forward- The session agreed that there is a need to have diversity in this kind of discussion and get experiences of different groups e.g. disabled, policymakers and ordinary end users. This will show the different perspectives of how we behave online and allow for the creation of more informed policies. There was a call for collaboration for the research to be expanded. The group recommends a research agenda targeted at understanding the online behavior and needs of a range of stakeholders.

Workshop #97: Concepts of acceptable behavior to protect and enhance trust

Reported by: Martin Boyle

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

Roelof Meijer, the moderator (CEO of SIDN, the .nl Internet domain name registry) introduced the session: the development of the Internet has made it crucial to the economy and to society in general. Lack of trust limits the full potential. The concept of acceptable behavior was introduced in the London International Cyber Conference in November 2011 and developed further in the recent Budapest Cyber Conference Jamie Saunders, Director, International Cyber Policy, in the UK Foreign & Commonwealth Office, identified the pressures on governments:

- Governments have to develop domestic policies on the Internet which ensure security. They have to do that in a way that respects fundamental human rights, but there are some difficult trade-offs in that space.
- We can't divorce cyberspace entirely from the reality of state-on-state conflict. States do act in cyberspace to protect national security interests.
- States recognize the need to collaborate and tackle threats in cyberspace and they also respect national borders. The challenge in terms of agreeing norms of acceptable behavior is key.

He believed there were significant reasons for optimism that something could be achieved:

1. There are standards that exist and which could be used to help regular behavior and responses;
2. Few want to see any breakdown of the Internet or fragmentation;
3. The benefits of the Internet provide an important incentive to work together to tackle threats – cooperation and confidence building will help reduce the risk of escalation of incidents.

The process initiated at the London International Cyber Conference has been heavily dominated by governments. However, business involvement is important as it operates the networks and provides the services. Civil society has an important role in holding governments to account and can often help break through entrenched government position.

Mary Uduma, President of the Executive Board, Nigeria Internet Registration Association described how bad actors in Nigeria had had serious consequences for the country. She noted that this is the same for both on and off line action: in this case Nigeria's reputation for housing bad traffic led to an economic downturn, the blocking of universities' IP addresses and a lack of consumer trust in the use of systems – including in the ATM network – limiting the development of e-commerce. There had even been a case where a young woman had been lured to a hotel room and murdered.
There is good news: Nigeria is cooperating with other governments to address issues, in particular with EU training for Law Enforcement Agencies on security and responses. There has been some success in bringing criminals to court, but there is a problem in the lack of a definition of cybercrime and the use of "e-evidence" in courts. There is work on developing a cybercrime bill to provide the legal framework that recognizes cybercrime and electronic evidence.

Nigeria has set up a working group led by Law Enforcement Agencies and the national CERT to provide a reporting system.

The Nigerian IGF looked at this issue at its national meeting. One of the things discussed was what you need to do to influence the behavior of users. Nigeria is ready to co-operate between government, civil society and industry and is ready to communicate with other organizations to see how to tackle bad behavior. There is a correlation between people who have signed up. We have had consultation on the Bill. We agree with others on how to co-operate and tackle the bad behavior on the Internet.
Dixie Hawtin, Global Partners & Associates, Chair of the Dynamic Coalition on Internet Rights & Principles talked about how the dynamic coalition's work on key rights and principles (http://irpcharter.org/campaign/) had developed. The coalition was a network of individuals and groups from around the world and included wide consultation. It recognized the contribution the Internet had made to enabling rights – freedom of expression and of assembly, for example. The work recognized dangers online for users companies, governments and the harm that can be caused: mass surveillance, censorship

and infringing national laws, international treaties and ignoring appropriate safeguards, for example.

The coalition adopted an approach to protecting public rights and Dixie considered it important to base Internet policy decisions on clear human rights' standards.
The Charter of Human Rights & Principles on the Internet is an evolving document. It is a long document and it has been hard to get agreement on this level of detail. The 10 Internet Rights and Principles document is a higher level approach that did benefit from wide consensus, distilling out the key ideas from the work.

The process used in the work gives the document a lot of legitimacy. It is based on existing statements on human rights standards. The process was open and the coalition went out for input and consultations. It used an approach that was multistakeholder and global (every country was invited to feed in).

She agreed that any work on Internet governance needed to be based on agreed principles – in addition to the Internet Rights & Principles Coalition's work; the Council of Europe and the OECD have produced statements of principles that should also be drawn on. She noted that civil society had also called for the IGF to develop a set of principles. As a final comment, she expressed concern about the terminology of acceptable behavior, with connotations of a paternalistic and sanitized approach to the Internet, and suggested that addressing unacceptable would be a better approach.

The Honourable Robert Shlegel, Member of the Russian State Duma and a member of its Information Policy, Information Technology & Communications Committee, noted that Russia is one of fastest growing Internet economies in the world and in the top ten for development of broadband access with rapidly reducing costs and increasing speeds, including with growth in the number of older users. While there has been a focus on enabling Internet users, thought has been given to protecting users. There is work in Russia on developing rights and responsibilities for Internet service providers.
He noted a need for globally-recognized principles which could include rules on which the Internet could be developed: principles should oppose controlling or blocking content and underline the need to ensure open access for adults while protecting children from harmful content. The three principles of management which could probably be attained in the near future are:

- Equality of access
- Complete privacy and anonymity (and he expressed concern that this was under threat because of abuse through cybercrime)
- The right to free flow of information for political purposes

A new law was introduced on 1 November 2012 that creates Internet "blacklists" preventing access to child abuse, drugs and suicide websites. This has quite wide support (87%) in Russia.

Russia has submitted a proposal for to the Convention on International Information Security aimed at developing cooperation in the fight against cybercrime, looking for wide applicability over the Internet but without violating national sovereignty. Such action is needed because of the importance of the Internet in accessing services, e-government, social interaction and information, education and medical care as well as in assisting in responding to natural disasters: the Russian Federation had significant on-going work to help develop these applications.

In response to a question from the moderator, Robert Shlegel noted the need to put a lot of effort to develop and act on rules agreed at international level. However, he was concerned that the dialogue was not working because the focus of much of the discussion was on why ideas were not being considered and why they are not considering idea. We need to listen to what others are saying about how to define unacceptable behavior.
Professor Flávio Rech Wagner, Federal University of Rio Grande do Sul and a Member of the multistakeholder Brazilian Internet Steering Committee said that Brazil strongly supported a worldwide multistakeholder approach for the development of a framework of acceptable behavior. Brazil has been following this multistakeholder approach for many years at a national level with success, involving all the various stakeholder groups in the country.

The Internet steering committee has 12 members from civil society and nine members from the government and it has a particular responsibility for enhancing trust. It has an important political role as it proposes policy affecting the operation of the Internet in the country. It is not a regulatory agency, but produces non-binding recommendations to enhance trust, working together with society, government and the Congress by education and outreach to put those policies forward. As examples, it has identified policies for fighting spam (its resolutions have been followed by all Internet service and telecom providers in the country); and a dialogue on policies on privacy and the protection of personal data (actions by the different stakeholders and their respective responsibilities). Of particular note is that the committee has developed 10 fundamental principles for the use of the Internet, which includes issues of acceptable behavior on the net, privacy, data retention, net neutrality and the responsibilities of content providers. This has been discussed in the Brazilian Congress. This has led to a draft Internet Bill of Rights which will be voted on imminently.

Flávio thought that Brazil would be very interested in engaging with a multistakeholder initiative to work on the concepts of behavior, but starting with principles and rights, before we looking at what is acceptable or unacceptable behavior.
Lesley Cowley, CEO, Nominet, the .uk Internet domain name registry started by looking at the work that Nominet has done in enhancing trust, which has been working with law enforcement agencies where activity breaches our terms and conditions. This is a blunt instrument for dealing with some of the undesirable behaviors that damage trust.
It has been working through a multistakeholder process on policy around how to respond to criminal behaviors. It is difficult to develop policy in such a contentious area through a multistakeholder process, but it will shortly be able to finalize a policy approach on

responding to criminal activity.

It is a difficult issue because Nominet should not act for law enforcement or become a law enforcement agency. However, it does need to meet its responsibilities, particularly to end users, and to ensure that people retain trust in the .uk space. One concern is about how to scale up to respond quickly: criminal activity can be happen incredibly quickly, but often the processes for dealing with it is incredibly slow. Lesley questioned the concept of a trusted Internet. We teach people how to keep safe in an unsafe world. However, when it comes to cyberspace, we try and protect and cocoon people and perhaps more effort needs to be put into helping users and businesses keep themselves and their systems safe. Any discussion about rights is missing the other half of the picture which is the individual's or the organization's responsibilities to protect themselves or to other users.

Finally, Lesley referred to the discussion in the UK IGF. There was consensus that the work should be well based in human rights. Where there was disagreement was on the balance with privacy. It was also recognized that it would be hard to get full agreement between different countries on what is acceptable (or unacceptable). It probably is not realistic to reach consensus, but there might be a way of benchmarking between countries to help define national approaches. In response to a question, Lesley noted that unacceptable behavior could range from the obviously unacceptable, such as criminal activity to that which might be unacceptable to an individual – for example, re-posting personal images or content.

In the discussion:

- One questioner from the floor noted that the view from Russia did not make any reference to civil society. It sounded like the model of an omnipresent state taking care of each and every citizen. Is this a weakness of the system which might hamper the development of the open Internet in Russia? Robert Shlegel responded that he agreed with the role of civil society, but noted that in Russia the development of democratic expression is happening: civil society is developing, but this cannot be achieved very quickly.
- A second questioner asked what the ultimate objective is – is it about reducing cybercrime or fraud? Without that clarity, it is hard to be clear about what can be the best output from the process. Jamie Saunders suggested that part of the work was to establish a framework for international cooperation for responding to cybercrime – including on what cybercrime is. He noted that some work was going on the UK to identify the scale of investigations that stop because there is no framework for international cooperation . A second objective was economic and to make it easier for trading across borders. And a third objective was to try to avoid international security incidents escalating into uncontrollable real-world conflicts.
- A questioner was concerned about references to morality because of differences in culture. Individuals in different countries need to have the same rights. Mary

Uduma noted the similarity between the on and off-line worlds in gauging morality or criminality and governments sets the laws for this.
- There was a concern that scalability might lead to stronger action against individuals than against large criminal organizations. Lesley Cowley clarified that she was referring to how to respond to a large number of complaints (even if a small percentage of actual users of services).

The Chair asked how the discussion could be moved forward internationally.
Ideas included:

- Same rights / behavior principles online as offline
- There was widespread agreement for the need for multistakeholder engagement to establish principles, rights & responsibilities. Multistakeholder-defined principles and then stakeholders implementing the concepts as appropriate for their separate roles. This engagement could take place in an IGF model, working regionally and nationally.
- You cannot legislate for trust – it is more to do with the cultural environment in which you are working. How do you get the concepts to stick if there is no binding agreement? Self regulation depends on society and values.
- Is it easier to focus on the major issues where every country agrees it is wrong – child abuse, drugs etc.
- We do need have government-to-government debate and agree things and have treaties because that is what makes things binding. However, international legislation is too slow for speed of development on Internet and it might be premature to try to look for agreements at that level until we are clear about the principles of rights and responsibilities.
- One view was that a convention between a small group of countries (like the Council of Europe) is not a recipe for success. But this does happen successfully – smaller groups of countries (and it happens a lot in Europe) do strive to come to an agreement because it makes trade and the economy work so much easier.

Conclusions and further comments:

The chair summed up that there had been examples and statements supporting the position that (other than in the more serious issues of cybercrime) we will need laws to be able to enforce. However, there is support for an international discussion in a multistakeholder environment on a set of principles based on human rights looking at rights and principles and also at responsibilities. The IGF might be a good environment to start this discussion. There is doubt about whether this could to lead to something that we can use in a relatively short time. It is not an alternative to international legislation, but that is time consuming: already at a national level we sometimes have to make an arrangement before the legislation is in place. From a discussion at an international level, we need to bring the discussion down to the national level for a national discussion and implementation based on its own cultural and legal framework.

It is encouraging to have a government reaching out to other stakeholders to engage in that discussion and this is welcomed. It recognizes that this is a difficult conversation and one which needs civil society input.

This workshop has flagged that there are important discussions on security and cybercrime and, as this affects states, this is discussed in inter-governmental fora like the UN. However, we need to have a multistakeholder input to underpin the technology and end user concerns so we invited multistakeholders to have a debate on what the issues were. Any discussion needs to be grounded on human rights principles. We weren't sure about exactly how to go about that, but we thought it would be good to encourage national and regional level discussions and the various panelists all agreed to take that idea back to their own country and region to develop the ideas. Hopefully we will have something to report back next year.

Workshop #110: Freedom of expression and freedom from hate on-line (Young People Combating Hate Speech On-line)

Reported by: Tamara Gojkovic and Rui Gomes

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

The workshop explored the tensions and dilemmas of human rights online activists, who use the Internet to promote a culture of universal human rights and, at the same time, are confronted with various forms of hate speech online. The workshop addressed these issues from the perspective of young people as users and stakeholders of the Internet and, especially, looked at the global dimension of the issues and the responses being provided by various stakeholders.

The program started with a presentation by Ala'a Jarban, young blogger from Yemen, who presented the situation in Yemen regarding hate speech online. In his opinion, Internet and human rights go hand in hand. Young activists in Yemen used Facebook to organize their activities, they were tweeting and blogging. The government's reaction was to follow them, arresting and kidnapping them; many ended up in prison. On the other hand there are numerous Facebook pages spreading hatred and discrimination towards minorities. There are even organized movements, offline and online, which are targeting females and activists. It should be fought back by providing guidance and support and organized campaigns in online world. In Yemen hate speech online is used mostly in reference to cyber-bullying, otherwise it is only associated to pornographic websites.

Nicole Douglas from Youth IGF project spoke about cultural acceptance of hate speech. From where she comes from, it is not part of the culture, since there is more cyber bullying and offensive opinions on forums based on stereotypes and ethnicity. It is not organized, but the fact that many people talk about it creates opinion that it is not offensive. It is scary that, because of anonymity, there is no identified source, except the fact that it is generally accepted. Education is the best method to fight this discourse as it

will make people more self-aware regarding what they are posting online and effects it has on other people. There are no legislative enforcements when you are online, so community based response is very important. Community is defining what is acceptable or not online -it should not be designed by those who make platforms, but those who are using.

There was a comment from audience that South Africa was good example how hate speech is handled offline – cases are prosecuted to the court. Another comment from audience was related to power of certain societal groups to fight hate speech. For example, hash tag good Jew was taken down since Jewish community had strong response to it. The question is if Roma community would have the same power to take it down. A participant expressed his concern regarding community responses since we need to be careful what we are promoting and aware of the responsibility.

Audience (another person): Since Internet is full of different people, can we say that community is always right and is it the best one to react?

In the discussion that ensued, the following comments and arguments were brought forward:
- Human rights are not respected offline all the time as well. If we act towards better human rights offline we need to do it online as well. We need to take into account local contexts, as well.
- We need to define who is drawing the line between violating someone's rights.
- Offline and online are the same….we need to be empowered. If anti-Semitic books are not allowed and hash tags are, that doesn't make sense.
- People can't be anonymous offline as you can be online. We are losing some depths in online world. Two worlds are not merged yet.
- The level of acceptance of hate speech froze. People are getting used to people mistreating others. Just like in case of football fans.
- Things need to be said, and freedom of expression should be expressed. There is a difference between offline and online, you can't reach large audiences like online or to be anonymous.

It is important to keep hate speech visible online because it can be followed and monitored. Better than it is hidden in the basement.

Further discussion brought different comments from audience:

- Is it organized or it is personal view, and where is the limit in commenting and when it becomes hate speech. Or it is only exchange of points of view.
- Debate on freedom of expression is lasting for a long time. We need to involve parents, schools, but also researches should be done.
- We need to go back and think of who we are – is my real identity online or offline.

After this, Maria Paschou, chair of the Advisory Council on Youth presented the upcoming Council of Europe's campaign against hate speech online. The comments and

reaction s to the campaign were very positive and encouraging. Participants encouraged the Council of Europe to link with existing similar initiatives rather than re-creating everything from scratch. Involvement of actors and stakeholders from outside the Council of Europe member states should also be encouraged and given visibility. Participants from Brazil and Canada shared examples of monitoring hate speech and of protecting young people. They proposed to the Council of Europe to make us of – and learn from – existing monitoring and protection mechanisms.

Conclusions and further comments:

- Hate speech online is not a European exclusivity. It exists in other countries and in different forms. Hate speech can also be used as an argument to counter freedom of expression and participation online.
- Education is central to raise awareness of hate speech and its risks for young people. Education and awareness-raising ought o include a human rights dimension (human rights education), regardless of the context: media education, Internet literacy, citizenship education…
- Young people ought to be supported in taking an active in educating about the Internet and human rights online
- Combating hate speech ought to be done in the respect of human rights; the purpose therefore is not to curtail freedom of speech and expression online but to actually reinforce by strengthening young people's awareness and confidence and removing fear of being exposed to, or target of, hatred.
- Young people may feel very alone and powerless against forms of hate speech online
- Doing away with the difference offline and online: the people are the same and so are the issues. Youth work and other forms of intervention ought to consider online and offline forms of interventions as part of the same approach.
- National legal frameworks against online discrimination and hate speech should be enforced, but this is not the first aim or concern of the campaign (other bodies and stakeholders should, however, deal with that).
- We need more research about the extent, impact and forms of hate speech online and its influence on young people. As brought up by several participants, it is also important to learn from what is being done in various parts of the world.

Workshop #111: Protecting the rule of law in the online environment

Reported by: Maciej Tomaszewski

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

Lee Hibbard (Council of Europe) highlighted the importance of the application of human rights framework in online environment. He emphasized that human rights are also applicable in cases involving only private parties.

Chris Marcich, (President and Managing Director of MPAA-EMEA) said that copyright

enforcement should focus primarily on commercial websites infringing copyright and on taking down infringing content from websites. However, he would not favor targeting individuals in copyright enforcement.

Claudio Ruiz (Derechos Digitales) said that there is a common understanding that human rights apply in online environment, and therefore the main question is how to strike a balance between different conflicting rights. This question is essential as in particular nowadays, more threats to human rights are observed.

Eric Pigal, (EESC) mentioned important issues to be considered in online environment, namely (1) applicable law, (2) jurisdiction, (3) forensic connections

Giuseppe Vaciago (lawyer and LEA expert) said that the proper application of rule of law in online environment require first the definition of serious crime. Then, it should be clearly said that law enforcement should focus primarily on those crimes.

Rashid Hajili (Media Rights Institute Azerbaijan) presented a case of the journalist's imprisonment in Azerbaijan. ECHR considered this case as violation of freedom of expression. He said that this is an example how criminal law may restrict human rights. Therefore, he said although it is important that governments intervene in online environment, this intervention might not bring positive effects in countries with low protection of the rule of law.

Harrie Temmink (DG MARKT, European Commission) presented the context of the liability regime in the E-commerce Directive which is the basis for Notice and Action (N & A) procedures within the EU. Secondly, he presented how the European Commission is preparing to introduce improvements in these procedures. He ensured that those improvements are in conformity with the rule of law and consulted with all relevant stakeholders.

Catherine Trautmann, (MEP) reminded that any limitation of fundamental rights should be narrowly defined and prescribed clearly by law. However, current legal framework is not that clear and many legal terms are not well defined. Also, she highlighted that the effective protection of fundamental rights require the proper definition of the burden of proof on the parties to the proceeding.

Malcolm Hutty, (EuroISPA) said that a major issue for service providers was distinguishing between content that is claimed to be illegal and content for which a legitimate legal defense may apply. In any case, a clear and easy to apply procedure is needed to address the procedure of dealing with illegal content.

Discussion:

A participant to the panel argued that N & A procedure does protect adequately fundamental rights as it is shaped in way that intermediaries have interest in taking down content immediately in order to be exempted from liability. Harrie Temmink provided

detailed explanations highlighting that according to the E-commerce Directive intermediaries are required to take down content only if they are convinced about the illegality of the content.

Other participant to the panel presented some problems related to three strikes law as introduced recently in New Zealand, including (1) the creation of additional regime of liability for copyright infringement, (2) unjust reversal of burden of proof, and finally, (3) the lack of possibility to genuinely enforce three-strike. This proves more generally that current copyright framework tries to prevent acts which are impossible to be stopped. Lee Hibbard answered that this problem should be seen as part of broader perspective of Internet freedom notion. Chris Marcich repeated that he advocates targeting large commercial-scale infringers of copyright.

Finally, one of the participants to the panel said that it is still important to ensure safeguards for the protection of human rights in N & A procedure to avoid chilling-out effect. Therefore, a clear obligation of full transparency and accountability should be imposed on intermediaries. Catherine Trautmann supported this idea.

Conclusions and further comments:

While the participants had each brought their own perspectives and particular concerns to this discussion, it was noted that there was consensus amongst those present on some fundamental principles for protecting the rule of law in the online environment.

1. There was support for the proposition that the rule of law and the right to procedural fairness is invoked when intermediaries intervene to suppress content and activity online on the grounds that it is illegal or infringes the rights of a third party.
2. There was support for the proposition that while illegal material and behavior should be addressed, legal material and behavior should not be suppressed, which implies a need for mechanisms to distinguish the legal from the illicit.

By synthesizing these propositions, it therefore follows that it is necessary for the mechanisms to distinguish legal from unlawful content and behavior to be ones that ensure the safeguard of fundamental rights of the party notifying illegality of the content, as well as of the content owner.

Workshop #116: An industry lead approach for making Internet a better place for kids

Reported by: Margareta Traung, the European Commission

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

Veronica Donoso (Childfocus) set the scene by presenting some of the findings from the EU Kids Online survey conducted in 27 European countries in 2010 to investigate the risks and opportunities that children encounter online. The findings show that:

- Children and parents are concerned about the same issues. They worry that the children will be contacted by strangers while they are online and that they will come across inappropriate content.
- Few children use reporting tools as they don't find them user-friendly.
- Not all children use privacy settings for their profiles on social media. For some this is by choice, but there are also issues regarding their user-friendliness. The settings are hard to use and there is a lack of consistency between different services.
- Parental controls are being used especially for parents of younger children for whom the tools seem to be effective. However, the tools don't seem to be effective for older children.

Cornelia Kutterer explained that Microsoft takes child safety seriously and has safeguards and tools for parents allowing them to avoid access to inappropriate content and limit the use of the computer, for example, in regards the time spent online. Microsoft has also done extensive interviews with parents to find out why parental control tools are being insufficiently used. One reason is that children can be tough negotiators so some parents just let go after some time. But it might also relate to the age - some parents don't want to control their children and prefer to talk to them instead of restricting the access. In most countries, a fairly high percentage of parents preferred not to put restrictions in place. However, this doesn't say that the tools shouldn't be available. The concept of active choice was also mentioned, and although it was not defined precisely what this would mean in the European context, it could be an opportunity for parents to make the decision as to whether they want to install parental tools or not.

Marco Pancini (Google) presented the work done by the Coalition's action group on providing simple and robust reporting tools. This group has collected the practices within the industry, which show that some companies provide reporting tools at the browser level and some through an application. In order to further explore how service providers can provide simple reporting tools for users; a workshop was organized bringing together hotlines and help lines with industry representatives.

The Coalition working group on age appropriate privacy settings has also collected best practices from the members. However, according to Richard Allen (Facebook), it will not be possible to achieve a common unified model for privacy settings. He further said that "when people are not surprised by who sees their information, then you have succeeded with the privacy settings"; you need to tell people up-front what will happen when they apply certain settings. However, social networks cover the whole spectrum of people and content so there is a challenge as to how to design privacy settings. Also, privacy by default wouldn't work both because of the complexity and because one reason for being on social networks is that you want to broaden your network. The question is to what extent people need to protect themselves.

What did the Coalition members learn from the process?

Marco Pancini answered that to get companies to cooperate you need to build trust. Richard Allan agreed that trust is important to make it work since you have to show your weaknesses and admit that you don't have all the answers. Cornelia Kutterer added that some of the actions put forward in the Coalition are of less interest to Microsoft since they already have safeguards in place, for example for the Xbox and Xbox live where they are built-in by design.

Jim Killock (Open Rights Forum) took the view that governments have to take an overall responsibility for protecting children online. The European Commission was criticized for pointing to education but still asking for self- regulation, which can be problematic. How you use child filters is now becoming a problem for every adult in the UK since they are going to be applied for everybody because of the active choice on parental control tools. Jim Killock warned that a toxic situation could develop that would spill over to immediate reaction without the proper gathering of evidence. He warns that self-regulation can spill off to blocking areas other than child protection. He also pointed out that children do need access to all sorts of information which some parents and schools deny them. Referring to this last remark, Cornelia Kutterer stressed that parental controls should be adapted to the age of the child with white lists for the youngest users and less restrictions for older children.

John Carr pointed out that in Europe a child has the right to its own privacy and that the cultural and legal environment in the US is different. He further said that human rights law doesn't mean zero regulation and that states have an obligation under international law to protect children. John Carr has been waiting for a market-led solution since the mid-nineties, but the only solution provided so far is education and awareness. He therefore believes that the market will not solve all the problems and those who need to be protected the most will not be reached by the awareness raising. Where is, for example, the market-led solution for the 3 and 4 year olds who need technical solutions in order to be protected?

Sevinj Muradova represented the Azeri NGO "Nur" Children and Youth Public Union, which has worked on child participation and empowerment since 1997. The Internet is something new in Azerbaijan and Internet safety is a priority. Children in rural areas need special attention. Civil society can be a great help to engage with young people and plays an important role for the social development and inclusion of young people. Media is seen as a source for entertainment, mobile technologies is widely adopted and most mobile operators provide Internet access for free.

Peter Matjasic (the European Youth Forum) agreed with the previous speakers that children are a particularly vulnerable group but argued that the preferred solution could be empowerment with a tailored approach for different age groups. He agreed that age maturity is an important concept and that some restrictions should be in place up to a certain age, but emphasized that full transparency is important. He also pointed out that parents are not always the best placed to make decisions for their children and that not only children need to "think before they post". He suggested investing in media literacy

programs and said that peer learning can play a role.

Conclusions and further comments:

- All measures have to be evaluated in order to understand their impact and the academic world has an important role to play in order to inform policy makers;
- Education is the best filter;
- Stop obsessing and look at children as individuals with rights and don't put all children in the same box;
- Technology tools are helpful but they are not the only solution - continued dialogue with the child is also needed;
- If there are good national structures in place, rapid solutions can be found when needed and the legislative route can be avoided;
- Parents still have the main influence on their kids;
- Better communication about success stories, for example by setting up a platform for sharing best practice;
- Online safety is a shared responsibility, and we need to ensure that young people are integrally involved in shaping, but also learn to respect, the “rules in the sandbox”.

Workshop #118: Law Enforcement via Domain Names: Caveats to DNS Neutrality

Reported by: Hong Xue, Organizer and Moderator of the Workshop

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

We had a multistakeholder panel, with ccTLD managers, academics and civil society activities. It was also geo-graphically diversified panel with panelists from Brazil, Russia, India, China and France. So we called it BRIC+ discussion.

The Panel primarily talked about how Internet domain names and IP addresses are growingly being used for legal enforcement purposes, such as anti-piracy and counterfeit, anti-cyber-crimes, anti-pornography and IPR protection, in many jurisdictions.

Under the law enforcement measures, a domain names may be ceased resolving, redirected to a new location (i.e. legal warning page from authority) or transferred to another party. The Panel compared the respective laws, policies and practices in Brazil, Russia, India and China with respect to DNS filtering. The Panel noted that the study on DNS filtering in ccTLD name space is underdeveloped and much needed. Although most ccTLDs in these countries don’t making content filtering policy or take down or filter domain names by themselves, they would definitely enforce the decisions from domestic public authorities (i.e. court orders and/or administrative decisions). Some ccTLD would even fast track the law enforcement requests from foreign authorities.

Conclusions and further comments:

All the Panelists strongly concerned the negative impact of DNS filtering on free speech and free flow of information on the Internet as well as on Stability and Security of Domain name system. The Panel was against to use DNS as a control panel for content regulation. The Panel also addressed the danger of segregation or differentiation of Internet traffic in different territories. The Panel believes states should exercise their sovereignty carefully so as not to restrict cyber-travel in the truthfully globalized and borderless network.

Workshop #125: Innovative application of ICTs to facilitate child protection online

Reported by: Anjan Bose

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

The growth of online applications and social networking platforms in recent times has also seen these platforms being used for distribution of child abuse images and used for approaching children. While law enforcement is actively collecting intelligence about such crimes against children, the sheer volume of these online interactions make it extremely challenging for them to collect information in real time about the ongoing incidents. It is extremely important that 1) the time between an incident and its reporting is minimized and 2) intelligent tools are developed by the technology industry (in line with the proactive monitoring tools to detect and remove spam and phishing for example) that can use social engineering tools to build smart applications whereby suspicious actions from the users will be detected and progressive monitoring within the boundaries of policy set forth by the services will be conducted.

This workshop focused on brainstorming ideas around technology that can aid law enforcement, procedures that can be put in place to guide people for better reporting of inappropriate content or incidents and also examining what the industry is doing currently to help law enforcement and the general public when their services are being misused. The three IT and communication agencies that were represented in this panel were: Microsoft, Facebook and GSMA.

Microsoft has been an industrial leader in terms of creating services and tools that are given free to law enforcement to deal with online crimes, particularly against children. The recent contribution is in the form of a technology called photoDNA that uses the worst of the worst list from the database that NCMEC (National Centre for missing and exploited children) in the United States creates; containing the images of children they receive through their reporting system. The PhotoDNA technology creates unique signature of these images that are different from other hashing mechanism in the sense that they can detect the images even if the files are changed and edited for size, name and other features.

The technology when applied to online services (such as in the system deployed by Facebook in their Social networking platform) allows automatic detection when someone uploads such images and flagged for law enforcement investigation. This prevents the circulation of such images over and over again.

Microsoft also supports the CETS (child exploitation tracking system which was developed by Microsoft to help law enforcement across the globe to gather essential data and investigate online child sex offenders.

In regard to handling reports from public and working with law enforcement, interesting approach has been taken by Facebook. They operate in a Pyramid style reporting procedure whereby different levels of priority actions are given based on the type of incidents reported. The more urgent reports that may also concern immediate risks to children are escalated to the authorities quicker than other less urgent reports. Also the community level reporting of inappropriate materials are analyzed for content and taken down if found inappropriate. Facebook's no nudity clause is strictly enforced even for adult materials and their policy strictly bars the user from uploading such content. In case of violations accounts are suspended or even truncated after repeated violations.

It is interesting to note that there are proactive smart monitoring and actions that are already being deployed by Facebook. For example, if an account profile is refused by multiple users from accepting friends request the systems already flags the user as suspicious and may mark the account for suspension. Such smart tools needs to be enhanced to better detect and deter the unlawful and potential harmful interaction between an offender and a child and can provide insight to law enforcement or the family of the child if such incidences do occur.

Facebook has committed to continue to work with child rights agencies to ensure that their technologies and services cater to the needs of the children and to develop the best guides and resources for educating them on how to stay safe online.

GSMA (GSM association) represented the interest of the mobile phone industry and their alignment with the European Framework for mobile phone operators. There are 4 distinct principles that govern their work – a) Classification of commercial content so that appropriate filters can be designed to screen inappropriate content from children b) access control mechanisms such as parental filters to prevent unauthorized access to such content c) Education and awareness raising for children and parents to better educate them about using the mobile phones in safe ways and informing about reporting mechanisms if such situation arise and d) working with International reporting hotlines and law enforcement to report illegal content involving child abuse images and removing them from the networks.

It was highlighted that the work of the Internet Reporting hotlines are of paramount importance to investigate matters related to child abuse images online and also for victim identification purposes. The GSMA mandate supports the creation and promotion of such reporting hotlines and they have already helped in the creation of a toolkit to assist the

setup of new reporting hotlines.

ECPAT has been closely involved in such process as was INHOPE and it is very important to keep this partnership going for future collaboration. Apart from the representatives of the private sectors, the panel also drew upon the expertise of individuals and representative from the child protection agencies who elaborated the need for concerted action against the criminals who produced , distribute and consume child abuse images and also that education alone cannot solve issues when children as young as 3-4 years are going online. Protection mechanisms needs to be created to better compliment the education and awareness efforts and cultural and local contexts needs to be considered as well.

Conclusions and further comments:

1) Child abuse images represent a crime scene and its severity needs to be considered.
2) Educational and awareness raising, empowerment of children are essential, but in situations where children going online or are being victims of ICT services as young as 3-4 years old, it does not solve the problem.
3) Effective legal measures and reporting systems are crucial.
4) Private sector is already developing technologies and enhancing reporting systems and proactive monitoring but those systems needs to continually evolve.
5) A lot of confusion and lack of understanding still exists among the public in general and certainly among those who are lobbying for free speech and expression about the nature and impact of child abuse images and they fail to see how these images are just not images but representation of horrific abuse and violation of the rights of the child

Workshop #128: Empowering Internet Users – which tools?

Reported by: Elvana Thaçi, Council of Europe

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

Panelists and discussants acknowledged a number of initiatives undertaken by different stakeholders to develop a better understanding by Internet users with regard to the implementation of international human rights standards on the Internet. Some notable examples are the Charter of Rights and Principles elaborated by the Dynamic Coalition on Internet Rights and Principles and the Internet Rights Charter of the Association for Progressive Communications.

The Council of Europe presented its initiative to develop a Compendium of existing rights of Internet Users. The objective is, by building on these initiatives, to give citizens a practical means of understanding their fundamental rights and freedoms online and to help them communicate with Internet actors when they think that their rights have been violated.

Discussions confirmed that people are reaching for tools on their rights and freedoms not only as a means of improving their enjoyment of their rights and freedoms but also as leverage on Internet public policy.

Private sector panelists presented different tools that they make available to Internet users. For example, some ISPs have created hotlines where users can report their problems but they are limited in scope. The approach taken is usually to assist law enforcement in fighting criminal activities online rather than to offer Internet users a tool that is responsive to a wider array of concerns with regard to the exercise of their rights and freedoms.

Google presented several initiatives it has taken to improve Internet users' online safety and to ensure transparency towards them as well as other activities in the exercise of its corporate social responsibility.

Conclusions and further comments:

Discussions with workshop participants focused on problems that users encounter such as removal of Internet content without due process, harassment of online bloggers, tracking users' activities online, the full enjoyment of freedom of expression, online safety, cyber stalking of women, jurisdictional issues, etc.

Corporations do generally recognize their social responsibilities and to a certain extent exercise such responsibilities. However, the international legal obligation to ensure the protection of Internet users' rights and freedom lies in the first place with states. More needs to be done to operationalize citizens' rights and freedoms online and to ensure that they have access to effective remedies. The Council of Europe's initiative to elaborate a Compendium of existing rights of Internet users is therefore a welcome development which is capable of renewing and re-affirming states' commitments to human rights.

Workshop #136: Free cross-border flow of Internet traffic

Reported by: Elvana Thaçi

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

Discussions focused on different aspects of cross-border dependencies which stem from the borderless infrastructure of the Internet. The Internet address system is not organized according to national borders as the post system is where we have postal codes, a city and a country to create a postal address. The Internet's transport system is not based on such a system; it spread across borders.

Representatives of the technical research community underlined that the cross-border dependencies in turn may affect Internet traffic flows or otherwise Internet content flows.

Internet Service Providers make connecting arrangements regardless of whether one or

more national borders are located in between them. The route servers are distributed in different jurisdictions. Depending on technical choices and arrangements, information requests originating from within one country may go through route servers in other countries. If in the latter countries content filtering and blocking measures are applied they could affect access to information. Instances of upstream filtering as well as technical incident were discussed.

There was a general shared feeling among discussants that although there are many instances of upstream filtering and interferences with traffic, many other remain undocumented.

The Council of Europe presented its exploratory work in respect of developing a draft instrument on cross-border flow of Internet traffic.

Conclusions and further comments:

Discussions about policy responses highlighted that further documenting of issues and challenges with free flows of information across borders are needed. These issues are complex as is Internet's technology.

In particular, it is very important to analyze the extent to which commercial connectivity choices and technical solutions can address the identified issues and the extent to which international cooperation underpinned by international frameworks is needed. Another critical aspect of free flows of Internet content is the lack of uniform conception internationally as to what is legal content.

The principles of due diligence cooperation set forth in the Council of Europe's Recommendation on the universality; integrity and openness of the Internet do provide a framework of reference for continuous thinking.

It was noted that there are some positive trends to keep the information lanes open are currently emerging in international trade policy.

Reflection on international cooperation on the free flows of Internet content should continue. An intermediary step could be to start building an environment of shared expectations, by way of starting discussions at regional and international levels.

Workshop #149: Freedom of Expression Online: Key Challenges and Best Practices

Reported by: Sanja Kelly

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

This workshop aimed to bring together various stakeholders from the academia, civil society, the business sector, the governments, and international organizations to discuss the newest threats to freedom of expression online, as well as areas of opportunity for

activism and engagement. The panelists agreed that challenges to human rights online are evolving and becoming more nuanced. Over the past decade, governments have developed a number of effective tools to control free speech on the Internet. These include blocking and filtering content that is critical of the regime, limiting connectivity and slowing down connections during protests, and arresting users who post information that is deemed undesirable.

During 2011 and 2012, however, a growing number of countries have started implementing new methods which include (1) introduction of vague laws that prohibit certain types of content, (2) proactive manipulation of online information, (3) increased number of physical attacks against bloggers and other Internet users, and (4) growing politically-motivated surveillance. These tactics, in turn, promote self-censorship, which is harder to measure and document than other, more visible types of censorship efforts.

These controls do not only affect political activists, but also millions of everyday users who find themselves in court or in prison because they tweeted something against their government or wrote about the topics that are considered controversial. In addition, these tactics have had impact on the private sector and companies like Google, who receive numerous requests from governments to take down content (e.g. on YouTube). Various measures are currently underway to counter the problem. One, for example, is the new digital strategy being considered by the European Parliament, which calls for protection of free access to information online (similarly to protections afforded to any human right), prohibiting exports of surveillance technologies to regimes known to repress Internet freedom, incorporating Internet openness as conditionality for trade agreements or foreign aid, and other measures. The United States government is offering support to activists and organizations working on Internet freedom issues, as well as pushing for better Internet policies through diplomatic channels. International organizations like OSCE are making sure that Internet freedom is high on their agenda and are engaging in both frank dialogues with their member states about the issue and criticizing them publicly when they blatantly violate digital rights of their citizens. Based on Freedom House's research project, Freedom on the Net 2012, it appears that citizens have also, at times, been successful in lobbying against negative proposals and policies. For example, both SOPA and PIPA were defeated in the United States. In Turkey, the government backed away from elaborate filtering proposals and made them optional after a large public outcry. Generally, it appears that advocacy campaigns work best in environments that already have solidly developed civil society, which can then easily be mobilized to protect Internet freedom. Such advocacy is more challenging in extremely repressive countries.

Workshop #163: Governing identity on the Internet

Reported by: Brenden Kuerbis, Postdoctoral Fellow in Internet Security Governance at the Citizen Lab

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

This workshop was co-organized by the Citizen Lab, at the University of Toronto and the Internet Society and was moderated by Brenden Kuerbis, Postdoctoral Fellow in Internet Security Governance at the Citizen Lab. Panelists included Andrea Servida (European Commission), Robin Wilton (ISOC), Mawaki Chango (Association for Progressive Communications), Marc Crandall (Google), Bill Smith (Paypal), Malavika Jayaram (Centre for Internet & Society) and a pre-recorded interview with Naomi Lefkovitz (U.S. Dept of Commerce).

Setting the Stage:

The governance of identifiers underlies many debates at the Internet Governance Forum. How unique network identifiers like new gTLDs or IP addresses are governed impacts a range of issues from access, privacy and free expression, to copyright enforcement and cybersecurity. The premise of Workshop #163 is that we are in the formative stages of governance for a new set of identifiers, those associated with individual persons. Governing individual identity on the Internet presents enormous challenges with respect to 1) differing views on the roles and responsibility of public and private sector, 2) developing mechanisms to govern Internet identity, and 3) the incorporation of fundamental rights in the governance of Internet identity.

Governments and Internet identity

The United States government and the European Commission have initiated governance activities pertaining to identity on the Internet. Numerous other governments are pursuing national identity initiatives, e.g., India's Aadhaar identity cards that incorporate biometric information. However, the USG and European Commission efforts are explicitly about governing identity on the Internet. Naomi Lefkovitz reviewed the USG's National Strategy for Trusted Identities in Cyberspace (NSTIC) and subsequently created governance body, the Identity Ecosystem Steering Group (IDESG). In June 2012, the Department awarded a two-year grant to Trusted Federal Systems, Inc. to provide secretariat functions for the IDESG and facilitate the convening of stakeholders with the goal of achieving agreement on the standards, policies and a unifying accreditation system that would underpin consumer identity on the Internet. It also awarded $9 million in grants to organizations to develop Internet identity solutions consistent with the goals outlined in the NSTIC. In the spring of 2012, the European Commission, building on several European identity efforts (e.g., STORK), published a legislative framework for interoperable electronic identification and trust services that "empowers citizens and companies" and recognizes "legitimate government interests around public safety and policy."

These domestic or regional initiatives belie the transnational nature of the Internet and raise questions as to why governments are active in this space. The relationship between identity and authority was noted. The state has traditionally presumed the authority to issue identification, but on the Internet "there's no one unifying [governmental] authority", nor does private actor authority traditionally extend beyond organizational boundaries. Therefore, there is a "natural call" for some kind of authority to "link the

different spaces [of the Internet] together in a way that...recognizes [an] entity as being the authority." It is efforts like USG's and the European Commission's that are attempting to fill this perceived vacuum.

Mechanisms for governing Internet identity

Contractual regimes as a mechanism for governing Internet identifiers are familiar territory and can have global reach, e.g., having occurred with domain names. Private actors in the numerous industries (e.g. credit card, education, health, defense) have created contractual agreements to federate identity usage across borders (e.g., Liberty Alliance). While nominally a national strategy, the USG's effort represents an attempt to create federated identity at Internet scale. However, arriving at a set of baseline rules, policies or standards that all parties can abide by will be difficult. As much flexibility as possible must be provided to organizations managing users' identities in order to allow compliance with various regulatory requirements and jurisdictions. It was also noted that, in the case of the financial industry, some companies don't see themselves as providers of identity used for authentication, rather as providers of a credential used to authorize a transaction. Nonetheless, it is quite possible (perhaps likely) for the use of an identity credential to be extended beyond its original intention. E.g., passports have become a de facto credential for identification and authorizing activities in addition to their original purpose to identity citizens and facilitate crossing of borders. An important area to watch will be the voluntary nature of government-initiated efforts, and how the credentials that these initiatives foster may become de facto forms of identity via their widespread adoption (e.g., for access to e-government services). Another important area is the assignment of liability. Governments assume no liability for the repurposing of a passport credential. Managing the commercial liability associated with reliance on federated credentials will be a critical issue going forward. E.g., if a party is relying on another organization's assertion of a user's identity in support of transaction, how will identity-related risks be separated and managed distinctly from other risks?

Identity models and implications for rights

The classic model of providing identity, e.g., a government issuing a passport, can be surmised as a single authority issuing a trustworthy credential. This high level of assurance credential and its associated authentication process and liability models are relatively mature. However, the emerging model of Internet identity relies on lower level of assurance data from multiple sources with different levels of reliability. These data convey individual and contextual (e.g., location) attributes concerning a transaction and allow a relying party to make a determination regarding authorization. It allows systems to look for patterns and anomalies rather than rely on a single trusted source of identity. Such a model allows the relying party to apply dynamic risk management techniques to any transaction, as opposed to determining liability ex ante.

The two models can be merged, where a trusted identity from a recognized authority is supplemented with attribute data. Arguably, this reflects what is proposed by the USG's NSTIC, with its recognition of both public and private identity and attribute providers as

IDESG stakeholders, and the European Commission, which builds "on the initial element of trusted identity as they are to some extent hooked into the legal system of individual Member States...on top of which private sector is called to provide much richer authorization credential-based on authentication or reputation based type services that will make the disclosure of identity to be the last resort instead of the practice."

The notion that attribute data from a variety of Internet-based transactions can be associated with an individual's identity obviously raises privacy concerns. It raises questions of data management and the obligations of identity and attributes providers to protect personal data E.g.; the Article 29 Working Party issued guidance in July 2012 with respect to enterprises use of cloud services to store personal data, the absence of legal frameworks to protect privacy in some countries was also noted. It is true that such a system can be designed to provide transaction authorization without revealing identity information and thereby be privacy preserving. However, it is a policy choice whether such systems and transactions are anonymous, pseudonymous, or identifiable, which makes the governance regime foundational documents and participation of all stakeholders, including individual users, important. To this point, the IDESG has institutionalized review by a privacy committee of any policies or standards recommended for adoption.

Workshop #172: Cloudy Jurisdiction: Addressing the Thirst for Cloud Data in Domestic Legal Processes

Reported by: Tamir Israel

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

The objective of this panel was to discuss the means by which privacy protection can be assured in an environment that exists in many jurisdictions at once and, hence, is subject to legal access by a wide variety of state entities. The panel was divided into two parts, the first focused on highlighting challenges to surveillance problems posed by the cloud, while the second focused on solutions. The hope was to adopt a practical, problem-solving attitude to these issues.

Part I: Privacy Challenges in the Cloud

Many lines are blurring in a manner that confounds traditional privacy protections while exposing increasing amounts of data.

- The Jurisdictional Challenge. While the Internet is *technically* borderless, in reality, state actors impose their sovereignty onto online environments with increasing frequency. The operating of sovereignty over shared spaces can subject individuals to the laws of another country without any realization of having done so. This in effect transforms the surveillance efforts of one country into privacy risks for all the world's citizens, as an interconnected network places their personal data at the whims of many states. The cloud, which by its nature exists in

multiple jurisdictions at once, exacerbates these jurisdictional problems which are generally inherent in online interactions.

- Lawful Intercept: Governments appear to be in a race to outdo each other in terms of increasing surveillance capacity. Legislative efforts focus on Internet intermediaries and aim to maximize intercept capability and mandate retention of transactional data. The latter, in particular, is problematic as 'transactional' data is presumed to be less private. In reality, however, online transactional data can provide a very rich and broad picture individuals lives, activities and preferences. Yet on the basis of a false 'content/metadata' dichotomy, states do not offer this type of transactional data the same level of protection as is offered to 'real' content. As activities move to the cloud this becomes increasingly problematic, as each cloud interaction generates its additional metadata.

- Voluntary Lawful Assistance. The move to the cloud places a significant amount of personal data in the hands of third party entities – data that historically resided on the home computer now sits on a company's servers. At the same time, companies are increasingly facing political and legal pressures to assist governments in their surveillance efforts. Internet intermediaries can be pressured to domestically locate servers in order to bypass in-transit encryption or to hand over personal information of their customers upon request. There is minimal oversight over such voluntary cooperation , and, hence, its scope is not well-documented. The problem is worse in some developing countries, where there are minimal incentives for online intermediaries to fight government pressures and potentially rigorous penalties for not doing so.

- Updated Surveillance Powers Meet Antiquated Privacy Protections. Absent a few exceptions (such as encryption of communications), governments are in a rush to update surveillance laws. At the same time, they do not seem to approach the need to update privacy protections with equal determination and zeal. Many legal regimes intended to safeguard privacy against the state's overriding interest in surveilling its citizens are premised on space-based distinctions that simply do not apply in an online/cloud environment. Government surveillance regimes treat the same data that was once stored at home with far less respect simply because it is in the 'cloud'. Nor have privacy laws evolved to account for the increasing comprehensiveness with which it is now possible to monitor information such as real-time location, contact networks and other types of information. This lack of interest in updating privacy and due process protections occurs in spite of the fact that there are many benefits to ensuring such protections are in place. Some service providers may, for example, wish to avoid jurisdictions which impose heavy-handed and costly surveillance obligations altogether.

- Lost Individual Control. Another feature of evolving data ecosystem is that individuals have increasingly lower levels of control over their data. This has legal and technical implications. Legally, it challenges privacy norms that closely link protection with ongoing control over access to data. Technically, individuals

are prevented from safeguarding their data with encryption and other techniques, or even from understanding how or to what extent their data is being secured by the third parties who control it. These two sets of implications combine to pose a serious threat to privacy as individual data is increasingly vulnerable on both a technical and legal basis. Worse – lawmakers seek to obligate technology to develop in a manner that facilitates greater surveillance, often minimal understanding of the broader technical and social implications.

- Intelligence vs. Law Enforcement. It is becoming increasingly difficult to separate intelligence efforts from law enforcement. Most of our privacy protections are most effective in a law enforcement context, but the line between the two is blurring. The increasing availability of 'public' data is a further challenge. It permits law enforcement to sweep up immense amounts of data and undertake forward-looking analysis, whereas our legal system seeks to check law enforcement powers primarily by preventing access to data expected to be private. No reasonable expectations apply to public data.

- Difficulty Establishing User Trust. Cloud-based companies attempt to take steps to safeguard customer data. These range from adopting security standards, to challenging legal data requests. However, while some mechanisms have developed to certify some of these safeguards in the enterprise context, it remains a challenge to convey these efforts to individual users. While there are legal limits to what providers can do in terms of protecting against state access, many cloud providers recognize the need to take these steps to secure customer trust. This is particularly important when asking people to invest their data in a new ecosystem such as that represented by cloud computing.

- Data Minimization is Strained. In this context, data minimization is strained in its attempt to limit state surveillance. The nature and utility of the online tools in question envisions users storing their data in the hands of another. Indeed, they should be able to do so – they should be able to trust online services – without needing to worry about exposing themselves to state surveillance.

- Need Security *and* Privacy. The real challenge is to facilitate legitimate and necessary security investigations while ensuring privacy protections. Security faces challenges as well in technological ecosystems, where encryption and anonymity are sometimes easier to achieve. It would be helpful to better integrate security and privacy policy-making. The challenge is that the balance we have established over centuries in the brick and mortar context is not easily grafted onto cyberspace.

Conclusions and further comments:

Part II: How do we Secure Privacy in a Transborder Cloud?

- New Governance Norms. New legal and extra-legal paradigms that are tailored to the rapidly evolving online environment must be developed. Outdated laws must

be updated so Courts can play their role in securing civil liberties, but more flexible approaches should be explored. Cooperative mechanisms that bring together representatives of responsible governments from over the world, platform operators and civil society and give them the capacity to monitor what surveillance is happening on an ongoing basis. However, it is not clear whether this type of multistakeholder auditing is enough on its own. While policymakers are often disproportionately susceptible to intelligence/law enforcement voices, and courts and legislatures struggle with the technical impacts of their policies and typically show up retroactively to clean up the mess, these institutions still have an important role to play in ensuring surveillance remains proportional and legitimate.

- Multi-Lateral Treaties & Governance Instruments. The use of regional or multi-lateral agreements might form a preferable basis for instilling some control over transborder access to cloud data. Mechanisms such as MLATs can be used to place restrictions on surveillance mechanisms. The Council of Europe's Cybercrime Convention, if bolstered with more robust human rights protections, can provide a legal framework that states can rely upon as a substitute for the application of political pressure to share information directly to private companies. Private parties are not well-placed to assess the legality or legitimacy of data requests. Often, they are not even given sufficient information to*attempt* such assessments. In this sense, strong legal protections and objective mechanisms for ensuring compliance are not only necessary, but once in place,

- Transparency. Transparency must be approached in a balanced manner. User notification is important, but should not be undertaken in a way that prematurely exposes and, hence, undermines legitimate investigations. Aggregate transparency, however, has no capacity to threaten an investigation and is necessary for informed policy making, and so that individuals can understand how their data is at risk from state access.

- Cross-Pollination of Stakeholders. It would be useful for businesses to increase hiring trends from civil society and law enforcement and for governments to increase hiring from civil society and from business. Additionally, more multistakeholder dialogue is useful to reach a common understanding of the issues and challenges involved.

- Technologically Informed & Neutral Policies. It is critical to ensure laws and practices are not technology specific but, at the same time, they need to be greatly informed by a thorough understanding of their broader technical implications.

Workshop #180: Blocking and Filtering Internet DNS Content

Reported by: Dr. Paul Vixie, ICANN SSAC

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

This workshop focused on the collateral effects of various kinds of DNS filtering/blocking, as recently highlighted by ICANN SSAC report #056, "Advisory on Impacts of Content Blocking via the Domain Name System." Panelists described both the inevitability of content filtering via the DNS, and the inevitability of evasion of such content filtering by mainstream and otherwise law abiding citizens of countries where such filtering is or will be practiced. Government policies can support filtering in law as practiced by ISP's or parents; or can mandate some type of content filtering to protect online content.

In Western democracies, content filtering of content deemed illegal occurs in a variety of jurisdictions. In some countries blocking is mandated, whereas in others it is voluntary. Technical measures have evolved the space where content is distributed has changed over time. The panelist who took Interpol's place on the panel spoke about the experience of the Internet Watch Foundation (IWF) in the UK. He gave a detailed description of the history of blocking in the U.K. It evolved from banning USENET newsgroups, which started in 2001, to URL blocking in 2004 when the web became the dominant means of information sharing and dissemination.

When it was first established in 1996 the Internet Watch Foundation (IWF) responded to complaints from the public but any response could be short-lived since demised content could be quickly re-posted over and over, where each takedown event would have to begin with a new complaint. A decision was made by IWF to behave more proactively. Today IWF maintains a list of "bad URLs" (not bad domains, just specific web URL's, to avoid collateral damage). This is complicated and expensive compared to DNS based filtering or IP address based filtering. The blueprint for this URL-based system is available from British Telecom, free of charge, to responsible network operators. Disrupting the trade is the real goal of government policy in this area; not stopping committed abusers. In the case of online child abuse materials, the dignity and peace-of-mind of the victims is a priority.

Political, economic, or cultural motives are often not subject to useful debate outside a country where the policy is made and enforced. In practical terms, each country absolutely will exercise self-determination in this matter. It's also important for each country to pay attention to its CCTLD and to avoid criminal domain registrations, for example domains used for phishing and other electronic crime. ICANN's slogan, "One world, one Internet" does not mean "One world, one network, one set of rules." Collateral impact by policy blocking is inevitable. The continuity and spirit of the Internet asks any nation who mandates Internet filtering to inform Internet users both inside and outside that nation as to the exact nature and method of blocking to be used. Otherwise the Internet operations community could accidentally work around the filtering.

The power of states is greatly reduced online. Blocking DNS while also cutting funding for child protections and failing to investigate corrupt government officials is at best a losing proposition. No technical measures can circumvent good traditional law enforcement.

Conclusions and further comments:

We are concerned about the effects on Internet infrastructure development, for example unforeseen technical constraints on the future usability or total size of the Internet due to government policies made for present day reasons. Policy makers with a content filtering problem often look at the DNS as a simple solution to that problem, but simply filtering the DNS is both unlikely to succeed and likely to cause other problems. An example of collateral damage is "balkanization" where the Internet namespace becomes noticeably non-universal and we lose the ability to reach out globally based on a single set of names that mostly just work everywhere. This is an example of "countermeasure overshoot". Article 19 of the Universal Declaration on Human Rights requires that communications blockage be described and declared. Article 29 lists some exceptions.
The technical community owes the world's governments some choices as to how they enforce their laws in the context of the Internet. Simply saying "the Internet must not be blocked" is unrealistic and unhelpful. An IETF RFC BCP (Best Current Practices) document and an ICANN SSAC Advisory, each authored by a team of peers in the technical community, would provide welcome guidance to the world's governments.
The inaccuracies in "whois" are indirectly responsible for much Internet related government action, since the Internet does not support the kind of recourse and accountability that is present in the real world. ICANN has responsibilities in this area, recently reiterated in the Affirmation of Commitments document, and the ICANN Board knows that it has work to do in this area.

Workshop #181: Who is following me: tracking the trackers

Reported by: Christine Runnegar and Sophie Kwasny

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

The objective of this workshop was to explore:

- Current and emerging trends in online tracking and their purposes
- How to give individuals full knowledge of the tracking that occurs when they go online and mechanisms to exercise greater control over tracking and data use
- The respective roles of all actors (government, law enforcement, businesses, browser vendors, advertisers, data brokers, users, etc)
- Whether effective data protection online can be ensured solely by law and how to develop laws that accommodate different tracking scenarios
- Whether a traditional consent model is sufficient and effective
- Whether self-regulation and voluntary consensus standards offer better options for adapting privacy choice to the rapidly advancing technology environment
- How to deal with less-observable tracking (e.g. browser and/or device fingerprinting, monitoring of publicly disclosed information)
- How to ensure transparency, particularly on small mobile devices

The discussion started with the panelists' definitions of online "tracking" and the way it is performed, ranging from a tool to follow users online and build profiles, to the fact of attaching a unique identification number ('micro tag') to an online activity in order to follow a digital footprint. Panelists also raised the specific issues of the interest of the users in being 'tracked' and the general lack of awareness of the 'tracking'.

A key question which was then addressed by the panelists was how users might avoid, or reduce, online tracking. Various existing technical tools were mentioned by the panel, such as: the Tactical Technology Collective initiative 'me and my shadow' aimed at helping raise users' awareness of their digital 'shadow' and reducing it; the Electronic Frontier Foundation 'Panopticlick' test for users' browsers and tools such as Collusion, and Tor which enables anonymized surfing. The limits of such tools, including that they can only catch a small part of the data in real time, was also pointed out.

It was reported that in the USA, the Federal Trade Commission encouraged industry to implement a universal, one-stop choice mechanism for online behavioral tracking (Do Not Track) that would provide a simple and easy way for users to control the tracking of their online activities.

The purpose of the proposed Do Not Track policy, and more specifically the Do Not Track HTTP header, was underlined precisely as being another tool aimed at enabling users to exercise better control over their online tracking.

The European data protection position regarding online tracking highlights the importance of the unambiguous nature of the consent of the user (see in particular WP29 opinions on consent and on cookie consent exemption) and the application of the e-privacy Directive to both first and third parties.

The Indian perspective regarding online tracking was presented as one generally favorable to technology, which is seen as positive, and the fact that no rules on online tracking currently regulate the matter was pointed out.

For the advertising industry, tracking is a means to better understand what products a user might want, relating to enabling services to fund high quality content, while being privacy-friendly through its "anonymous nature" and self-regulated practices.

Do Not Track (DNT)

DNT is a technology and policy proposal aimed at universally enabling users to opt-out of tracking by websites they do not visit, including analytics services, advertising networks, and social platforms.

For the USA Federal Trade Commission, to be effective, a DNT system should include the following key principles: it should be implemented universally, it should be easy to find, easy to understand, and easy to use, the choices offered to the users should be persistent, it should be comprehensive, effective, and enforceable and should opt out

consumers of behavioral tracking (both targeted advertisements and collection of behavioral data for all purposes other than those that would be consistent with the context of the interaction).

From a European perspective, it was underlined that DNT is a complementary tool but cannot be considered as the sole compliance element in respect of the e-privacy Directive.

The W3C Tracking Protection Working Group is trying to standardize the meaning and technology of DNT with a view to improving users' privacy and control, by defining mechanisms for expressing user preferences around tracking and for blocking or allowing tracking elements.

Microsoft decided to enable DNT by default in Internet Explorer 10 on the basis of its consumers' expectations (default 'on' supported by 75% of the users, with higher percentages when children are the online users) and gives a clear explanation to its consumers of what DNT by default means, who have the choice to leave it on or switch it off.

Discussions are still underway in the W3C Working Group which is being followed by several entities represented on the panel. The panelists expressed the hope that the Working Group would reach consensus soon and provide agreed recommendations.

It was also noted by one panelist that for the online behavioral advertising model, the prevalence of the expression of a DNT preference could entail hard limitations which may lead to the concentration of the business with bigger entities.

The panelists also exchanged views on the ways to ensure that the user's choice to opt-in (EU) or opt-out of tracking will be complied with. Various enforcement and compliance instruments (regulatory framework, self-regulation, and consumers' organizations) were mentioned.

Finally, the undisclosed tracking and collection of data carried out by governments was also mentioned as an illustration of a lack of transparency and potential privacy infringement.

Workshop #185: Criminal law and the free and open Internet: tensions and ways forward in democratic societies

Reported by: Anja Kovacs

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

The workshop was divided in three parts. In the first part, we tried to set the broader context and to show that even in democratic societies, which the workshop focused on, there is great variety in our understanding of what the appropriate ways to, for example,

protect freedom of expression, are. The debate started with a discussion of the Innocence of Muslims video, with Iarla Flynn from Google explaining how Google handled the controversy surrounding the video in different countries.

Interestingly, and somewhat unexpectedly, we soon found ourselves in a situation where, on the one hand, a staunch pro-free speech activist from Pakistan asked Mr. Flynn why Google didn't take down the video in her country, where several people died in related protests, while on the other hand, Moez Chakchouk from the Tunisian government's Internet Agency argued that Google should not take down such content even where it has received a court order. The setting of the scene thus brought out very clearly how complex the issues involved are, so much so that different actors at times are lead to take positions contrary to those that one might perhaps have expected from them.

In the second part of the workshop, we went into the challenges that exist due to the tension between the application of criminal law online and the free and open Internet. Carlos Cortes noted that increasingly, the desire on the part of governments to implement criminal law online as well is leading to the emergence of architectures of control in which criminal law becomes embedded in the Internet at various layers, including the content layer.

Further, businesses play into this desire to regulate users more and more according to criminal law at least in part by creating terms of service that, as Paul Fehling noted, have increasingly come to resemble "accidental constitutions", in that they have become a new level of regulation that more and more of us have to abide by if we want to be able to express ourselves.

These two elements together – the way criminal law is implemented in the architecture of the Internet and in the terms of services of businesses – lead to new behaviors online, a forced acceptance of new kinds of behaviors. How we have to give up our privacy on certain platforms is one prominent example.

We also spoke of the cooperation of businesses with law enforcement leading to the privatization of law enforcement, a system under which citizens often find it considerably more challenging to get recourse. It was pointed out that it sometimes is difficult to understand what the principles are that intermediaries in particular apply in cases of controversial content, and sometimes, one participant in the workshop remarked, it seems they are pragmatic in their decisions rather than principled, making it particularly challenging for users to understand what exactly is going on.

Where challenges from the point of view of States are concerned, we discussed the issue of cross boundary harm at considerable length. There have been instances, for example, in which the government of State X has seized a domain in State Y, even though the activities of that domain were legal in State Y. What such instances make clear is that a State asserting its sovereignty online in the same way as it would offline can harm the rights of users in another State. As Mr. Fehlinger pointed out: in the online sphere, "sovereignty kills sovereignty".

A final set of challenges that received attention in the workshop was that of how the patchwork of laws has lead to an increased risk of forum shopping. In Latin America, Mr. Cortes pointed out; defamation is treated very differently in different countries: while some countries have it on their books as a civil offence, in other countries it is criminalized. There is a risk that journalists who publish online will now be persecuted according to where punishments for defamation are likely to include jail terms.

The third part of the workshop, finally, looked at ways in which the tension between the application of criminal law and the free and open Internet can possible be eased, even if perhaps not entirely resolved. A first set of arguments related to the point that both users and governments need to attain a much better understanding both of how the Internet works and what the issues in the debate surrounding the application of criminal law online are exactly.

Secondly, it was argued that both governments and businesses also need to be far more transparent and adopt far better and stronger processes. Where governments are concerned, the point was further made that there is a need to be more clear about the different steps involved in making good policy, and the need not to skip any of these steps. At the moment, there was a sense, a lot of action taken with regard to the online sphere seems to be about “doing politics” rather than about “making policy”.

Mr. Chakchouk gave the example of his own country's current policy as a third way to ease the tension. In Tunisia, the development of the Internet and control over the Internet are two aspects of power that are kept separate. Moreover, the Tunisian Internet Agency is a staunch advocate against any kind of Internet censorship. However, Mr. Chakchouk argued, governments should have the opportunity and ability to go after those who commit crimes online. In this scenario, in other words, surveillance thus becomes an antidote against censorship.

Finally, there was discussion around the value of instruments such as the Inter American human rights system and the need to identify shared norms and standards that can be applied as a way to move forward collectively.

Conclusions and further comments:

The above is only a brief overview of the most important issues raised in the workshop, which was marked by extremely rich discussions, with a wealth of ideas to make progress in what is emerging as one of the most challenging areas in Internet governance. The organizers are very grateful to the speakers and audience for their engaged and extremely valuable participation.

Workshop #195: Citizenship in the digital era - meeting the challenges, empowering children

Reported by: Marie Bach Drivsholm

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

The five youth panelists started with presentations on their views on what being a citizen in a digital era means to them. They had different opinions on whether or not there is a difference between who you are and how you behave when you are online or offline. The theme of parental control was touched upon and it was expressed that there is a significant difference in dealing with children online when they are very young and when they are teenagers. The Azerbaijani youth delegate explained about the situation in the Azerbaijani society where there is a big difference between the rural and the urban areas as to how children use the Internet and how parents are prepared to teach their children about it.

After having opened the discussion to the floor, the adult panelists did their presentations. Sevinj Muradova presented the situation in Azerbaijan pointing out the groups of vulnerable children that are not easily reached by the usual initiatives and educative approaches. She explained about her organization’s projects producing sustainable and comprehensive educational material. Finally she pointed out that children need to be heard when making policies concerning them.

Larry Magid from Connect Safely had two points: to stop patronizing children and to stop giving misinformation. He pointed out that education per se is not what is needed. Education needs to be accurate and up-to-date. He presented an idea to how Internet safety could be managed by using the American health model with primary, secondary and tertiary levels of protection.

Susie Hendrie represented the mobile phone industry and gave examples of how they see that innovation comes from children. She stressed the importance the mobile phone plays today as the mobile is empowering social engagement system, mentioning the Arab spring. Susie Hendrie explained how they have done a lot of research around the world outside of the developed countries. The findings are that kids are using smart phones there too and that it is not just about privileged kids who have access to this technology. This technology is impacting children in all parts of the world. Furthermore she stressed how they, in order to take responsibility, have developed guidelines for apps' developers. Developing an app for an adult shouldn't be the same as for a child. They have given guidance for a default off location and using different language and taking age verification into account as well.

John Carr from eNACSO stressed that there might be fewer cases of assaults, suicides and bullying, but the consequences when these things are happening on the Internet are immeasurable. They become global. The point is that even though the grand majority of children online don’t experience inappropriate things, the 2% that do is still a lot of children. On the Internet little percentages matter.

Conclusions and further comments:

To children and youth the Internet is a source of information, communication, education and a great deal of fun. The vast majority never encounters any problems when online. But on the Internet small percentages matter, so if 2% are being harassed or assaulted measures must be taken into use in order to prevent and stop that. Therefore, the main conclusion of the workshop was that "one size doesn't fit all".

Main Session: Taking Stock and the Way Forward

Seventh Annual Meeting of the Internet Governance Forum
6-9 November 2012, Baku, Azerbaijan

9 November 2012

Chair: Mr. Yashar Hajiyev, Azerbaijan

Introduction

Ms**.** Constance Bommelaer, Director Public Policy, Internet Society

Moderators – Part 1:

Mr. Bertrand de La Chappelle (ICANN)
Mr. Qusai Al Shatti (Kuwait)

Speakers – Part 1:

Mr. Vladimir Radunovic, DiploFoundation

Main Sessions moderators /rapporteurs: Emerging Issues - Ms. Jeanette Hofmann, Access and Diversity - Ms. Karen Rose, Security, Openness and Privacy - Mr. Alejandro Pisanti, Critical Internet Resources - Mr. William Drake

Moderators – Part 2:

Ms. Nermine El-Saadany, Egypt
Mr. Anne Carblanc, OECD

Speakers – Part 2:

Mr. Wolfgang Kleinwaechter, University of Aarhus
Mr. Guy Berger, UNESCO
Ms. Elvana Thaci, Council of Europe
Moderators of feeder workshops: Mr. Izumi Aizu, Mr. Carlos Affonso Pereira de Souza

M**oderators – Part 3:**

Ms. Avri Doria, Civil Society
Mr. Vint Cerf, Google

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The following is edited output of the real-time captioning taken during the Seventh Meeting of the IGF, in Baku, Azerbaijan. Although it is largely accurate, in some cases it may be incomplete or inaccurate due to inaudible passages or transcription errors. It is posted as an aid to understanding the proceedings at the session, but should not be treated as an authoritative record.
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Constance Bommelaer:

We will begin this morning with an overview of the entire IGF. As a new development for this year, we will hear a presentation of messages from the IGF cloud and many ambassadors and fellows have contributed to this exercise. These messages are a synthesis of what has happened, what has been said online and in social media about the sessions and workshops this week. We will then have a brief summary of each of the five main thematic sessions that have taken place in this room. Next the moderators will take us through a discussion on principles and frameworks for the Internet and Internet policy inviting organizations from the floor to inform us about the way they had done their work on these principles. I hope all participants will think about how the IGF might address these Internet governance principles and prepare your questions please. Last, we will discuss what the way is forward for the global Internet community and for the IGF. The moderators will introduce recommendations made by the CSTD working group on the future of the IGF. We are also only two years away from the WSIS plus ten, the ten year review of the world summit on the information society, which of course will have implications for the IGF.

Bertrand De La Chapelle:

The purpose of this first segment is to ask rapporteurs for each of the main sessions is to come and give a two minute summary of the discussions and the possible messages that came from each of the each sessions, we have one rapporteur for each and I would like to ask first Janet Hofmann for the emerging issues session to come and give a report.

Jeanette Hofmann:

I am reporting from the main session on emerging issues. This session discussed two topics, the first was the role of the Internet for disaster recovery and the second was about free flow of information, intellectual property rights and freedom of expression.

The lesson from the first topic is the following: the role of the Internet must be understood in the context of the diversity of media available to generate and distribute information. Digital and non digital media including such simple things as paper and pencil need to interact in order to create a local infrastructure that helps people to find each other and communicate vital information such as availability of water, roads et cetera.

Equally important, governments should prepare for disaster recovery by digitizing public information, providing information in a machine readable format by providing equipment and offering training. The summary of that is that the emphasis on flow of information is more important than that on information technology. This second topic was supposed to address free flow of information, freedom of expression and intellectual property rights. Instead, the discussion revolved around common principles underlying information. In particular, the Panel discussed the principle of neutrality with regard to regulation.

As a general principle it sounds very reasonable to ask that regulation should be technologically neutral. We should, for example, not treat one type of software differently than others. In practice, however, this principle faces tricky problems; one is that each generation of media comes up with a different tradition of regulation. Broadcast media for example, has been heavily regulated, much more heavily, in fact, than digital media. Second, we have different regulatory cultures across countries, privacy issues but also regulation of hate speech has been mentioned as examples of this second challenge. Against the background of media convergence, regulatory diversity creates many problems. Representing these different regulatory cultures the Panel could not come up with a common view as to how to address these challenges. One panelist warned against agreeing on the lowest common denominator, whilst others emphasized the importance of free speech. It seems clear that the problems will stay around for a longer time.

Rohan Samarajiva:

The Internet governance for development session consisted of three clusters: the pending expansion of top level domain space; secondly, the enabling environment including investment and innovation issues; and, thirdly, a related cluster on infrastructure. On the first cluster, there seemed to be a general consensus on the need for the development of markets for ccTLD and gTLD domains. On the second and third clusters there was agreement that infrastructure development issues should be dealt with through multi stakeholder processes. If there was a degree of difference in the audience it was with people particularly from the developing world seeing the second set of issues being more important than being a precondition for discussions of top level domain issues and such, a degree of sort of differences in emphasis.

On these second and third clusters, emphasis was placed on the need to create the proper conditions for investment and environment conducive to decentralized innovation and, at the least, that governments, particularly at the international level, should be cautious about creating or putting into treaty level or other agreements anything that would be hostile to a greater investment and would be hostile to greater emphasis on innovation.

Karen Rose:

It is a pleasure to report out on the access and diversity main session. I would argue that the issue of access and diversity and the topics we discussed in this session are among the most important of the entire IGF because without access and diversity few of the other Internet governance issues that we talk about in this forum have any real practical impact.

The MAG gave us five very challenging topics to cover in our three hours; those were infrastructure, mobile and innovation, the empowerment of women and people with disabilities, free flow of information and multilingualism. We aimed to discuss these from a perspective of promoting human, economic and social development in line with the theme of the conference. While it would be impossible to provide an overview of any one session in detail, let me provide you with a couple of meta-level takeaways.

In discussing the issues of access and diversity, we found we must simply go beyond talking about rolling out connective, particularly in a binary proposition way of those who have access and those who don't. Infrastructure and connectivity is obviously a key prerequisite and our Panel did discuss these in infrastructure and mobility sessions in particular. However, it was recognized that in order for access and diversity to be meaningful, especially in the context of economic and social empowerment we need to talk about the Internet as a value proposition and take a broader view of how to transform the unconnected into empowered Internet users, users into Internet creators and creators into innovators that will fuel the transformation of social and economic development.

A couple of key themes that emerged across the five areas we discussed were the need to discuss and talk about driving demand for the Internet, how to make the Internet experience a more relevant experience for users, including those that are vulnerable and under served and spurring the development of content. What is more, it was noted and what emerged is that the full range of stakeholders has important and mutually enforcing roles in this access and diversity ecosystem. For example, we touched on what, if somewhat of an untraditional role or the role of government in increasing content on e-government services, in order not only to extend services and participation in the Internet but also to drive demand for the Internet itself. In addition we talked about NGO's providing last mile solutions. What we discovered is that no one stakeholder has only one box or one role to play in this ecosystem.

One reflection is that it might be useful going forward to look at these issues from how to fuel the Internet economy in general and empowerment in that Internet economy. We found that the sharing of experiences in particular and real world case examples across stakeholders was particularly useful. We also found that the interactions between, if I may say, more long time IGF participants and the new faces, including from the audience and remote participation, were quite invigorating.

Alejandro Pisanti:

This is the report from the session on security, openness and privacy. With the request I received from Constance Bommelaer, I am also including some aspects outside the main session which give out a more complete picture. Our seventh meeting of the Internet Governance Forum held numerous discussions on the intertwined subjects of security, openness and privacy. The subject was the theme of our main session and workshops and also of interesting dynamic collisions, open forum and other discussions. The brunt of the attention was dedicated to the relationship between security and privacy or, more broadly this year, between security and rights, among which privacy is present with its own

weight, for its impact on other rights as a symbol or even shorthand for this. The 7th IGF included many more rights related sessions than any previous year. Statements about rights threatened by surveillance permeated a large part of the discussions. Continuing from previous years, the balance between opposing trends as well as views of cybersecurity serving instead of opposing privacy and liberties went on being the focus of many debates.

In some of these debates clear cut cases and figures for state driven surveillance were shown. Some of these are staggering especially in view of the application, accelerated application of analytics and correlation, which allow the deanonymisation of data captured originally as anonymous. In many cases shown the justification for the scale of data capture and retention cannot be readily found. The impact of surveillance has a chilling effect on the rights of free expression and free association was underlined as well. Identity management; a key element of online security and privacy was discussed. Among the most forward looking contributions is a view of evolution from top down owned in entity, authentication and authorization and framework, that was identity management based on multiple sources which only require a low level of trust in each. Openness was not intensely discussed in this intertwining of subjects; however it was the subject of many discussions, English libraries and librarians play an increasing role in the Internet Governance Forum and a dynamic coalition on Internet core values. The communities concerned with rights and with security have not been communicating enough. A call is made for further multistakeholder dialogue open to many diverse needs and points of view.

William J. Drake:

I was the co-moderator with Chris Disspain of the critical Internet resources session. The session covered 3 big topics all of which were fairly controversial and rather interesting and I think we had a lively and vigorous debate on each. The first one was the question of the new gTLD program being pursued in ICANN and the ways in which some parties have received the prospect of 1900 new gTLD's entering the route in particular the concerns that have been expressed by some stakeholders around the world not all of whom have been engaged in the ICANN process about particular types of strings such as highly generic terms like .book, or terms pertaining to a regulated industry or pertaining to culturally or religiously salient terms, or geographical terms and so on. So we talked a little bit about how some parties perceive the possibility of these new strings being entered into the route and what are the procedures that ICANN have put in place for parties to be able to raise concerns and challenge these decisions. We talked in particular at some length about the role of governments and the government advisory committee, and whether it's authority was sufficiently strong or too strong vis a vis the finalization of these sorts of decisions within ICANN and I think it is fair to say that was a topic that gave rise to robust disagreement amongst some parties which is entirely normal and perfectly fine.

The second topic that we talked about was a perhaps even more controversial one and a kind of an emerging issue and this notion of establishing markets, secondary markets for

IPv4 numbers. There was apparently a workshop, a feeder workshop the prior day that had looked into this in some detail and it had generated quite a lot of heat and some of that carried over into this discussion. And of course the question is whether, having markets and using markets signals to reallocate a scarce resource could serve some purpose alongside the existing mechanisms for the allocation of IP numbers; or whether this was in some way going to undermine the existing frameworks or being consistent with the global public interest more generally. Parties had very different views on that topic as one might expect and obviously this is something we will return to again somewhere down the line because there are those who think the issue will not go away and that parties will continue to push for establishing some sorts of markets like this.

The third and last topic that we discussed pertained to the upcoming World Conference on International Telecommunications; that will be held by the International Telecommunication Union in Dubai in December 2013. There the ITU members will renegotiate a longstanding international treaty, the international telecommunications regulations and there has been much discussion as to whether those regulations might in some various ways impact the Internet and indeed serve as a form of kind of multilateral Internet governance. We had a great deal of discussion in particular on the topic of proposals that had been made by the some parties with regard to the economic organization of peering and interconnection and the notion that perhaps one could move towards a centre space sort of approach and have quality of service and other kinds of objectives built into the regulatory framework. There is also a Meta question that pertains to the boundary lines between telecommunications and the Internet more generally in an era of convergence, when public switch telephone networks are all moving to be based on IP chord networks.

There are a number of other issues as well; how broad the regulations should apply to which actors etc. So this was the subject of great interest of many parties and gave rise to a lot of vigorous debate as well. I think there was a general consensus in the room, among the folks here, that the regulations should not extend deeply into the Internet environment and should really pertain to the traditional realm of telecommunications administrations and recognized operating agencies, providing international Telecom services as they are traditionally understood. But of course, this is an ongoing issue and we will have to see what is decided in Dubai by governments in December.

Vladimir Radunovic:

I was in charge of coordinating the efforts of ISOC Diplo fellow's who were working on reports on discussions and trends in the cloud, meaning the tweets, blogs and various other posts online. This is the first time we are doing it, I am quite happy that we also included it and here is why. In the past 7 days we had an amazing 3,000 tweets related to the IGF; in only the past 24 hours we have about 1,500 tweets reaching out to approximately 2.8 million followers on twitter, which is an amazing figure. So to speak we did have a parallel IGF, with open and sometimes even heated discussions. The integral cloud content which was aggregated is available online; you can find it at IGF2012.diplomacy.edu.

A couple of highlights from the discussions; there were raised concerns on freedoms and rights online including the online rights and freedoms in the host country. They were discussions, heated discussions on the enhanced cooperation with the majority of people noting that the IGF is an excellent example of the enhanced cooperation model. There were questions whether the Internet is a human right and whether it should be considered a human right and the debates were much polarized there on both sides. There were a lot of comments about WCIT, the ITU meeting in Dubai and especially about the speech of the Secretary General of ITU, Hamadoun Toure at the IGF opening and in completion with some of the recent interviews which are available online.

There were also other topics which are not that heated, among other, women and children empowerment through the Internet. Searching for a better term than multistakeholders but also defining who are stakeholders and what should be their roles, and finally the mentions of the Internet for the disaster relief.

Qusai Al-Shatti:

I would like to give the floor to the audience for question and answer and I will start with my dear colleague, please, go ahead.

Subi Chaturvedi:

I teach journalism and media studies in New Delhi. I also run a foundation called Media for Change. This was my first IGF. I was here in the capacity of academia and civil society. I really want to use this opportunity to thank people who facilitated my presence here because academia and civil society often get left out of the discussion. I think it is a life changing moment for me and Facebook has these events, life events. I think this is going to be one of the moments for me because I know Vint kept hinting at the fact that Google hangouts work but we tell him it is not nearly the same experience.

There are just three quick points I want to make and I do believe I would be failing in my duty if I didn't say this today because what we do here today as a teacher, I think we owe it to our generations to come to make a stronger effort because Bill just hinted at the debate around ITRs. My first intervention really is we are here today at the IGF which is clearly one of the most transparent multistakeholder accessible processes and it is clearly bottoms up. If we take this to a platform which is not inclusive, which would not have people such as ourselves, I don't know, we could, if possibly the Chair could do a show of hands, we would know how many of us are going to be there in some of the most crucial decisions are going to be taking place. To use this platform, a platform which is not multistakeholder, which is not bottoms up, and is an inter-governmental body facilitating platform.

The Internet and the speed and the rapidness of change is so fast that we need to do a series of events, multiple events, regional events, national events, we have had an Arab spring, we have had a bit of an Indian summer, if we could look at an Internet governance

movement. At the risk of sounding repetitive I will go no and say what we need today is an Internet governance movement. At one of the sessions I was in I was asked what is at stake. I think what is at stake is Internet and freedom, two of the most important things we cherish and care about.

My third and last submission I will wrap it at that is the fact a lot of us worry about dissemination and what we take away and the way forward because this is closing and we are looking into the crystal ball and trying to figure out what more we can do, if we could institutionalize best practices, if we could look at creating a platform where regional and national experiences could feed into each other, not necessarily become similar, retain their differences, retain the fact they are special but share learning and create bridges. That is what maybe the MAG or the IGF secretariat could do for us, facilitate dissemination of information.

Parminder Singh:

Just to keep the dialogue moving and get more people warmed up to make interventions, I thought I should step in. I recognized that the working group on IGF improvements had very few real recommendations but one of them was that, that the whole agenda should be structured around clear policy questions and people should respond to those policy questions and frame alternatives.

I did not see it happen in that manner and I do wonder why would MAG not have already taken notice of those recommendations and started working on it. I do realize the recommendations get finalized when the UN General Assembly would adopt them around December but I mean this is something which already inside the MAG people have started to talk about and was there an attempt to do it or finally in implementation it didn't happen on that particular recommendation of the working group?

Joonas Makinen:

It has been quite many years since young people started wondering how we could be more active in IGF and I have to say that things have gone much better over a couple or few years and I would like to just mention a few things, what we have noted this year about youth participation and Internet governance. It has been wonderful to see how much more actively we have discussed youth, their importance in these discussions, taking opinions into account and acknowledging that they actually have something important to say. But as some feedback to the IGF in general, I would sadly still have to say that IGF still suffers from sort of a youth showcasing so instead of having many young people as participants in general, there seem to be some panels which are specifically made for young people, as is here they are, look here they are, and this is something that really shouldn't be there, young people should be out there and going to the workshops they are interested in.

So what is stopping them going to the workshops they are interested in? It is mostly because the essence of IGF that it goes all around the world, which means travelling, it is

in English and not everything is translated. I think it especially blocks young people from joining because of language barriers because it always needs some sort of a backing organization or a funded project like the youth IGF project we have seen here, to actually get them on location.

It is getting better of course now we have seen Nordic Youth, we have seen UK, and we have NetMission Asia. It is getting better and better I think. In general, I think IGF could do something to make it easier to join here. For example, I don't see local youth here, it could have been possible in many situations but IGF I suppose it is just not marketed as saying hey, we have this important event happening in your country, in your city and this concerns your normal behavior, everyday life or at least will in several years. Would you be interested to come and share your views? Especially as there are many people from abroad who don't know how you behave and what you want from the Internet?

A few more points is that, where people are discussing youth or even children, I would want to stress that especially there young people should be there. I have been into numerous child protection panels but you don't see young people there. You don't see children there. I think it may get very much on the wrong path if we don't actually check what the children and young people want or what they are after. That is pretty much it for the general picture, I do want to say copyright anecdote though. It appeared that we discussed a lot about copyright and blocking and several of these issues we are discussing here with adults here as well. It seems that youth want attribution and access came out to be a very specific point. Also, young people should be able to learn the positives and negatives of the Internet; they should not be restricted by the blocking.

Peter Major:

I just want to reflect on the intervention of Parminder concerning the implementation of the CSTD recommendations, the working group recommendations. Parminder, you rightly pointed out that the recommendations are about to be accepted by the General Assembly in the coming days so even though we really wanted to conform to the recommendations within the MAG, we weren't mandated to do so, so we had to go with what we had. I can promise you that I hope it will be accepted we shall try and implement most of the recommendations, if not all. I hope that in the next IGF you won't have the same question.

Subi Chaturvedi:

I think the point the gentleman raised about the question of involving youth, because this is about the Internet. We have put together the first in the IGF and we dedicated out of the two days, the first half day session to a debate which involved students from across 24 leading technology and communication institutes, I do believe when we asked this question which is about protecting vulnerable communities like women and children, a lot of the debates leave the youth out and leave these very stakeholders out. If they have not come to us, we will have to go to them. We will have to because this is innovation, this is bottoms up, we will have to create events that engage them, whether it is through

debates, whether it is through public participation or public hearings which involve the youth. If the MAG could coordinate with some of the other IGFs and do a similar process oriented document when we learn from some of the experiences and also make an active effort at engaging with both youth and gender. I saw a lot of panels with gender balance some of them had more women than the others but this is one submission I had.

Sivasubramanian Muthusamy:

There are some participation issues discussed and some talk about the disconnect between national IGF's, regional IGF's and the global IGF and some language issues discussed. The solution could all come from going online, going to the Internet. If we have between IGFs, if we have a continuous Internet Governance Forum 24/7 online as some kind of an expanded Google hangout, for all participants to continuously interact, issue by issue, in an organized way, I think all this disconnect could be removed and we can have some continuous activity and can have real outcome, thank you.

Etienne Tshishimbi:

We are talking about access here and for a long time now about two years, I have been looking at the IGF Secretariat website and I always notice that it is only in one language. This is a real problem for the involvement of those who do not use English for communication, so the recommendation that I should like to make is as follows. Really the website of the IGF secretariat needs to be made multilingual. The documents on the website need to be translated into at least the six United Nations languages.

Another point that I should like to add relates to the general public communications campaign. A few years ago we saw an awareness promotion campaign on AIDS. It started 20 years ago. That AIDS awareness campaign worked. The whole world was made aware of the dangers of AIDS, why can't we copy what they did for AIDS in a real campaign on Internet governance?

Bertrand De La Chapelle:

Actually, the idea is not to make a summary of things, one of the objectives of this session is also to try to aggregate messages and short elements and we need to improve this system on an ongoing basis to facilitate the drafting of the report of the Chairman at the end of the IGF.

I would like to practice by example by providing a few key words that I think have structured some of the things that I have attended or participated in. One key word was clearly enhanced cooperation which became less of a taboo thanks to a pre event. It has been discussed in the IGF and significant progress I think has been made in both the understanding and how it will move forward in the IGF and outside.

The second key word that has not been mentioned but that has percolated is big data. Big data and the cloud are the two themes that have connections and that maybe taken into

account for future discussions in setting up the agenda of the IGF. The third element was some new principles are emerging that are specific to the Internet. They are not accepted by everyone, they are not agreed upon by everyone but they are moving one step further in terms of implementation, that includes things like the Council of Europe no transboundary harm principle, which is not accepted but is emerging or the question that the Brazilian is envisaging regarding the neutrality of the logical layer of the Internet in issues of blocking. Finally, the WCIT has been a big issue allowing people to educate themselves about what this process was and what its challenges and opportunities were. I think it is an illustration of one of the missions of the IGF, which is to monitor, as its mandate requires, whether other processes and organizations follow or not and to what extent the WSIS principles in discussing policy issues and governance issues.

Qusai Al Shatti:

In a nutshell or in a synthesis of what the facilitators or the moderators of the session said so far, I think when it comes to emerging issues we have talked about the role of the Internet and disaster recovery and the importance to understand the role of media in enabling people to communicate and connect with each other and with a focus on information flow as an important factor when it comes to disaster relief activities.

Also in the same section, technical neutrality has been discussed in terms of regulations, where it should be maintained and preserved. Moving to the IG4D,, the key points focused on the importance to develop a domain name industry not only on the level of GTLD's, but also on the level of ccTLD, the discussion also forecast in the developing of infrastructure focused mainly on ISP's and whether the process should be multistakeholder and inclusive. The last thing was the point that was discussed creating the proper conditions for investment and the right environment for innovation.

Moving from there, going to access and diversity, major issues were discussed relating to infrastructure, women, and the free flow information. The session focused on the access, should go beyond the need to provide connectivity, and should discuss Internet as a value, as a value proposition for economical and social transformation, as well as the role of governments and enrolling the demand of the Internet and the role of civil society in doing the last mile and in that respect. Moving from there for security and privacy, the relationship between security and rights was the major point of discussion. Many have discussed that rights have been violated by surveillance, identity management was discussed also as a tool of security and many have expressed that the issues of rights and security has not been addressed enough within the IGF.

Going to the CIR session, one of the major points that has been discussed was that not everybody was invited to be involved in the process of gTLD that was initiated by the ICANN. Many have also discussed the role of government within the GAC in this process and the issue of secondary markets for IPv4 was also discussed and whether having secondary markets will be in the interests of the public or the users of the Internet, not only for IPv4 but for any upcoming resources. The third issue was within the light of the WCIT and that would regulation impact the Internet especially within peering and

interconnectivity and there should be a borderline between communication and the Internet and our view is that regulation should not extend deeply into the Internet area.

Moving now to the IGF Cloud, the IGF Cloud discussed major points like online freedom, discussion of enhanced cooperation, human rights and the WCIT of course was a part of the discussion on the IGF Cloud. To wrap up obviously you have a discussion from the floor on having something related to IGF movement, the disconnectivity between the regional, national and the global IGF and a point that has been discussed about institutionalising best practices. So a synthesis in a nutshell in five minutes what the discussion, summary of the discussion that took place.

Anne Carblanc:

We are going to discuss statements of principles and recommendations related to Internet governance. We all know that societies increasingly rely on the use of the Internet for a wide range of essential economic activities but the benefits of the Internet go far beyond its economic benefits. Worldwide connectivity is a catalyst for social welfare and for development, from education and health, to participation and democratic reform in all countries, but for the Internet to continue to be this incredible platform for innovation, social progress and economic growth, access to and free flow of information is vital, as is the protection of fundamental rights and other essential values such as freedom of expression, of association, protection of privacy, of children, of consumers.

There are many principles and frameworks related to Internet governance. The Civil Society Internet governance focus provides links to 15 of such statements of rights or principles for the Internet Society or economy but there may be many more. We don't really know how many. When we look at all this text we can see differences, differences in the mode of development. Some of the initiatives are unilateral, other are collaborative or even multistakeholder. I would cite the Brazil proposal as one multistakeholder, a very interesting model. The source varies. Some emanate from international organizations, like the UN; some emanate from governments, like the UK principles for use of cyberspace, from civil society, like the Geneva Declaration on Internet Freedom, by Human Rights defenders and Civil Society or from business with the ICC policy statement on the freedom of expression and the free flow of information on the Internet. The approach or the perspective also varies, whether it is economic like the OECD or Human Rights oriented like the Council of Europe.

The focus also varies. Some of these statements are constitution type texts. Again, the Brazil proposal is one such Internet bill of rights. Others are sectoral like the international Code of Conduct for information security proposed to the United Nations by Russia, China and other countries. At high level, however, there are some commonalities among the different sets of statements and recommendations. For instance, several refer to international founding instruments like the Universal Declaration of Human Rights. This is the case of the WSIS declaration which makes a specific reference to the right to freedom of expression in the information society. But this theme is also developed by the APC Internet Rights Charter along with Internet access for all and privacy. These three

principles, along with the global free flow of information, openness and multistakeholder cooperation are present in other instruments, including the Declaration of the Committee of Ministers of the Council of Europe on Internet governance principles and the OECD recommendation on Internet policy making principles.

Wolfgang. Kleinwächter:

Indeed, we have a proliferation of principles. I think ten years ago people were very skeptical about principles because this was like an invitation for regulation and doing it in a very early time and to probably then to block further developments but now ten years later we have learned something and I think there is a broad recognition that in principle, principles are not bad. If they are very high level, if they are non-binding and if they include all stakeholders, they could give us a guideline and could strengthen the commitment of the various stakeholders to follow, you know, certain very general, very general rules like Internet should promote Human Rights, Internet should be free and open, Internet policy should be transparent and based on the multistakeholder model, the architecture should be end to end, Internet should be safe and secure, very general principles where everybody can agree. Indeed, you know, these very general principles are already reflected in nearly all these documents which were just outlined here from the OECD to the Council of Europe to the G7 principles, to the various other groups who have done this. I have counted 25 and more declarations of principles meanwhile.

We have reached now after two or three years' discussion of principles a moment when we have to think about what is the next step. What we see is now a patchwork regulation where everybody just picks the principle he likes, though it is like principle shopping because we have too many of them meanwhile. The proposal we discussed in the Internet governance caucus is it would be very useful to have, as a first step, a compendium so that we have an overview about what is going on and then to figure out in a second step where we have consensus among these various principles where we have rough consensus and where we have disagreement. Probably in the process of the next three or four years we could move forward to such a framework of commitment on a very general level which includes all Member States of the United Nations and all stakeholders because these are the weak points of a lot of these existing declarations, you know.

I chaired the working group in the Council of Europe. The Council of Europe was very open for multistakeholder involvement so we were listening to Civil Society, to the technical community, to the private sector but at the end of the day it was the Council of Ministers which adopted the document and the Council of Europe has only 47 Member States, so it is not universal.

What we have to have at the end of the process is a universal document which includes all Member States of the United Nations and all stakeholders, not a governmental declaration. There is no need for another governmental declaration. We need a multistakeholder declaration where we have the commitment from the Chinese and the American government, the commitment from ICANN and the ITF, the commitment of Google and Facebook and the commitment of Human Rights Watch and the APC that

they agree that the Internet should be free, open, transparent, multistakeholder, safe, secure, etc.

I think this is a challenge we are facing now and I think the MAG is probably, for the moment, the only place where this can be further discussed in detail because the MAG has a certain legitimacy, the MAG members are appointed by the Secretary General of the United Nations and the MAG is a purely multi stakeholder body. Do not send it back to an intergovernmental body. This makes no sense. We have to move forward in this unchartered territory of an emerging multistakeholder policy model and I think this is the way forward and my understanding is it would be good to go to the concrete proposals now so that we have more knowledge about the ideas behind the various proposals.

Some Passages here were inaudible and scribes were unable to capture full remarks

Joao Caribé:

I am from Brazil and I bring some news, not good news. I speak on behalf of three organizations of the civil society of Brazil. The Brazilian Parliament approved two cybercrime laws instead of guarantees for civil liberties on the Internet that is in discussion. We activists and the Civil Society organization in Brazil had believed that our policies were an example of the best practice in the digital environment and showed how Brazil was in the vanguard in terms of rights and freedom on Internet. Regarding the participatory process of the discussions and the conception as well as the content of the proposal itself it seemed that this was on no going back highway. Unfortunately, this project is seriously restricted by the powerful lobby of foreign companies for the agenda for ITO are fighting hard against net neutrality and the cultural industry press is struggling for a mechanism that will allow greater control over the right of publishing over the Internet. Today the Internet in Brazil is less free than yesterday. For this reason we call on the international community to support our striving for the maintenance of this regulatory framework.

Alejandro Pisante:

What I just read heard from Wolfgang Kleinwachter makes me both very interested and more than a little bit concerned. I will reply very briefly. Let 10,000 commandments bloom and collide and we will realize at some point that it may be a fool's errand, an unachievable task to get to a single set of principles at the highest level, that is not the same as the single set of principles at the lowest layer of the Internet which basically says interoperability, openness, end to end principle and not try for the Internet to be the playing ground where we solve problems that have not been able to solve in layer 8. The final aspect that concerns me very much is that in a logical consequence from what Wolfgang has stated, it would seem that he would like to see the MAG, the multistakeholder advisory group, become the constitutional assembly of cyberspace. I think it is not equipped for that.

Guy Berger:

I am Director for Freedom of Expression and Media Development at UNESCO. I thought I should just update people here about UNESCO's position on this question of principles and codes because it was an issue. I think many people here will know that UNESCO started working on information ethics already back in July 1995, talking about legal and ethical aspects of access to electronic information and then was involved in the three info ethics Congresses that took place and subsequently UNESCO got the responsibility for WSIS action line 10, C10, ethical dimensions of the information society. Following that, various regional info ethics conferences were organized in UNESCO's regions. They took place in Dominica, France, Mauritania, South Africa and Vietnam.

The results of those regional conferences began to inform other work which included work by the 28 member states sub-body of UNESCO called the Information for All Program which developed a code of ethics for the Information Society. This code says its foundation is the Universal Declaration of Human Rights and it points out that the code needs to be multi-faceted in line with the Internet being multi-faceted and multi stakeholder. The code was presented to the UNESCO general conference of 195 Member States which noted the work on the code by the IFAC but did not adopt the code. More recently then UNESCO has been working on more specific things such as the relationship between privacy and freedom of expression rights and ethics therein, including the global study that we launched at a workshop here.

The scope of ethical issues of the Internet is obviously very vast and will continue to change. As far as UNESCO goes we are not doing a lot of further work on big principles as such but we are trying to continue to promote debate around these issues, around ethics and principles and doing stuff around promoting info ethics, particularly at school in media and information literacy. We also will continue to work with partnerships and promote debates such as multistakeholder events.

Elvana Thaci:

I work for the Council of Europe. I would like to highlight one of the dimensions of the Council of Europe Internet governance principles and that is their openness dimension. The Council of Europe principles were adopted by the Committee of Ministers, 47 Member States did adopt them, but they do genuinely offer a very distinct open dimension and this is embedded in the letter of those principles and in the spirit of that declaration. I will just highlight two elements which demonstrate this. First, the principles explicitly state that they do not represent an isolated action by an intergovernmental organization. Instead, they build on the different Internet communities and have progressively developed through dialogue, through efforts to pronounce the core values of the Internet through policies and guidelines on different aspects of Internet governance.

Secondly, the Committee of Ministers of the Council of Europe explicitly stated that this was the Council of Europe's contribution to an ongoing inclusive, collaborative and open process of development of Internet governance principles. The Committee of Ministers

said that this does not stop here at this particular statement. It invited instead all stakeholders to embrace the principles in the exercise of their own responsibilities. By the way, the Council of Europe principles exist in four languages, in English, French, Russian and German. They are available on the Council of Europe website.

Two words about the follow up to the principles, in spring this year the Council of Europe adopted an Internet governance strategy for 2012-2015 and there it mentions as an action line the development of a framework of understanding or commitments based on Council of Europe's values and principles on Internet governance. We will start very soon looking at the implementation of this action line the Steering Committee, the Council of Europe Steering Committee on Media and Information Society will discuss next steps at the end of November this year.

Parminder Singh:

I am from IT for Change. Partly it is about principles statements. We had a Dynamic Coalition on Framework of Internet Principles formed at Athens and which later merged with the Dynamic Coalition on Internet Rights and now there is a Dynamic Coalition on Internet Rights and Principles which has already an operating statement and a short statement of ten principles which has been introduced at various times and I will not talk about it but if there is time later I will talk about it because I have two other issues which I wanted to comment on.

About principles, the one issue I want to talk about is that we have some plurilateral groups making Internet principles. OECD has made last year principles for Internet policy making and Council of Europe, we have heard, have made principles for Internet policy making by perhaps some another name. They all welcome initiatives but I think it is important when these plurilateral initiatives are going ahead they should not oppose multilateral United Nations Convention on International Information Security based initiatives of a similar kind, of similar intergovernmental processes, taking multistakeholder consultation along with no difference in the model and I want to insist no difference in the model. The same people resist those very badly, bad mouth them and support plurilateral things and those plurilateral principles then are actually taken to other countries and promoted as, you know, you take it or otherwise Internet ecosystem is too global for you to want to fall off it. That is the main thing I want to talk about.

Second, about Wolfgang's proposal that MAG should take up I do not often have occasion to agree with my dear friend Alejandro but I am going to agree with him on this point. I have been a great supporter of recommendations, working groups by IGF and all those things. These were the proposals which we put forward to the working group which Dr. Major headed. These proposals when we put forward were not accepted, they were rejected by the working group and therefore they are not in the recommendations of the working group. I would hope in the same way they are meticulously are observing that the policy issues would not be taken up until the actual GA recommendation comes they would also not go beyond the recommendations of the working group on IGF and not do working groups of the MAG, not set up MAG inter-principle speaking body. I repeat I

am a great supporter of these things but these proposal made by us were rejected by the working group and they should now be adhered to, thank you.

Jeremy Malcolm:

I would like to bring to everyone's attention one of the outcomes of a meeting called Best Bits which took place on the weekend prior to the IGF and this was a meeting of 50 Civil Society groups and experts who came together. One of the things that we were very careful to ensure was that it was a geographically diverse group and, indeed, we had participants from 20 countries from Armenia to Venezuela and, indeed, there was a very high level of balance between the global north and south and this lends a greater legitimacy to the outputs of the meeting.

We had two outputs. The one that is relevant to the discussion at the moment is a resolution relating to Internet rights and principles and, in general, it does align with what Wolfgang put forward, that there is an appropriate role for the IGF in developing a compendium of Internet statements of principles and the exact wording of the declaration that we made at the meeting is as follows: "We call on the IGF to develop an IGF level multistakeholder statement of Internet governance drawing on existing statements of rights and principles developed by various stakeholders for presentation to the 2013 meeting of the IGF in Indonesia."

While the timescale is debatable, we did have a consensus on that, so whilst I acknowledge the concern that we should let 100 flowers bloom and 100 schools of thought contend, the problem is that if everyone can come up with their own statement of principles then there is no comparability, there's no accountability, there's no common standard and certainly there's no legitimacy of coming up with your own statement of principles if you want other people to follow it. The only way in which we can have legitimacy and comparability is if we collaborate as a multistakeholder group towards consensus on certain principles that are not in dispute by anyone so that is something that we would like to see the IGF work towards to prove its utility as the most appropriate, indeed the only global body with a remit over the entire Internet governance arena, not just over naming and numbering, not just over telecommunications networks but the whole of Internet governance. Certainly the IGF is the most appropriate body to

Franklin Silva Netto:

I am from the Brazilian government and, as I said, my words will not be only referred to the statements of principle. I will take the opportunity in the name of the efficiency here of the process to comment on other issues but I will start by that. We also think that certainly the IGF would have a very important role on crafting these statements of principle. I would not see any better place where you could get at the positions in all the richness that all the stakeholders can bring to the process in the IGF. It was mentioned that to contribute to this process we could feed also from national experiences. Commenting on some aspects that were also mentioned before we are very happy to hear that after this meeting here in Baku the enhanced cooperation concept again is not a taboo

as the process. In some recent years it has gained this taboo fashion. Then we would like to commend the ISOC and the other organizations for having had this pre event before the IGF meeting where many stakeholders could bring their opinions about enhanced cooperation. The Brazilian position on this issue is very clear, I mean that this a very important outcome of the WSIS process, of the Tunis Agenda and it was very unfortunate if the process ended as it ended last May in Geneva where we almost had the opportunity to really have a body to discuss, a platform to discuss the concept and to hear the stakeholders about how we operationalise this concept.

I think events like this help clarify the positions and show that when we talk about enhanced co operation we are talking about a multi stakeholder process, we are talking about a process that wants to hear from the contributions of all the interested parties to really allow the whole process should be to result in public policies. This is the outcome of the process. Enhanced cooperation is something that was not very well defined in the Tunis Agenda but the outcome is very clear. The outcome of the process you have public policy goals and objectives. Since we have such a clear objective, we should continue to talk and to discuss to see how we can get there.

One important point that was mentioned is that the IGF would greatly benefit if it could feed from the regional IGFs, if it could have some articulate process, a systemic process, through which the IGF process could feed and bring their results to the IGF in the benefit of all the stakeholders. One comment, I mean this was my first IGF, the first time I participate in this forum. It was a wonderful opportunity to do networking and to especially as a government official to be in a more open space where you can learn and where we can listen to the opinions of the other stakeholders but we consider that one of the needs of the process that it should resonate more in the other bodies and this comes to the, like I said before, to the results of that, to the findings of that working group on improving the IGF. We really do think that we should find ways whereby the results of the IGF could be systematized, it could organized and could be in this more systemic way resonating the other fora, be it in the governmental realm, in the private sector realm, or in the Civil Society realm.

Ayesha Hassan:

On behalf of the International Chamber of Commerce and its ICC Basis initiative it is a comment. First of all, I wanted to say that global business welcomes this dialogue about principles and it is an example of how the IGF continues to promote the development of the multistakeholder model. It is also an example of how each year the IGF continues to build on the discussions from the previous years. The principles have been discussed in workshops and other events but it is now part of the main session on taking stock and the way forward. This is an important evolution. When we listen to the range of Internet or multistakeholder principles that are emerging in various forums and processes and countries and from stakeholder groups, I think that there is room for further exploration of where there may be genuinely supported multistakeholder principles in the context of Internet governance that would get general support. So I just wanted to express on our

behalf that this is a dialogue that we welcome and we look forward to furthering it in the preparatory process in the IGF next year.

Nermine El-Saadany:

I raise the question on how the so mentioned principles could be compiled and how the IGF as a platform could be used for that. Indeed, the Internet governance has witnessed several important milestones since its initiation during the WSIS starting by defining the term itself, followed by identifying the issues pertaining to Internet governance and following agreeing on formation of the Internet Governance Forum that we are having right now. Today, we have a group of principles proposed by different stakeholders to act as a Code of Conduct on the usage of Internet. Some view this as sort of regulation to the Internet itself. In order to pave the way for our discussion and how to relate those principles to our forum, I think it is always better to remind ourselves of some key issues describing the Internet from its beginning.

I believe it should be maintained as well. First, Internet was born as non regulated media that served the globe. As such, when we tried to address issues related to its governing principles or Code of Conduct, and then it is always good to note that what started global should remain global. Internet has never been regulated as well. It was rather a self regulated platform with a basic consensus within of sharing, collaborating, exchanging knowledge among all involved stakeholders. Third, Internet is based on multistakeholder principles where all relevant stakeholders are to work together, each in his respective role. Therefore, no one entity could lead on its own. That is why the flexibility and non binding nature of the Internet Governance Forum allows it to freely incubate and exchange ideas around the governing principles in a way that could help materializing them in the future.

This week we had two interesting workshops: one tackled the issue of the output of Internet Governance Forum, and the other one poses the question of multistakeholderism, whether or not it has flow within or it is the good model that we can adopt forever and ongoing.

Izumi Aizu:

I am the moderator of session number 85. That is called IGF or the future of the IGF. We started with the brief summary of the chair of the CSTD working group on the improvement of IGF, Peter Major who is the chair of this session as well; that he made a brief summary of the final report before the audience that is now tabled on the General Assembly of the United Nations. The report, which I was also a member of for about an 18 month exercise, comprised of five parts: first, the shaping of the outcome of IGF meetings; the second one is working modality that is including overall preparatory process as well as working with MAG and strengthening the secretariat. No one really argued against these areas in a way.

The third part is the funding of the IGF. That is the core issue and we had a great debate and difficulty to reach the consensus of the report. Peter summarized that the encouraged increased voluntary financial contribution was the first point we agreed and the second one is enhanced accountability and transparency. The fourth one is remote participation and capacity building and the fifth one is linking IGF to the other Internet governance related entities. Peter left with one suggestion or proposal that MAG will create a working group with the MAG to implement these recommendations.

Then we had four speakers of the member of the working group: Wolfgang Kleinwächter, Melvi Kutama from the Finland government, Markus Kummer from ISOC, and Parminder for IT for Change in India. They also share the take ups from the working group exercise and most stressed was the importance of multistakeholder dimension which was interesting in the CSTD working group because CSTD is a United Nations framework or United Nations body and we had to work within that framework. Unlike the IGF, which is on culture the United Nations system but not within the UN system, we had several constraints in the beginning. However, we somehow with a heated debate we got a close sort of working modality of the multistakeholder to the IGF. As for the main question, the quo vadis, on the future of IGF, all agreed that IGF is somewhat in the competitive environment now after seven years but preserved their multistakeholder nature and that's the way to go.

Also there was some expression of disappointment that IGF didn't really work to the expectation and that is why we may need to improve, especially there was not a balanced participation from the developing countries or between those developed and developing. Now, there was general agreement with the report about the outcomes, that we need more concrete outcomes going forward which sounds not too problematic this time but it was in the beginning of the IGF, as one panelist pointed out, what was seemingly okay to discuss now was a kind of a taboo seven years ago, something like the so called enhanced cooperation or even the CIRs.

About creating the working group, there were two proposals. One is to implement the recommendations. Another proposal was made for the working group for the enhanced cooperation but there was no real concrete consensus about that as we all know. For the funding, we have also a good debate with the floor. One school of thought is RB, others EB. "RB" is within a regular budget of the Convention on International Information Security system and from the floor as well the one representative who is a Convention on International Information Security official responsible for the Arab IGF suggested there could be some paths to bring this into the United Nations system and make it within a regular budget. Others, especially from the industry or private sector, pointed out that the danger of capture that if it is within the governmental system that it might be captured somehow by the governments.

From the other side, that if we are to continue the funding system and rely on industry, and then there might be another capture captured by the big corporations. Again, there was no real consensus but we all see that there is a need to increase the fund. That was, I think, the consensus.

Carlos Affonso:

I am from Getulio Vargas Foundation, Brazil. I am reporting back from workshop 145: Threats to multistakeholderism, what are the main problems and how can we solve them? So the proposed a debate on multistakeholder governance as a concept and then addressed how it is working in practice. We focused on some experiences and internal, as well as external threats, to its fulfillment. The panelists have addressed how multistakeholder governance is paramount for the fostering of many principles of Internet governance, like representation, participation, accountability, responsibility, transparency and efficiency, and the debate focused on how multistakeholder can prevail in a scenario in which currently we have increasing threats to its fulfillment either internally or externally. Internally, there was some language in the discussion on the lack of support to the very organization of the IGF event, improving and enabling the IGF Secretariat may be one of those threats that end up being highlighted during the discussion.

Externally, other fora have been formed and engaged in the discussion of Internet governance in a non multistakeholder fashion falling short in the task to including all stakeholders in an equal manner to the discussion. In this regard, it is important to mention that both governmental representatives and the panel from Brazil and United States agreed with the idea of advancing the creation of a multistakeholder working group on enhanced cooperation.

In the end, if we want to protect multistakeholder governance, it was quite clear by the end of the discussions that we need to scrutinise exactly what it that we are protecting. It is time to reconsider and revive the concept and practice of multistakeholder governance. That was the goal of the workshop and the organizers would like to thank the organization of the IGF and hope the conversation will continue to foster the understanding and the relevance of multistakeholder Internet governance.

Johan Halenborg:

I work with the Foreign Affairs Ministry in Sweden. I am reporting back from a round table meeting we had this morning on Human Rights. This was the first round table on Human Rights in the IGF and the purpose was to wrap up the main Human Rights issues that have been discussed during the IGF this year and also give some proposals for the future. This was done through multistakeholder discussions this morning. The event was arranged by APC with some minor assistance from my government. We have two observations and we have seven proposals. Freedom of expression and threats to the Internet users was a common thread in a great number of workshops throughout the IGF. This reflects the fact that freedom of expression online is increasingly under threat in many countries in the world and this has been evident during the IGF.

The resolution in the Human Rights Council on Enjoyment of Human Rights Online has proven to be a very useful foundation when integrating a Human Rights perspective in the IGF discussions. The second observation is starting with a quote from Vint Cerf that

Human Rights are in the DNA of the Internet; so, therefore, the importance of the access to the enjoyment of Human Rights online is important. This is access not only to the infrastructure but, more importantly, access to the content on the Internet. There have been a lot of workshops this year on blocking, etc, so this perspective has been a main theme in the Human Rights discussions of the IGF.

The role of the business sector in keeping the network open and accessible has also this year been highlighted. We had a few proposals for the coming work of the IGF. We believe that there is a need to ensure freedom of expression also during the IGF and there are several aspects that need to be taken into account, including in the organizational arrangements of the IGF itself. Secondly, we appreciate a lot that many local activists participated in this year's IGF. However, we believe that IGF proactively could create a platform for local Human Rights activists; so this is a suggestion. Another proposal mentioned was perhaps that the IGF could institute an award for particularly courageous Human Rights activists and defenders online. The third proposal is to exchange best practices on how Human Rights are implemented online in various countries to close the gap between the big Human Rights principles that runs internationally and national laws and national implementation.

The fourth proposal is to address the responsibility of intermediaries from a Human Rights perspective more effectively in the IGF. A recent report by Special Rapporteur Frank La Rue could be an important source of inspiration in this context. Fifthly, we believe that more workshops are needed on the relationship between the technical community and the Human Rights community. So we need more discussions on how the technical solutions to the Internet affect enjoyment of Human Rights. This is something that had been emerging this year but we need to see this coming more forcefully in the coming IGFs. Sixth proposal: we need to explore how the IGF discussions can feed into the Human Rights fora. There is no link currently between the discussions here and the Human Rights forums that exist. This is not only the UN but also in other places. A proposal could be to next year having feeder workshops on this issue. The seventh proposal was that the round table on Human Rights was a useful venue and that such a round table should be held also in the coming IGFs.

Nermine El-Saadany:

We have seen, for example, Wolfgang giving a notion that the MAG could have a role in articulating messages or combining the principles on Internet governance that we discussed elsewhere and we have Alejandro saying that the MAG is not like the platform to do this kind of thing. What do you think the Internet Governance Forum could do for compilation of Internet governance principles and whether or not do you agree that these principles could be combined on a global level?

Peter Major:

Getting back to Wolfgang's proposal, I seem to have heard that he was just proposing a compilation and not an evaluation, not a proposal on its own that he doesn't really want to

come up with something which is a kind of definitive legal text. So in case the MAG is interested, a working group in the MAG is interested to do this work, a compilation and find the commonalities within the different principles, I can see no harm in that. If I have the MAG let me reflect on the working group on the improvement of the IGF as well. I would like to emphasize one point about this working group and this is that it was a multistakeholder working group. Those of you who have been attending meetings in the United Nations in the intergovernmental environment would probably appreciate the fact that there was one working group which was a real multistakeholder where all the participants were given the floor on equal footing and all the ideas, all the proposals were considered seriously and were taken in egalité. So I think that was the one of the main results of this working group and this is kind of just showing an example for the future in case a similar working group is being set up for the enhanced cooperation.

Constance Bommelaer:

We've talked about principles and what the way forward working with these principles. I very much like to Anne Carblanc's terminology compendium instead of compilation. I think in terms of finding common ground that would probably be the adequate terminology. In any case, I think this echoes the comment from civil society this morning, this exercise and this is critical, need to be done in a multistakeholder environment, perhaps the MAG, perhaps another group, but in any case this should not be purely solely intergovernmental.

Anne Carblanc:

Perhaps everybody said what they had to say in the first part of the session. I am disappointed to see that nobody is taking the floor but I would just like to say that if the IGF does not offer a platform for all stakeholders to at least send information everybody about these sets of principles which organization will do it? The second point is that Human Rights are very important but there are other aspects also, other perspectives including economic perspective which leads also to economic growth but also to social welfare and increasingly we hope to well being. If eventually an initiative is taken to produce a compendium that mean gather all these sets of principles the OECD will be happy to participate.

Bertrand De La Chappelle:

I would like to remind us all that the last IGF in Nairobi we had a session on taking stock and the way forward that I had the privilege to co moderate with Janet and this issue of proliferation of principles had already emerged and there were significant discussions during the IGF in Nairobi regarding how to handle this proliferation of principles. There was a very strong agreement at the time that such putting the different principles together or close to one another and triggering a discussion among the different actors on what can be done with it, was a general agreement. The question we are addressing today is how to do it best because we didn't define a procedure last year and, therefore, things have continued to evolve, the discussions about principles have grown positively I think but

we don't have a mechanism and what is at stake here is how to move forward in a cautious but useful manner. The term compendium seemed to represent at least the first step and there are various actors who may diverge on the ultimate goal of integration or development of another type of document. However, I see a certain number of milestones and natural time frames that could help structure the discussion. In February there is the WSIS plus 10 sessions organized by UNESCO and immediately afterward will be the consultations and the MAG meeting.

The compilation of principles that we are talking about as was mentioned before by Ann I think has already in part been done, I know that Civil Society and Internet governance caucuses has already identified a certain number. It doesn't take very long for one person that could be seconded by whatever actor may want to do so to prepare for February in a very informal manner such a compilation. Let us not make it I would say an exercise excessively complex. It may not be complete by February and it may even be an ongoing compilation sorry, compendium because there will be new principles but if by February we have a reasonable set of declarations, sets of principles and if the WSIS plus 10 session at UNESCO allows for one session to discuss those principles, co-organized maybe by the different institution then the MAG will be in an excellent position to decide how it want to move forward afterwards. So that is just a suggestion and I wonder whether it is not getting in the pragmatic zone instead of trying to solve the problem in a philosophical way.

Parmindersingh:

I wanted to give a suggestion for the process because I do think that this space should be doing something on principles my problem was specific and I will come to the problem of MAG working good but the positive suggestion first. I think we should have a round table on Internet principles in the next IGF. I on behalf of the dynamic coalition on Internet rights and principle offer to help organize that round table. It is even possible that when we give out a call we say that we want to focus the next IGF in some kind of principle building environment and that goes out when we are describing the nature or the next IGF, probably it name the call goes out and focus around the roundtable and I encourage more workshops around this thing and then create involvement in which this talk becomes very mature and then that is a specific proposal for the process to go ahead.

Theresa Swinehart:

I just wanted to say that I think this has been an incredibly useful dialogue it also builds on last year's dialogue that Bertrand had alluded to and highlighted. I think we have a very good opportunity leading into the open consultations in February. The dialogues at the WSIS plus 10 as well the upcoming MAG meeting and as a MAG member I certainly look forward to having this dialogue and also within the MAG on how to move this process forward in a very good way. We have reached a good cusp of discussion and it is time to reach that next phase now.

Nermine El-Saadany:

I think I would agree with you. We have been discussing for seven years now about the Internet Governance Forum during the annual meetings as well around annual meetings in side events or round tables or whatever regarding Internet governance at large and I think this is a maturity point in time that we can move forward and take our next steps.

Avri Doria:

Okay welcome to the way forward. Now one of the things that have come up in the discussion so far is the fact that the IGF evolves. It has been continuously evolving since the beginning and in fact if one were to look back at some of the discussions we had at Athens one would not recognize the IGF we have today and it could not have been imagined at the IGF in Athens that we would be having some of the discussions we have today. So when we're looking at the way forward there really are two separate dimensions to that discussion. The discussion in terms of the IGF itself and the discussion in terms of the substance of the IGF what we're talking about, what we will be talking about.

In terms of the IGF itself, when we look at the CSTD and its recommendations and we really must look at them and we must look at implementing them, it is important to realize that the CSTD when it was thinking about its recommendations was talking about an IGF that was already two years old and so it made recommendations very much in a context of that. When looking at the General Assembly and its decision on those and it is perhaps modification of those, it is important to remember that it is not a multistakeholder body. I think that it is important that we as moving forward take the CSTD recommendations into account but I think it important we do not treat them as the end all and be all of what we may do. They give us mandates this give us recommendations for moving forward, they do not give us prohibitions about what we can or cannot do.

I think it very important that when the MAG begins its consultations and begins talking about how to take the issues before it and move forward, it really does look at the full range of possibilities that have been recommended in a bottom up manner at this IGF in between. I think, for example, the notion that constantly comes up of how do we continue working between IGFs so that the MAG isn't just a program committee talking about what we will talk about next year, that we have dynamic coalitions that are truly dynamic and continue to work through the year on coming up with messages and recommendations. In terms of substantive issues, we've moved beyond the days when we could not talk about critical Internet resources and we do it all the time. We've moved beyond the days of not being able to talk about Human Rights and we had a meeting where Human Rights were really one of the prominent substantive issues, especially dealing with freedoms and security. I foresee that the way forward include further development of these themes of that discussion and that certainly came up in the discussions we've had so far.

Other things that have been recommended in terms of way forward is finding way of working continuously to discuss these things as we go on. It is important finally before I

pass it on to look at some of the statements that were made at this IGF in defense of freedoms, in defense of the freedom of speech it is a very important role that the IGF fulfils in those freedoms that we must move forward with.

Vinton Cerf:

A random thought possibly an unruly one has occurred to me just in the last moment one and I am thinking Peter I hope that this will not be mistaken but I think the MAG should belong to the IGF and not to the CSTD despite the structural origins of this institution it feels like we should be in charge of what we are about as opposed to someone telling us what to do. I like Avri's observation that having been mandated to X that should not mean that mandated not to do not X. So Peter I hope that I haven't offended anyone but it just occurred to me that if we're going to do anything then we had better be in charge of what we are about.

Let me begin by making some observations. First of all, with regard to this 7th IGF, the United Nations staff and the IGF Secretariat with the assistance of the Azerbaijani hosts have accomplished a lot with very little resource. I conclude that we must find a way forward to increase the reliability of the resources available for future IGF meetings. I want to commit myself publicly to finding ways to increase private and public sector engagement and support for the IGF. That is an action item.

Second, the IGF meetings are rich in content and diversity, they are vigorous in thought provoking debate this one was no different but we are not leveraging the accumulated wisdom of the observations of participants as well we should. A project to catalogue archive and curate the cumulative documents including the transcripts of all the IGFs is called for. I am committed to working with like minded participants to achieve a sustainable archive and data mining capability to inform future IGFs and to assess historical trends. There is already evidence of some of this kind of work being done by some of the people participating in the IGF. The question is providing a framework and adequate platforms to accomplish that goal.

Third it seems clear that more can and should be done to draw attention to the problems that are surfaced at the IGF in discussions here and in between IGF meetings. This theme has come up more than once. We meet one a year in this global forum and I think work needs to happen in between. So to this end we should consider tasking and staffing the MAG or a MAG like working party to analyze the issues that have been raised and to assess whether progress is being made. This work could include specific observations derived from IGF deliberations and speculative suggestions in appropriate fora. So the question I are the issues that have arisen deserve, do the issues that have arisen deserve attention by other bodies besides our own and which ones might they be the working group might then produce not only observations about where those issues could be addressed but could at the beginning of the next IGF report on progress that has been made.

I am concerned that we don't look at our own progress and assess how well we are achieving our objectives. Fourth observation it seems important to test the idea of dynamic coalition efforts that continue between the annual IGF meetings. So perhaps some of the dynamic coalitions formed during this IGF can attempt to engage during 2013 in remote or even face to face interaction making use of online tools to further their work. 5th observation: this IGF has had its predecessors has reaffirmed the vital utility of multistakeholder exchanges that benefit from candor without ford attempt to reach consensus. The IGF process should draw upon a broader range of participants from all stakeholder sectors especially from Latin and Central America, Africa and Asia. Incentives and facilitating steps are needed to achieve this objective.

6th the IGF should institute a self evaluation process for improvement and I think the work of the CSTD working group is an example of that. Last observation is just a footnote but it occurs to me that there is great power in loose coupling and informality and so one thing we should be very careful about is adopting practices and principles that are overly restrictive and somehow inhibit our ability to explore possibility.

Avri Doria:

So now the program has two sections in it before we come to a close and the first section basically I am going to invite the facilitator from the previous two sections they have done good evaluations of taking stock and now basically inviting them to sort of give us their notion of what is their message for the way forward, how within the specific realms that they've been discussing that they've been working on do they recommend that we move forward. Then we will open the floor to the rest of you to sort of give us your messages in terms of how we move forward and I really hope that people will sort of phrase these in messages for how to move forward less evaluative on what we have done but how they think that this can progress, how we can take the IGF and move it towards meeting more and more goals that we all have.

Bertrand De La Chappelle:

It is always difficult to synthesize but I would like to do it around two legs as was suggested: one around the substance and themes that I feel have emerged that can help move forward and the second thing about the IGF itself.

I have three quick themes. One: that we have already addressed but I think has emerged as an extremely important one is this discussion about principles and the way forward that is emerging, I think, became from the different elements that have been mentioned this morning is to in any case include almost already in the program of the IGF in Indonesia a session dedicated to this issue and that in any case the WSIS plus 10 meeting at least in UNESCO is another opportunity to explore this and discuss this on the occasion of the MAG and that ideally if goodwill is being proposed maybe in this very session to help do this compendium for the February meeting, this would be a wonderful way forward and operational.

The second thing is as we said the discussion about enhanced cooperation has progressed. It is slow and that the thing that has been discussed is the distinction between enhanced cooperation and enhanced cooperation's in the plural. One of the major roles in my view of the IGF is to help catalyze issues and stakeholder networks that can work between the IGF and its next meeting. The whole debate about whether the IGF should have working group or not become moot if the way people organize their discussions in between provides them with a very easy way to report at the next IGF and they organize their whole balance and the IGF participants will evaluate whether this initiative are sufficiently multistakeholder sufficient, efficient, etc.

But, moving towards enhanced cooperation's, in the plural, is important in my view and I hope that the working group, if there is a working group that is set up for this year CSTD will address this issue and that this working group more importantly will be multistakeholder. Finally, I would like to highlight something that as many of you know is dear to my heart but I was pleased to see the confirmation of the importance of the jurisdictional dimensions of issues that we're facing and one expression that emerged in one of the workshops that I participated in or attended in is the notion of the danger of a jurisdictional arm's race whereby all actors and all governments in particular very legitimately to exercise their sovereignty develop principles, norms and rules that may be not compatible and may introduce conflict of jurisdiction.

The IGF is a remarkable place as has been demonstrated this week, to help the different actors understand where the others are going and to make sure that instead of having to harmonize ex post very diverse patchworks of legislations, the different governments, companies and Civil Society actors have the opportunity to discuss in advance. These were three substantive teams. I have likewise a few comments on the IGF itself. In the second or third iteration of the IGF I used the expression that the IGF was just like a ship slowly getting out of the harbor and trying to avoid two big rocks one has excessive formality the other one excessive informality. The IGF has gone out of the harbor somehow after seven years and its new challenge in terms of path to chart is not formality or informality, it is institutionalization or not. Not too much institutionalization not turning into an organization is not what is needed. On the other hand the current situation of probably insufficient support and structure is harming the potential to move in the right balance. I would like to make just a few points in that regard. The first thing is that, the attempt to drive the ministerial declaration in the pre event and the difficulty of this exercise should be a reminder of how hard it is to even consider drafting things in a large format.

Therefore, I would suggest that for the next IGF at least, the reporting format to facilitate messages would be based on having individual Rapporteurs for each workshop different from the organizers that would be explicitly tasked with producing half page bullet points to be issued immediately at the end of the IGF. So that there is a compilation of very short messages for each workshop.

The second thing is, the MAG will have and should have a stronger role in shaping the agenda. In particular instead of making a call for workshop proposals that could come

later, it should start with a call for themes and issues and use its first meeting for further online discussion to aggregate the themes and clusterise them, so there can be calls for feeder workshops and calls for workshops after a skeleton of agenda is being designed. The proliferation of workshops is remarkable but there clearly still is, are too many and this is a problem we have struggled with. It is the duty and the responsibility of the MAG to find a way and address this issue and the solutions are available.

Finally on the structure of the IGF itself, it is a testimony to both the dynamic of the multistakeholder principle and the resilience of the very small sector particularly Chengetai that the IGF is still functioning with this limited amount of resources, it is remarkable but it is not sustainable. We are in the famous catch 22 situation, whereby the lack of funding does not allow for the recruitment of an executive secretary and as long as there is no visibility on this, the funding doesn't come. We have urgency for the Indonesia meeting and I wonder some initiatives of secondment not supersede Chengetai but to deal with some elements of the preparatory process to Indonesia could not be done and in fact those are willing to do so, it would be wonderful.

The other problem we have is the MAG has functioned without the chair. It used to be the special adviser of the Secretary General of the United Nations. For various reasons the current situation is we have function, the MAG has functioned without a specific chair. I am raising the question of whether there is any way forward that would allow with an appropriate procedure and I can imagine it is difficult, that would allow the MAG itself to designate its own chair and whether this would be useful for the process and my final point is related to the overall WSIS plus ten procedures.

We do not know what the format of the event in 2015 is going to be but I just want to highlight 2 points. It is extremely important to take stock of all the progress that has been made during those 7 years and to make sure that whatever happens in 2015 is a real progress from the format we had in 2005 going back to the type of structure and procedures of preparation that we had would not be acceptable and I just want to remind all of us, we already have 3 meetings at least for 2015. There will be an IGF; there will be a CSTD meeting and there will be a WSIS forum. Do we really need an additional meeting or is there a way to combine them and to make sure that the celebration of the tenth anniversary of the WSIS declaration of Tunis is the declaration we have achieved real progress in the multi stakeholder processes.

Qusai Al-Shatti:

Yes, on the themes issue I would like to see the future of IGF discussing the Internet as a transformation, a social and analytical transformation to, for the public and towards users. The Internet is user centric and the users creativity and innovation that contributed most to the growth of the Internet that we are witnessing today. This growth has reflected into opportunities and jobs that are created digital and knowledge economies, these are all due to user creativity and innovation, so we have witnessed classical boundaries that have been crossed. We have witnessed attempts to cross boundaries and it has failed. We have realized that the innovation and the creativity of users doesn't have borders.

So rather than limiting or creating limits on that, we better create an environment that allows us to expand further, so I would like future IGF, to discuss tools and social change that is on the themes issue. On the IGF itself, I would like to see the global IGF more engaged with regional and national IGFs. I think many regional IGF's can contribute or feed themes and issues into the global IGF so, I would like to have a better engagement of a better process of engagement between the global IGFs and the original IGFs that would be an issue to see how we can reflect it on the global agenda.

Anne Carblanc:

On the themes I support what was said about the economy and social aspects which are all important and the human rights for the Internet. I think the IGF needs to better document and understand where it started from and in which direction it wants or it can go both in terms of the firm itself and its content.

Nermine El-Saadany:

I would like to start my comment on the regional and national levels I think one of the major impacts that IGF has done through the previous 7 years was the creation of regional and national IGF's and I assume that the flow in from the regional workshops or meetings enriched the substance on the Internet Governance Forum itself on the global level. I would see a merit in tasking the regional IGF's that is now prevailing on the ground to come up with their own principles that suits their own culture and beliefs and then we can adopt together the IGF's as the platform for discussing those regional principles and come up with some sort of declaration or a global output for the principles that could govern the Internet Governance Forum and maybe feed in the goals for 2015 and hence we link with what is going on, on the ground in the governance forum and the development goals in couple of years.

As well I would see a merit in examining the possibility of having an intercessional meeting in between the annual IGF, this could even happen remotely because I think the development through the years is very much rich and when we, when we meet together annually in 4 or 5 days the sense of information that we try to gather in 4, 5 days is maybe not enough and maybe an intercessional meeting could be of relevance in that work. The funding of the secretariat I would continue supporting that there is definitely a need, huge need as well to support the secretariat despite the fact that they are doing a great job, but we need to have it sustainable but we need to have power to respond in a better way to our needs for example having 6 languages on the website or intercessional meetings or whatever. I think the funding of the secretariat and appointment of the executive coordinator is key for the Internet Governance Forum an finally, here, food for thought I would like to pose maybe for our informal discussions later on, why do we not think together a think tank group where we can discuss together, the collaboration on Internet governance public policy issues, the Internet Governance Forum has been

evidence of having an enhanced cooperation in the process, I think the think tank could even further the efforts that have been done on enhanced cooperation ground.

Alejandro Pisanti:

I may have understood wrongly, so, ready to be corrected. Some of what you said seems to lead to declarations, to summaries and to maybe no such thing? Okay? But I would warn personally against things that will lead to that, it will, it would take the IGF into the funnel of agreed text and we know that is a no go.

Jeremy Malcolm:

I am from consumer international. In the earlier session we spoke about how the IGF can be a useful place for the restatement of principles of human rights we also need to be sure it is a place where we can freely exercise our human rights and in particular the human right to freedom of expression. In many of the workshops we found that oral discussions were very freely allowed and that there were very robust discussions for example there was an OSC workshop on freedom of the press in which there was open discussion of that issue both in Azerbaijan and elsewhere. But there were some stumbling blocks this year, with regard to the distribution of written materials, it could be said that the secretariat had been a little overzealous in the enforcement of United Nations protocols of the written distributed materials. At first, postcards were prevented from distributing and then later there were reports from civil society and in Azerbaijan that they were prevented from being distributed.

The secretariat to its credit did later back down in regard to the postcards and admitted a mistake had been made in not allowing them to be distributed. But the civil society report from Azerbaijan is not allowed to be distributed here. But one has to question whether there is any merit in that given that we are freely able to discuss things in workshops why can't we freely distribute reports that might have controversial content, the rational that these reports identify particular countries and practices of the countries, but then again there have been reports such as the global informs society watch that identify practice of specific countries that have been freely allowed to be distributed at the IGF for many years. So what I think needs to be done, is to establish some written principles which will set out in clarity and detail what sort of publications can be distributed at the IGF and which ones cannot. We should have some input into the formulation of the principles we should remember that the IGF is not a United Nations body as such. It is a meeting convened by the Secretary General and we have flexibility in terms of the structure of this meeting and the procedures that apply.

So I would call on the secretariat and the MAG to collaborate on the development of a draft statement which can be opened up for discussion by the IGF community as to how we can exercise our freedom of expression at the IGF not only orally but also in terms of the written materials that we exchange.

Kyle Shulman:

I am an engaged member of the Internet community. I have a question I would like to pose, how do we build in input from local and regional processes to feed Internet governance discussions? And inter-participation in all these critical discussions it is vital that everyone participate in these discussions on principles for example.

Vinton Cerf:

So let me just intervene and suggest that we might in fact make use of the kinds of computer based tools that seem to help us to do this in other contexts so that we can accumulate contributions coming from virtually anywhere, they plainly need to be organized so that is going to take some work, but at least we can obtain inputs I hope in a timely way. In the same way we had inputs online during the course of the working group meetings.

Carolina Aguerre:

I am very concerned about the legitimacy of the whole IGF process. I would like to move forward with the idea of the Internet Governance Forum to be a place where the agenda setting for the greater ideas, problems and concerns that we have can be debated and discussed and, for that reason I think we need to develop a very, very good website, a tool that is a repository of the documents; everything that is discussed, a tool that facilitates, I am concerned with how government officials for how they go to IGF in the first time, how difficult it is to get to discuss before, sometimes in the main sessions we have to go back and explain. I really think we should be working more in that. I think in main sessions we could make a trace for next year, what has been discussed in the main topics for the main sessions so we know how the, the IGF has evolved and how discussions have addressed different issues when they were critical or not critical maybe at some point rather than others.

Vinton Cerf:

It occurs to me that some other institutions like ICANN and the Internet Society have briefing sessions for people who have never been to those events before in order to introduce them to practices and procedures.

Izumi Aizu:

My question was what if I speak in Japanese, can you understand? There are many more languages than the United Nations languages, I am happy, I can talk with English and understand with you guys but I think we also have to remind the other folks of all languages.

What Jeremy said or pointed out for the rules for documents, I am saying what happened here or there. But for the future some clarification, very clear guidance and I think MAG should be responsible for that part as well to make no confusion, no misunderstanding but

exercise free speech as we like to hear at IGF. Maybe it might be trivial but some of the more logistical issues that we face, connection problems or other things which I don't want again to go to details or blame games but again I think it is partly MAG's responsibility. The future of IGF, who is responsible for the southern part of the IGF, I would like to hear from them if they are there. We don't have the special adviser for more than 2 years? As even though the United Nations General Assembly agreed to continue the mandate, so, I really think it is your job; their job that should be done immediately. It can't wait.

We have a number of excellent candidates perhaps on the podium and or maybe in this room, if not in this building so why not ask the United Nations Secretary General perhaps. Then about the secretariat, yes, Chengetai, without you and your staff we couldn't be here, I don't want to put all the burden to you, I would like much more support with the executive coordinator immediately also. I would like to know why, why it is taking so long, under the transparency and openness. Sometimes we don't understand and I would like good accountability, explanation at least and move forward very strongly soon. As for the MAG chair as Bertrand said, I think there is nothing prohibiting us from selecting the chair. Maybe instead of having one chair, I would like to propose perhaps two chairs, one from the south and one from the north, one from the east and one from the west; one from the government and non government; one male and one female.

Franklin Silva Netto:

I would like to commend the facilitators on the table for making it comprehensive and at the same time concise on the future. There are two things I would like to, to concur on what is said by the facilitators, the first one is to ensure the sustainability of the IGF. Everybody here has already agreed that there are a lot of challenges for the future, that the IGF has a lot to contribute to establishing a presupposed to fostering the discussions of various, in various levels but nothing of this will be possible without financial sustainability. Then again I could not agree more when mentions that we should seek sources of financing not only the sources should also be more the stakeholder. Brazil is one of the financial supporters of IGF and when I mean Brazil, I do not mean the Brazilian government, from a multistakeholder basis and I do not find words enough to encourage other parties to also find ways to help keeping IGF on a sound financial sustainable state.

The other aspect is the issue of how to compile and how to take stock of all the knowledge that is produced during the IGF forums I mean this is a space where we have governments; we have academia, we have social society, private sector all contributing in a an open manner, we should not allow the open manner to be reflected in the lack of a formal or a way to, to make this knowledge available to everyone and to help make this knowledge be a help for the continuation of the process. During the IGF in Rio, we made an effort to compile the information that was produced but that was many years ago, probably today we would have more digital tools to allow this knowledge to be systematized and be used in favor of the process and in favor of all the stakeholders.

Heather Dryden:

I work for the Canadian department of industry, I am also a member of the MAG and I just wanted to make a couple of points drawing on the exchanges we have had so far. First of all, in terms of hiring a United Nations special adviser and executive coordinator for the secretariat. We would agree that these are priorities and do have an impact of the sustainability of the IGF and in terms of the discussions that have taken place regarding principles this had been quite an interesting exchange and one that we have touched upon at previous IGF's and we would agree that a compilation of the principles is a useful endeavor and it does seem important that there be a way to organize principles, and we can make use of the technologies we have available to us to facilitate that happening and certainly I think it is worth underscoring that that should be done in an open and multistakeholder way and would have the benefit of being able to acknowledge work happening in various organizations and places. And that would include then taking in priorities that may exist in a particular region say and I think it is important to be able to, to depict that range of influences and thoughts about what are the principles that are most relevant to, to various parts of the world and to acknowledge work taking place in different organizations or around those organizations.

Ian Fish:

I am from the UK, chartered institute for IT. I would like to go back to what Vint said in his introduction, the need for all stakeholders to be involved in a multistakeholder environment and gave an example of geography effect. As well as geography, these are sectoral considerations and also the considerations of access through language i.e., non English speakers and those are in order of difficulty. Geography is the easiest one to do. The other two are less easy, I would like to suggest there is a need perhaps for the enhanced administration of this IGF to take some measures to try and increase the combination of all those 3 things.

Andrea Beccalli:

I am with IFLA, what Bertrand said, I was thinking, the WSIS process from now until 2015, let me release to you what I recall, maybe someone else has more information, it is not easy to get information. I counted WSIS plus ten 2013, the UNESCO Geneva plus 10 event, in Paris, within this event, on Internet governance on the UNESCO we just learned. Then in May 2013 the WSIS forum at ITU, in 2014 we will have again at ITU the WSIS plus ten from too many plus ten, so the 2005 plus ten don't think makes 2014, but in the way of arranging things, that does make sense. Then another WSIS forum in Geneva, then a big event probably in New York I am guessing, for the 2015 conclusion and in the meantime we have 3 IGFs. So everybody speaks about convergence and here as just spreading around of events that should actually speak about the same things and gather the same stakeholders. At the same time, if you go back into the WSIS process we have seen that amongst the 3 United Nations leading agencies, UNDP got completely lost, disappeared. ITU is still a solid financial and supportive group of member states and most likely will take the lead of these, these series of event.

I think it is really important to see how the IGF actually can be a catalyst for a big conclusion in the 2015 event when you bring things together and you saw how the multistakeholder process was extremely successful here and was developed let's say in a way outside the United Nations, 3 main leading agencies, UNDP, UNESCO, you can say they mostly failed in the multistakeholder implementation as described in the Tunis agenda.

Then the last thing about the secretary and the Chairman of the MAG, we all know that, that is agreed work in the United Nations, we all know that for how much we pay the multistakeholder approach is a matter of member states pushing the UN to get over this grid lock. So I think it is time to acknowledge that. There was a recent change of the head of United Nations, which will be interesting that the governments are most active into the IGF that really care about that. Then they have to play the game in New York trying to find out a solution, thank you.

Cedric Wachholz:

I work for UNESCO I wanted to take the floor before really, but I will respond directly to the person that just spoke. I think UNESCO is extremely present including at this event and I do not, I would politely disagree with this assessment I would with the ideas just mentioned we have had several events organized here. We have launched 2 specific publications which were very much applauded that we had more than a hundred people at the first session of freedom and privacy publication launch. On the question of different parts together you and also responding to proposal, which Bertrand De La Chapelle mentioned before. We mentioned the UNESCO, from 25th to 27th February 2013 and this review will on 28 February and first March will follow the IGF meetings of the open consultation and the MAG meetings so here you have a good example of how things can go to get, I mean back to back, let's put it like that.

There will be it is true, at the WSIS plus ten review also a UNESCO special Internet event on UNESCO themes and this is also the, also shows the rather increasing interest of UNESCO in this domain and for the overall WSIS review process we have had online consultations on the themes; on the framework and on the process with many contributions from many stakeholders and we will start next week with a submission of session proposals, I would invite a submission of session proposals, they will be reviewed by multistakeholder groups, which seems to have support anyway. I am confident such a compendium should it exist by then, will be discussed in a session this way and agreed upon by multistakeholders in the WSIS review event, in Feb 2013.

Farqana Abdullayeva:

I am from Azerbaijan information technology institute. I won't say some words about useful orientation of IGF forum. Firstly I am very happy that this forum was held in Azerbaijan, that our country participates in such important issues of Internet. At second this forum had been a very useful for us and for all participants of the forum. In this

forum we had, we heard were many interesting and progressive or also more type of points of view; many tasks which will be useful to participants and participants of forum. In this case, I want to thank the organizers and participants of forum for this wonderful opportunity to be among you.

* Some transcription was unavailable due to inaudible messages and technical difficulties*

Wout De Natris:

I am reporting back on workshop 87 and there is one concern here which I think maybe we need to think about for 2013 and beyond, there is almost no regulatory body or law enforcement at this conference, so what are the topics that would actually interest them to come and debate with the rest of, of the multistakeholder community, so I think that is one. We debated around one central theme that is, does the world need big Internet 3G like the United Nations on the open sea treaty, and the vote in the Panel was 8 and a half to one half because there was one gentleman saying, I don't know really. So that means everybody doesn't want one. We came up with several recommendations which I think may feed into things for next year. I think one main message was, there are so many laws out there, use the treaties and the laws that are around to the best of their ability and come up with best practices in the international realm from those treaties and laws which actually are out there. The other one is to reach out and communicate to your other communities; be a connector to other communities. Also that set priorities through national security strategies because if the country does that, it will go for priorities where maybe now they are lacking. Where they are now a lot of EU projects try and make them pan EU, there are countries that can benefit from coming out of projects.

Fund the capacity building that is also a comment that was made because capacity building is fine, if there are no funds then it won't happen. I think one of the most important ones was: get out of your silos, everybody is at their own conference talking their own topics and then we come here together and everybody flies home again and do you actually make a difference? So we need meeting places in the world people said where we can actually meet more often and debate the issues. That is I think once a year may not be enough. So could the IGF somehow organize subcommittees through the year in which people can actually meet and come up with the result or recommendations at the general meeting a year later?

Peter Major:

In that case, let me conclude this meeting, that it was a very successful to my mind successful session. We summarized well what has happened during the IGF here and naturally, there was some comments concerning some negative sides but there is always room for improvement and we are happy that we can improve and I am confident that these improvements will be there during the next IGF in 2013 in Indonesia.

It was my understanding that there has been some requests for MAG to take on some tasks for consideration about principles; about enhanced cooperation and implementation of recommendations in no way as a subordinate to the CSTD, but on its own independent way. So there was cause for actions.

Reports of the Workshops: Taking Stock and the Way Forward

Workshop # 85: Quo Vadis IGF – or Evolution of IGF

Reported by: Izumi Aizu

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

Peter Major, the Chair of the CSTD Working Group on improvements to the IGF, reported the process and the summary of the recommendations.

He first described the mandate which was for the CSTD to establish an open and inclusive manner a Working Group which could see, compile and review imports from all United Nations Member States and all other stakeholders and improvements to the IGF with the aim to give recommendations for improvements without changing basic features of the IGF, that it is multistakeholder and director and it is not a decision taking Forum. The original members of the WG were only governments, but representatives of Civil Society, Business, Academia and International Organizations were added to make it a multistakeholder composition.

Following five main points were presented in the final report as recommendations:

I. Shaping the outcomes of the IGF meetings
II. Working modalities including open consultation, MAG and the Secretariat
III. Funding of the IGF
IV. Broadening participation and capacity-building
V. Linking the IGF to other Internet governance-related entities

The report was submitted to the CSTD Annual Session in May and accepted. It would be discussed during the UN General Assembly this year.

Peter then described the substance of the recommendations as follows:

I. Shaping the outcomes of the IGF meetings
- Develop more tangible outputs
- Improve the visibility: IGF outcomes and accessibility should come with enhanced communication strategy and tools to making available the relevant documents to all the relevant stakeholders and the media.

II Working modalities

- Improve the overall preparatory process of the IG
- Improve the structure and working methods of the MAG
- Strengthen and expand the Secretariat with all the implications it may have

III Funding of the IGF

- Encourage and increase voluntary financial contributions,
- Enhance accountability and transparency
- Acknowledge the host country's support and in-kind support from other countries, organizations and the United Nations.

IV Broadening participation and the capacity building

- Expand and diversify participation
- Enhance broader participations
- Improve accessibility of the IGF
- Enhance all stakeholders' understanding of the IGF and Internet Governance issues.

V Linking the IGF to other IG related entities

- Ensure the relevance and inclusiveness of the annual IGFs,
- Support enhanced communication
- Empower the MAG and IGF Secretariat to consistent outreach.

Peter added that the WG had no provisions for implementation and he personally regrets that the WG had not thought of it or had not dealt with it extensively. He then proposed to the MAG to create a Working Group to translate recommendations to actions. He concluded in stressing the importance of the implementation.
Wolfgang, Kleinwacther, one of the members of the CSTD WG, echoed with Peter that the WG was a very good experience and innovation for the United Nations because it is not easy for an Intergovernmental body like the United Nations to deal with a multistakeholder group. He told producing 39 recommendations was very encouraging and we are on the right track, but it is only the first step and much more has to be done.

He emphasized that the IGF is in a competitive environment with the forthcoming ITU conference in Dubai in December, the World Telecommunication Policy Forum in Geneva in May 2013. He also added the WSIS+10 process as another competitor to IGF. He cautioned that if IGF does not produce what people expect, then it would lose the momentum and would go to another place. He also mentioned about the outcome of IGF and suggested even though IGF is not a negotiation body, there is a need to produce concrete outcome. Wolfgang also suggested giving greater role to the MAG, including the creation of a Working Group for implementation.

He also emphasized the MAG's legitimacy from the United Nations Secretary General and its multistakeholder nature, and suggested to put IGF and MAG for the discussion about the enhanced cooperation than the second Committee in the General Assembly.

Mervi Kultamaa, another member of CSTD WG, from the Government of Finland, shared her reflection. She emphasized that the amount of contributions the WG had received from across the stakeholder groups was huge and said it really reflected the interests that people had on the IGF. She then mentioned about the dynamics of the

multistakeholder participation as her second take-out of the WG. While there was some mistrust among WG members in the beginning, which stemmed from the fact that the nongovernmental participants were just "invitees". However, she said that finally it was accepted that everyone would work at equal bases. The different stakeholders didn't work in their own silos. She pointed out that it was the nongovernmental actors that brought the government members back to reality. She concluded that the multistakeholder approach is definitely the way to go if we want to achieve something in the future.

Markus Kummer, CSTD WG member from ISOC, provided his observation as follows. He first took a step back to 2009 when there was a broad based consultative process on the IGF and the extension of its mandate. He noted that the result of the consultation was overwhelmingly positive. However, he continued, that some Governments put the finger on the identified weaknesses and questioned the outcome of the consultative process and wanted to change the nature of the IGF. He told that the CSTD WG had historic merits, kept the fundamentals of the IGF as a platform for dialogue with nonbinding outcomes in a multistakeholder setting.

He said the recommendation No. 1, shaping the Outcome, was the essential recommendation. Funding is the core of the matter. He agreed with the report that the Secretariat is extremely small. So the idea to give more responsibility to the MAG is extremely welcome. He also cautioned that we should not forget that MAG is a voluntary organization and the members have their own limitations.

Markus then recalled the very beginning of the IGF from WSIS Tunis Agenda as shaky, Dynamic Coalition did not work that well, and some were opposing to the setup of Working Groups to carry out intercessional works. He said that the times they are a-changing and IGF has matured: Issues that we could not discuss at the first meeting can now be discussed; a meeting on enhanced cooperation was considered impossible in the early days, which we had this time. Markus pointed out the works of Secretariat depends very much on funding. He sees that industry on a whole has not come up with adequate funding for IGF.

Parminder Jeet Singh, a civil society member of the CSTD WG from India, shared his diverging views. He first agreed with other speakers that IGF is a path-making innovation. He considers it as a new innovation in democracy, IGF should be able to inform policy and also act as checks and balances. With that framework, he expressed his disappointment to both the achievement of IGF itself and also the substance of the CSTD WG report. He first pointed out that the representation of underrepresented and marginalized people to IGF had been a big issue, but the WG failed to address this adequately.

He continued to the issue of IGF funding and argued for making it as United Nations regular budget, though his organization and India, among others, made this proposal at the WG, others maintained the current framework of donor-based model. He pointed out the risk of relying on private funding for public policy process as possible capture and the WG's recommendation as a wrong model in going ahead in democracy. He mentioned

that not going for the public funding at United Nations is the reason that there is no executive coordinator, strong secretary to support IGF.

Parminder said it is his duty to say very unpleasant thing because he brings it from the people who feel strongly about these, and these kinds of duties have not been filled up. He also expressed his disagreement with the WG report that the linkages with policy making spaces were not strong enough.

Discussion

After the presentations from the panel, the discussion with the participants followed.

CSTD members from business, Jimson Olufuye from Nigeria and Marilyn Cade from USA endorsed most of WG report including the funding model and disagreed with the shift to the United Nations regular budget system. They explained that private funding is encumbered and putting it through the United Nations donors fund provides safeguards. Marilyn expressed she was not in favor of MAG for implementing the improvements, but suggested the Secretariat to be in charge.

A gentleman representing the United Nations, who was one of the cofounders of Arab IGF, a joint umbrella with the League of Arab states, shared his reflections. He shared part of the pessimism with Parminder. He asked what is hindering the public funding of the IGF. He asked to think about where is the missing link from the point of view of Governments that might be filled and therefore bring them in to the bandwagon. He also shared his view with Marilyn on the need to empower the Secretariat. He called for United Nations General Assembly to institutionalize the IGF and provide regular budget mechanism for long term financial sustainability.

Markus replied, out of his experience of IGF secretariat for the first five years, while having regular budget and contract for the secretariat is very much welcome, making it as regular budget requires the United Nations General Assembly to change the mandate of IGF which is a political decision. This means shifting the priorities of the United Nations which would be a big battle with little chance of success in the current United Nations situation. He therefore showed his support for current trust fund as being more practical and well-established in the United Nations context. He also added that MAG members can influence on these issues.

Parminder, being a civil society member, cautioned the problem of capture by private sector. He also pointed out the chicken and egg situation: if you don't become effective, you don't attract funds and vice versa, that's the disjunction we are facing for the policy making process.

Conclusions and further comments:

There was general consensus view that MAG should play stronger role for improving the IGF including ensuring diversity on panels and other IGF activities. The specifics, to

have Working Group within MAG or not, did not reach consensus.

For funding, there was no single direction agreed, indicating that though "multistakeholder ism" has gained most, if not all, support, it is still long way to reach the stable, sustainable framework in practice.

That is the task for all, not only with MAG.

Workshop #141: New Trends in Industry Self-Governance

Reported by: Ben Zevenbergen

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

Main theme of the workshop:

• What lessons can we draw from some of the existing cases of - to some extent – self-regulation about protecting and enhancing the public good that complements (replaces to some extent) the legislative role.

Max Senges (Google):

• Uses Google Books case as an example to discuss the opportunities and problems of introducing new innovation quickly.
• Disruptive innovation with Internet based information means by definition that something that is a current state of play is being disrupted. Usually that also means the current legal system is not 100 per cent able to grasp the new processes.
• To innovate quickly, it is best to test new services in the field and to receive criticism and feedback from users.

Jeanette Hofmann (Wissenschaftszentrum Berlin für Sozialforschung):

• Addressed the topic of Google books from a perspective of a changing cultural market.
• Previously, we would either buy tangible copies of books and/or we would buy access to cultural content such as buying a ticket to see a movie or a play in the theatre.
• When cultural, tangible goods turn into services, the relationship changes between sellers and the customers. Customers lose a lot of the rights that they are used to. For example if you buy a book you can read it several times, you can share it with your friends, you can resell it, you can do all sorts of things with it because significant parts of copyrights are exhausted with the transaction of buying the book.
• And this is no longer the case when we buy licenses, where there is no exchange of property rights. Here we notice a real shift in the power balance between sellers and buyers.

Fiona Alexander (US Department of Commerce):

• Spoke about the US experiences with self-regulation to accompany the slow moving legislative process.
• The US is trying out evolving models, where for example the White House issued a framework for a white paper for a commercial privacy framework. This contains some interesting key components, such as the creation of multi stakeholder processes to develop codes of conduct, including the ability for the Federal Trade Commission to enforce these codes of conduct once they were actually developed by stakeholders.
• The US have realized that domestic legislation is slow to move, so have thus started their own multi stakeholder codes of conduct process, the model and experiences of which could be useful for the other multistakeholder forums.

Emily Taylor (Independent Consultant):

• Industry views self-governance and the multistakeholder process as a cost, rather than a useful regulatory tool.
• She questions whether the multistakeholder process may actually be serving another public interest, other than ICANN's initial experiment.
• The multistakeholder model may just be a model to legitimize certain decisions, which would be under heavy scrutiny if taken otherwise.

William Drake (University of Zurich):

• Supports the evolutionary process of internationalization, but is also pragmatic enough person and an evolutionary enough person to recognize some things take time and have to be calibrated and so on.
• Unless you were to go through the AOC (Affirmation of Commitments between US DoC and ICANN) and strike out all the bits where there is an agreement between the United States and ICANN, then Internet governance is not a fully self-regulatory or multi stakeholder process. Drake supports the AOC.
• Many aspects of the AOC model are useful, such as periodic reviews by the communities, reflection, learning, adaptation; tweaking, experimentation and thus making it better over time. These are all very distinctive and obviously very different from other forms of governance.
• One of the challenges with self-regulation, co-regulation, multi stakeholder regulation or governance is that actors come into the process with very unequal power capabilities.

It would take an extraordinary amount of really transparent open process developments to constrain, which translate into influence in ways that often are not obvious. One thing that is quite clear is that the ways in which those unequal power relationships manifest themselves is you know you have to actually be inside it to have the full sense just how many forms it can take.

Workshop #145: Threats to multistakeholder Internet governance – is it worth protecting?

Reported by: Dixie Hawtin

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

Moderators: Dixie Hawtin (Global Partners and Associates), Carlos Affonso Pereira de Souza (Fundação Getulio Vargas)

Panelists: Philip Verveer (US Department of State, Benedicto Fonseca Filho (Ministry of External Relations – Brazil), Bertrand de la Chapelle (International Diplomatic Academy), Anriette Esterhuysen (Association for Progressive Communications), Jeremy Malcolm (Consumer International), Theresa Swinehart (Verizon),

Multistakeholder governance is a central value of Internet governance - beginning with the evolution of engineer-driven bodies such as the Internet Engineering Task Force, confirmed in the Tunis Agenda for the Information Society and practiced in a range of institutions and processes where Internet governance and policy occurs. The multistakeholder approach is based on the idea that those who will be affected by decisions have a right to be involved in the making of them, and that a diverse body of viewpoints will contribute to better decisions, and more successful policy implementation. Arguably this is especially important in the realm of the Internet where traditional regulatory tools do not work as effectively and power is intrinsically distributed.

However, multistakeholder governance of the Internet faces a range of threats. Both intrinsically - who participates? What legitimacy do they have? How are decisions made? - and externally as governments and businesses, for example, increasingly look to processes which are not adequately multistakeholder to make Internet governance decisions, be it the International Telecommunications Union or multi-lateral processes such as the Trans-Pacific Partnership.

In the context of these existing and growing threats – and the WSIS ten year review beginning this year – this workshop sought to unpick the concept and practical challenges of multistakeholder Internet governance.

Conclusions and further comments:

Some key findings:

- Multistakeholder participation is necessary due to the trans-border character of Internet issues. The involvement of many different viewpoints allows for better, and more legitimate, decisions. In an environment where there are no clear separations of jurisdiction, shared governance norms are crucial. There should be work to develop a set of global multistakeholder principles for Internet governance at the Internet Governance Forum.
- Multistakeholder governance works well when it comes to the functional aspects of the Internet, the challenge is to develop the appropriate tools for multistakeholder governance of what happens on the Internet.

- Brazil's national multistakeholder process to develop the Marco Civil was pointed to as an example which should be studied and applied in other forums and processes. Governments in general need to make more commitment to implementing the multistakeholder principles.
- Multistakeholder governance is a developing concept and it is important for governance structures to include mechanisms which will allow for the structures to develop and improve.
- While there is widespread support for multistakeholderism in theory, in practice it often seems to be just lip service with new laws and practices being formed without consulting all stakeholders. This is a problem both at the national level (e.g. SOPA, PIPA, the new laws on cybercrime in the Philippines and Malaysia) and at the international level (e.g. ACTA and the TPP). It is also a problem with corporations – for example Google's response to the Innocence of Muslims video was unilateral.
- The Internet Governance Forum is the only global, multistakeholder Internet governance forum which deals with Internet governance (beyond functional governance). However there are many problems which need to be overcome. The IGF is lacking leadership at present – a special advisor and executive secretary should be appointed as a matter of urgency. The Multistakeholder Advisory Group has proved resistant to evolving the IGF's processes, and there is a lack of adequate funding.
- At the upcoming World Conference on International Telecommunications there is a chance that the ITU's mandate will be expanded to include more of the Internet. There appeared to be consensus that the ITU was not the appropriate forum for this due to, for example, a lack of transparency and of adequate civil society participation. The US is going to oppose an extension of the ITU mandate and while Brazil has not yet finalized its position the ambassador announced that he does not anticipate Brazil supporting an extension of the ITU mandate.
- Both the Brazilian and American government representatives agreed with the idea of creating a multistakeholder working group on enhanced cooperation .
- The upcoming WSIS +10 Review was identified as another potential threat to multistakeholder governance (alternatively, another opportunity to promote better implementations of multistakeholder governance). The WSIS review process is likely to look at how policy decisions are made, the ability of stakeholders to engage and gaps which need to be filled.

Workshop #154: Internet & Jurisdiction: What frameworks for cross-border online communities and services?

Reported by: Bertrand de LA CHAPELLE, Director Internet & Jurisdiction Project

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

About:

The workshop explored the tension between geographically defined national jurisdictions and cross-border online platforms, which span across multiple countries, as well as domain operators, which register and manage domains that are accessible worldwide. Recent cases including the 'Innocence of Muslims' YouTube video or the seizure by US authorities were analyzed to highlight the shortcomings of the existing system and discuss possible ways forward. In order to preserve the cross-border nature of the Internet and its services, the workshop confirmed the growing need to develop, in a multistakeholder manner, appropriate procedural frameworks to ensure due process and increase interoperability between cross-border online platforms, DNS operators and national jurisdictions.

Main take-Away: The importance of Due Process

Panelists emphasized the importance of the principle of due process. In the absence of universal norms and harmonized laws for takedowns and seizures, due process emerges as a high level principle that could be incorporated into interfacing multistakeholder procedures to manage state-state, state-platform and in-platform procedures. Concretely, this requires clearly defined rules and well documented processes to guarantee openness, transparency, accountability, and proportionality and appeal mechanisms.

Conclusions and further comments:

Discussion Highlights:

Jurisdictional conflicts: States increasingly assert their jurisdiction over cross-border online activities. However, what is legal in one country might be illegal in another. This can, in the absence of universal standards, lead to jurisdictional conflicts, if more than one country asserts its jurisdiction over platforms, servers or the DNS.

Respecting 192+ national laws: Cross-border platforms face the challenge to incorporate multiple national and sub-national laws and norms into their Terms of Service. In order to respect lawful requests from different jurisdictions, platforms develop new technologies for content localization based on cc-TLD migration and geo-IP filtering.

Extraterritorial Extension of Sovereignty: Some countries can extend their jurisdiction over foreign countries and their Internet users, due to the incorporation of cross-border online platforms (e.g. US or Ireland), the location of the domain name operators (US State of Virginia) or the location of servers.
Ex-Parte jurisdiction: In some countries, including the US and Belgium, courts can rule in the absence of the defendant, who can be a foreign citizen, according to their national jurisdiction. In the case of cross-border activities, this constitutes a major challenge to due process.

Censorship: In order to enable a clearer debate, a distinction is necessary between legitimate take-down requests and censorship (when due process is not respected).

Layers: There is a distinction between actions targeted towards the DNS layer operators (impacting the routing system) and requests made to platforms hosting content.

Forum Shopping: Plaintiffs seek to file lawsuits with courts that have jurisdiction over cross-border online platforms or domain name operators.

Granularity: More granular approaches to content takedowns based on interoperable procedures between countries and platforms might decrease general nation-wide platform blocks.

Long-term sustainability of rules: It is important to make sure that principles are established at a sufficient high level to ensure they can withstand the test of time and the rapid rate of evolution of technology.

Terms of Service as community Guidelines: How can the users be associated with the development of these guidelines?

Minimal harmonization: We encounter at the global level issues similar to the classical harmonization debate among the members of the European Union. Total harmonization is not always required; sometimes a minimal set of rules allowing mutual recognition can be enough.

Jurisdictional arms race: The unbridled application of national sovereignties on a cross-border infrastructure can actually harm the exercise of sovereignty, in particular to the detriment of countries without Internet operators on their soil.

Responsibility of States: A corollary of the recognition of sovereignty is the responsibility of States for potential transboundary impact of their national decisions.

Multistakeholderism: Appropriate frameworks for cross-border online platforms and DNS operators need to be based on a multistakeholder consensus.

Workshop #171: What is the Geography of Cyberspace?

Reported by: Internet Jurisdiction Project

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

All stakeholders acknowledge the tension between the vertical nature of national jurisdictions and the horizontal nature of the cross-border Internet. The resulting complex and multi-layered interactions are difficult to picture. The workshop explored the legal geography of cyberspace and how it relates to the Westphalian international system and its patchwork of legislations.

The discussions scrutinized the concept of national sovereignty in cyberspace and highlighted potential options for future frameworks or mechanisms to govern the cross-

border Internet.

Main Take-Away: Managing Commons, not separating sovereignties

Connected via the Internet, 192+ national jurisdictions co-exist in one shared space. However, the Westphalian concept of jurisdiction is rooted in the separation of territories, while the Internet was designed as a cross-border space. The Internet's topology nevertheless interpenetrates the physical space, leading to a meshed geography of overlapping layers of technologies and jurisdictional competences. The panelists highlighted that the main challenge for mankind is to find frameworks to manage these new commons, to enable peaceful co-existence of billions of users on the Internet. Failure to do so could result in zero-sum power redistributions and the gradual re-territorialization of the Internet, which would undermine the value that this common infrastructure created for mankind.

Discussion Highlights:

Internet Layers: The Internet is built upon a separation between a logical layer (naming and numbering) and an application layer (including content). In asserting their national jurisdiction over online activities, states should not tinker with this separation to regulate content.

Cyberspace: The Internet consists of multiple public and private cross-border spaces, each of which subject to rules that come from national laws and/or private Terms of Service.

Sovereignty in Cyberspace: The assertion of sovereignty by one country can have extraterritorial impacts over other states and their Internet users. A no-transboundary harm principle and the notion of collaborative sovereignty were discussed. It would be useful in that regard to distinguish between intended and unintended cross-border impacts.

Multiplicity of competence criteria: States assert national jurisdiction based on the location of the user, the domain operator, servers or where cross-border online platforms are incorporated. Therefore, cross-border online services can be simultaneously subject to various jurisdictions.

Digital Territories: Users of cross-border online platforms and services become subject to the Terms of Service of these "digital territories". Their national and digital citizenships can be analyzed as different forms of stakeholdership.

Global Constituencies: Parliamentarians in one country become subject to requests by people in other countries because of the potential extra-territorial impact of national legislations.

Renationalization: Recent trends of geo-IP filtering and assertion of jurisdiction based on

TLDs indicate the danger of the re-territorialization of the Internet. Turning the Internet into a collection of national intranets would destroy the benefits of this global infrastructure.

Cybertravel: Is a user performing a form of cybertravel when he/she visits a site located in a different country? Should this be protected as a right of free circulation? Has this user a right to choose a different – virtual - location than the territory he/she is physically in, in order to access content blocked in its jurisdiction?

Power redistribution: There is a competition between jurisdictions (national laws) and platforms (Terms of Service) to define new power equilibrium for the governance of cross-border online spaces.

Possible regimes to manage cross-border commons:
- Existing International Law
- International treaties
- International Organizations
- Self-regulation of companies
- Private regimes (companies and civil society)
- Multistakeholder regime(s)

Workshop #175: Regional and Country-level IGFs: What's at stake and who's involved?

Reported by: Courtney Radsch and Melanie Dominski

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

The primary objective of this workshop was to present diverse perspectives from academia, civil society, government and the private sector about the current trends, opportunities, and threats facing the multistakeholder IGF model at the country and regional levels, and to think about how this might impact the international IGF.

This session was designed as an interactive roundtable that included panelists representing each stakeholder group from five different regions, three of whom were women, as well as about 35 audience members and remote participants, who actively contributed to the discussion. National and regional IGFs are not formally connected to the international IGF and are organic in nature resulting in differences in form and substance, and thus the goal was to understand different experiences of those who participated and what they felt worked or did not. Since formal approval is not required to host a national or regional IGF, these IGFs are entirely independent from the United Nations and the international IGF and this workshop was an opportunity to discuss best practices, challenges and emerging issues.

Although there was a debate about whether the IGF format should be a template or just inspiration, panelists and audience alike agreed that the national and regional IGFs should

maintain the integrity of the United Nations methodology as it pertains to the maintenance of a multistakeholder forum. In order for an IGF to be effective, it must create a space that is open and includes all stakeholders – representatives from civil society, academia, private sector and government.

Multistakeholder ism:

The Arab IGF was described as a good example of an inclusive, mulitstakeholder regional IGF: it included an open call for participation in the MAG, which received 60 applications and resulted in a multistakeholder MAG including 12 representatives from government, six from civil society, six from private sector and six from the tech community. As a result, the level of discussion at the Arab IGF was perceived as productive. However, despite the overall success of the Arab IGF, some felt that civil society was not adequately prepared to participate at full capacity due to the new and technical nature of the Internet governance field.

The under-participation of civil society in national and regional IGFs is also seen in other regions, which illustrates that additional training on Internet governance for civil society and awareness raising campaigns regarding the potential impact of the IGF are needed globally. For example, in South Eastern Europe, discussions on Internet freedom only included representatives from government and the private sector; while in Latin America, civil society actors are only beginning to engage on Internet issues and, thus, treat the regional IGF as a learning forum instead of a forum for action. All agreed that it is essential that civil society actors become more active and knowledgeable IGF participants, not only to ensure that their voices are heard on the national, regional and international level, but also to ensure that their input is taken into account in the process leading up to each IGF during which the themes are decided upon.

As human rights issues online are becoming more significant, it is becoming increasingly important to discuss human rights issues at the IGF and in the context of Internet governance. It is easier for the private sector and the government to come together and consolidate their positions on issues of Internet governance than it is for civil society. It is important to make sure that all stakeholders are represented. Other observations included:

- A national IGF was held in Tunisia in 2011. It was very hard to organize since the level of understanding about the IGF format and process was low among civil society. There was no indication that this national level IGF fed into either the Arab IGF or the Africa IGF. Tunisia will hold another national IGF in 2013.
- There is a healthy civil society presence at the IGF USA, but most are from within the Beltway (from the Washington DC area). The IGF USA includes discussions on new topics, such as big data, moving to the cloud and intermediary liability, and, thus, makes a substantive contribution to the theory and field of Internet governance.
- There is a lack of private sector involvement at the LAC IGF.
- The multistakeholder aspect of the India IGF is coming to fruition. Representatives from academia, civil society, youth (YouDIG, youth debate on

Internet governance), and the tech industry all actively participate in the India IGF.
- At the international IGF, the academia stakeholder group is under-represented.

The issue of funding:

There was a debate over whether and how funding for IGFs enables multistakeholder participation, especially by civil society and academia. Several felt it was difficult for civil society actors to engage in the IGF in large numbers due to a lack of funding needed to support travel and lodging. Some of the issues, and potential solutions, raised included:

- Remote participation vs. physical participation: Some felt funding is not an issue because those who cannot afford to travel to the IGF can participate remotely. Others noted that remote participation does not compare to actual physical participation, which is about far more than the workshops.
- The LAC IGF has a couple scholarships that help civil society actors attend, but they are limited and usually sponsor different individuals each year.
- Should funding for the IGF be public? Some in the audience felt that all IGF funding should be public, while others (including the panelists) did not see a problem with private funding. Many IGFs are funded through a combination of UN and private money; others are even funded by governmental money (Tunisia) and private sponsors (Kuwait). Currently, there is not one funding model for IGFs, however, it is essential that they funding source be neutral.

Learning from IGFs:

Those present at the workshop agreed that the IGF forum should be bottom up. Since national IGFs bring together a high concentration of individuals who know the local context, that knowledge should bubble up to the corresponding regional IGF in order to make the regional IGF a more effective and focused forum. In the same way, knowledge coming out of the regional IGFs should bubble up to the international IGF. However, because no database or central clearing house exists where outcomes from each national/regional IGF are codified (or at least none that any people in the room knew about) or where specialized knowledge coming out of these fora are housed and shared, this process of systematized information sharing is not happening and much of the knowledge gained at national and regional IGFs seems to be getting lost or at least is not accessible to an average participant. In order to get the most out of the national and regional IGFs and to make the international IGF a more effective forum, an easily accessible platform housing information and lessons learned from all IGFs could be developed and used to as a starting point to share best practices, how-tos and outcome documents. If such a clearinghouse exists then far greater efforts should be made to ensure that IGF participants at all levels and those interested in Internet governance are aware of and have access to it.

Reports of Other Workshops

Workshop #106: Understanding Internet Infrastructure: an Overview of Technology and Terminology

Reported by: Bill Woodcock

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

This is an introductory workshop that's conducted each year. Normally, it's held at the beginning of the first day, and serves to give people an overview of the terms they're likely to hear bandied about over the course of the week. This time, through some sort of scheduling mishap, it was held near the end of the week, so the questions were much more topical than in past years. In addition to the usual questions about routing, the domain name system, and Internet governance organizations, we also got questions about the ITU, WCIT, and the short-lived ETNO proposal for settlements. The prepared content of the workshop remains relatively constant from year to year, since the fundamental principles of the Internet are slow to change. We cover routing, the domain name system, and the Internet governance organizations, and then engage in Q&A with the floor.

Conclusions and further comments:

Based on the questions we received, there's substantial interest and a dearth of understanding among at least this subset of IGF participants of the economic principles that underlie the Internet's operations. We will focus more heavily in that area for next year.

Workshop #176: National IG Mechanisms – Looking at Some Key Design Issues

Reported by: Paminder Jeet Singh

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

Micheal opened the discussion by laying out the context of the workshop. He said that the Internet has emerged as a kind of unique public resource and different strategies have been tried at national levels indifferent countries to manage Internet in public trust, or as a public commons. More specifically, the technical management of Critical Internet Resources has seen many different and innovative approaches. Different kinds of multistakeholder models that have been employed in different places are of special importance in this regard. Michael also noted that the Internet Society had recently come up with a research study on the same subject which can serve as an important resource

material, He then asked the panelists to briefly relate their experience with national Internet governance mechanisms in their country, focusing on the following questions.

- How should the national commons of Internet resources be managed?

- Why do you think this is the appropriate strategy for management of these resources at the national level?

- What kinds of mechanisms are appropriate for technical matters, what for those that are partly technical and partly social, and what for larger public policy matters, requiring more political responses?

- Should there be a common single mechanism to address all the above kinds of issues, or different ones? How to coordinate different mechanisms, and different parts of the national governance machinery dealing with different aspects or kinds of IG issues?

- How to ensure meaningful participation of all stakeholders in a manner that focuses on public interest?

- How (or should) the surplus from domain name registration fees etc collected by national IG agencies be employed for public interest purposes, especially, for taking up Internet related research.

Byron Holland of the Canadian Internet Registration Authority (CIRA) went first. He said that since CIRA operated the country code registry and the domain name infrastructure under it, much of the work done was highly technical. However, they were also closely involved with various policy levels, both at the domestic and international level. Byron said that although delegation of .cc registration power flows from the government as in many countries, the Canadian government has a very light touch role in the system. CIRA was set up as a not for profit corporation after intense consultations with the Internet community in Canada. The manner in which the election to the board takes place, whereby almost anyone from the Internet community can come in, is crucial to the legitimacy of CIRA. Byron then described how the Canadian Telecom Regulatory Agency has begun to take some Internet related decisions. However, its role remains light-touch, and very much issue specific. Recently, a new chairman of the CTRA has begun to take a more activist pro-consumer role. In all this, CIRA remains a neutral independent expert member of the ecosystem.

Next was Carlos Affonso from CGI.Br, the organization managing the Critical Internet Resources in Brazil. Carlos started by pointing to the similarities between the mechanisms in Canada and Brazil. In both these countries any applicant for domain names under the country code had to prove citizenship. He stressed how .Br is regarded as the identity of Brazil on the Internet. Carlos then briefly described how the Internet came to Brazil through the efforts of some NGOs and researchers, with the help of some government members from the Ministry of Science and Technology. And then a mechanism for managing critical Internet resources began to be assembled. In 1995,

CGI.Br (Brazilian Internet Steering Committee) was set up as a commission with members from four stakeholder groups. At that time, even non-governmental members of CGI.Br were nominated by the government. However, Internet activists were able to get an important decree whereby the Internet layer, transport layer and application layer were all considered to be value-added services and thus beyond the purview of the telecom regulator. This arrangement still stood. Later, when Lula was elected to power, CGI.Br shifted to an arrangement whereby each stakeholder constituency begun to directly choose its representatives on the commission.

Susan Chalmers of InternetNZ spoke next. She described how the delegation of .nz did not flow from the government and InternetNZ was directly recognized by ICANN to run the .nz registry. InternetNZ had two subsidiary companies, the Domain Name Commission, dealing with all the policy related and dispute resolution work, and the New Zealand Registry Services, which managed the technical functions. The Governing Council of InternetNZ is elected by the membership of InternetNZ. There is an open membership policy and anyone can become a member. Till about two years ago, InternetNZ had a very narrow ambit, largely related to technical policies, with some involvement in broadband and competition issues. However, its now ambit is being broadened; for instance, it has been doing some copyrights related work lately, Government also consulted it on issues related to World Conference on International Telecommunications. The next speaker was Pranesh Prakash of the Centre for Internet and Society in India. He approvingly referred to the comment he had heard at the conference the previous day that perhaps too much of discussion on enhanced cooperation was focused on critical Internet resources.

While management of critical Internet resources is already decentralization, Internet governance related to larger public policies is not, although there is no technical reason that it cannot also be decentralized. As to how the national commons of Internet resources should be managed, these resources exist at multiple levels, and therefore there cannot be one answer to the question. Describing the situation in India, Pranesh said that the main player in managing the critical Internet resources was the National Internet Exchange of India, or NIXI, which was set up in 2003 as a private corporation by the Government if India. Now, NIXI also runs the country code, .in, registry, which was earlier managed by a government agency. However, most of technical functions are outsourced to companies like Afilias.

Regrettably, there is no real public participation in the processes of NIXI. There is some participation, like in handing our some research grants, but that too did not follow any proper process. Lack of any public participation was specifically evident when the important decision to make NIXI the National Internet Registry was taken in an entirely opaque manner. This raises the issue if NIXI is indeed truly independent from the government for it to be the National Internet Registry. Pranesh then brief mentioned some early efforts at the global level, like the Internet Social Task Force which was set up by ISOC in 1997 as a complement to the Internet Engineering Task Force, towards finding new ways to govern the Internet, even in non-technical areas.

Tapani Tarvainen of Electronic Frontier Foundation of Finland spoke next. He mentioned that the Internet came to Finland from universities, where he also had been working. The country code registry for .fi is run by Communication Regulatory Authority, which is a proper government agency. However, in practice this agency is quite independent, and there is not any kind of heavy-handed approach. Like in Brazil, domain names can only be taken by citizens, or companies with a branch in Finland. So, it is really governments run show with a lot of consultation, but it seems to work. Finland is a small country with a lot of lateral communication going on, as was evident in case of IDNs being introduced. It is the Ministry of Foreign Affairs which has organized a Finnish Internet Forum for some years now, with participation from civil sobriety and industry. This ministry is also the main government participant from Finland in the IGF, with some representation from some other ministries. As for the question how the surplus from .fi domain name registration fees should be used, the current practice is to keep dropping the price of registration, which seems to be the best approach to take.

The discussion was then thrown open to comments from the floor. A participant from Ukraine observed that there was no process of consultations on Internet governance issues in her country. They had no idea about the government's positions on various international issues. She wanted to know how her organization can directly participate in global and European level forums. Next a participant from India described how they had organized a multistakeholder India Internet Governance Conference which was a very fruitful experience. Getting involved in IG discussion in India is still really a challenge, for instance, there being a few different departments dealing with IG issues. She was impressed with how a so much better balance among different agencies and interests had been achieved in the Canadian system.

At this stage David Souter presented a framework for assessing national ICT environments that he has developed for ISOC. They had done a pilot study in Kenya in this regard. The assessment framework divided issues in categories of technical and public policy, with further sub-categories. Another participant from West Africa described how they did an exercise of assessing IG issues and venues of participation in the small country of Togo. The exercise looked beyond technical actors to include participants from many other social and developmental spheres. Future scenario building exercise was also done to assess what IG issues are expected to become important.

A participant from Cote d'Ivoire described how Internet came to her country in times of post civil war crises, and how it was taken up by citizen groups as a tool for peace. Government also seems to have begun to understand that as the Internet is taken up by citizens it can have a great influence on policy making and other processes of governance. A participant from India proposed that, for the purpose of designing appropriate national IG mechanisms, national level issues be seen separately in the categories of technical issues on one side and larger public policy issues on the other. And among public policy issues too there are some issues that are largely the domain of one department or ministry and other issues which are spread across several agencies.

In closing the discussion, panelists were asked to make final comments. Byran Holland said that the best thing about the CIRA was its diverse, multistakeholder board, with also a government nominee on it. And it is through doing things well that CIRA gets its legitimacy, which also helps them do things other than just running the national registry. CIRA holds an annual Canada Internet Forum as a space for dialogue on various Internet governance issues. Carlos Affonso spoke about how CGI.br was constituted by a decree and not by law which could make the system more stable. Also perhaps there were too many government members at present. The good thing is that Internet registry service ensures a lot of surplus finds which allows CGI.Br to do a lot of additional things like research, statistical work, security, running a W3C office and so on. Susan Chalmers said that InternetNZ has organized two national IGFs which they call as NetHuis. She said that in New Zealand, the public and the media are very vigilant and therefore it is not only legal controls but also the public opinion that constantly weighs upon them to perform, and to perform well.

At this point the Chair, Michael Gurstein, comment how, a few years earlier, InternetNZ had played a very important role in developing New Zealand's digital strategy. A participant from the US said that she was quite conversant with the activities of InternetNZ, and these were really very widespread. At this point Carlos Affonso explained how their position at the World Conference on International Telecommunication was informed by the national level struggle to protect the Internet from predatory telecom regulation. A participant from India said that while things are somewhat looking up now in India, most consultative processes are still only so in appearance, and calls for consultation do not go wide enough.

Another participant, also from India, highlighted the importance of access to Internet through cyber-cafes for a country like India. He argued that cyber-cafes should be recognized as a distinct stakeholder category in Internet governance discussions. The chair, Michael Gurstein, then summed up the discussion. He said that the problems of appropriate management or governance of the Internet at the national level are especially complex and acute for developing countries. In these countries, while institutional development is still poor, the range of issues that are implicated are rather huge, as have been touched upon by many participants. He left the participants with this question; how much should those responsible for the management of Internet resources see themselves as not only the custodians of the public trust in the Internet, but also the stewards of the public Internet and the proponents of the public Internet in the sphere of the infrastructure, in the policy making, and, generally, in the process of enabling citizens and communities and individuals to be more active and participative in the Internet? In the end, the organizers of the workshop expressed the desire to keep this very important dialogue on national IG mechanisms going in the next IGF. If possible, some kind of detailed documentation on different models and their relative advantages and disadvantages may be developed which could serve as a resource material for further discussions.

Workshop on 5 years EuroDIG

Reported by: Wolf Ludwig, EuroDIG Secretariat

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

The EuroDIG Workshop was well attended by around 40 participants. After opening and introduction to the session, the first announcement was the date of the next EuroDIG event in Lisbon what is: 6-7 June 2013. Participants were kindly asked to reserve the date.

In the first part of the WS, the Message from Stockholm was presented by a speaker from the host country, followed by some evaluations of achievements compared to previous events (Strasbourg 2008, Geneva 2009, Madrid 2010 and Belgrade 2011). The discussion was opened on further expectations and challenges.

In a second part, the Secretariat summarized topics and results from the past EuroDIG planning meeting end of September in Frankfurt, Germany. The main outcomes were a planning schedule and the milestones to Lisbon 2013, further consolidation steps like the creation of the EuroDIG Support Association, outreach and funding coordination. The Milestones to Lisbon were discussed in detail.

In the third part of the WS participants presented and discussed ideas and expectations for Lisbon/Portugal 2013. Representatives of the next host country gave a briefing about the venue, particularities and offers by the host country. The EuroDIG 2013 in Lisbon is aimed at a close coordination with stakeholders in the host country as well as a better inclusion of national IGF initiatives in Europe. In the meantime, there are 15 national IGF events all over Europe and some more to be created. With support of the European Commission (EUC) the coordination among those initiatives and with EuroDIG will be further improved.

A representative of the EU Commission said: “In a number of European Union Member states a Digital Champion has been appointed and this has been a very useful driver to bring about awareness of Internet issues, improving e-skills and inclusion, and each of them has their own particular interest which is important nationally. So their participation at a national level, at a EuroDIG level and then, of course, ultimately at this level at the IGF is really very important. I know that the Romanian digital champion was here and participated at this IGF and this is very helpful to provide the link between the IGF at an international level and also nationally and, of course, at a European level.”

Conclusions and further comments:

There was agreement that Stockholm constitutes another highlight in the EuroDIG history and Lisbon will envisage some new achievements and not just “more of the same”. Some next steps and priorities were announced: Call for topics and agenda proposals – not sessions at this stage – for 2013 (deadline until the end of year), updates of donor material (docs and hand-outs) and participants were invited to support the core team and secretariat in its fundraising endeavors. The next open planning meeting will be

convened on 28 – 29 January 2013 in Lisbon to discuss first outlines of a program. Further announcements will be published on the EuroDIG Website and circulated via the Newsletter regularly.

Workshop: Broadband Measurement and Metrics for a Sustainable Internet

Reported by: Meredith Whittaker, Program Manager, Google Research

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

This was an interactive panel that involved lively dialog between the audience and the panelists.

Some of the themes covered include:

Openness and open measurement

Open measurement means scientifically replicable results. Measurements must be conducted openly at every step so that researchers and the global Internet community can verify their accuracy, and improve the methodologies in time with the complex and dynamic changes continually taking place across networks. Regulators and policy makers must rely on this open, scientifically-verifiable information in order to maintain public trust and accountability.

Globally consistent metrics

The Internet is a network of networks, spanning the globe. There is no single, centralized point from which accurate observation can be conducted. As such measurement must reflect this, crossing boundaries and regions in order to comprise a source of information that represents the state of the Internet as a global whole. Ensuring that methodologies and measurement infrastructure is consistent globally is important to create an accurate and complete picture of Internet health.

Consumer empowerment

Internet users should have access to a clear source of intelligible information about the way the networks they rely on and pay to access are functioning, and whether a problem they are experiencing is caused by their ISP, another ISP, or an issue elsewhere. Networks must serve individuals and communities, and to do this it is crucial that an accountable source of information about what happens to user data when it traverses networks is made available, creating a standard of user agency and data-based accountability.

Regulatory responsibility

Regulators and those responsible for crafting Internet policy must rely on good data. This is a given. Given the complexity and dynamism of the global Internet, it is important that new and scientifically-sound processes for obtaining and ensuring good data be adopted at the regulatory level. Specifically, data gathered on the performance and health of the Internet must be obtained through scientifically-sound methodologies. To ensure that these methodologies keep pace with the changes and idiosyncrasies of global networks, it is crucial that the data and the process by which it is obtained remain open to scrutiny by anyone. Only in this way can the global Internet community collaborate to inform this process, and work together to ensure that the methods for data collection match the reality of changing networks.

Nurturing the multistakeholder Internet

The Internet is the product of diverse constituencies cooperating in surprising and productive ways across diverse regional and other boundaries. To maintain the Internet as a force for economic and social development, it is crucial that information on how the Internet is performing at all layers be available to these broad constituencies. A multistakeholder Internet requires a source of sound, verifiable information available to all stakeholders.

Maintaining user privacy

Data is crucial, and so is protecting individual privacy. With this in mind, the community working on creating and maintaining sources of open data is urged to ensure that measurements that contribute to this knowledge measure networks, and not users. To ensure accurate, scientifically-verifiable, and thus necessarily open data, this challenge must be taken seriously.

Conclusions and further comments:

Internet policy and stewardship must be founded on an accurate understanding of the functioning and health of the Internet. This workshop explored open network measurement as a means to found a clear, useful, shared understanding that can enable the IGF and the global Internet community to create policies that grow and maintain the Internet.

Reports of Dynamic Coalitions Meetings

Dynamic Coalition on Internet and Climate Change

Reported by: Ms. Maria Cristina Bueti, Program Coordinator, International Telecommunication Union

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. Two presentations were then made by Ms Nevine Tewfik (Egypt) and Ms Verada Weber (OECD).

- Information and Communication Technologies (ICTs) can play a critical role in stimulating economic activities, advancing social development goals and promoting sustainable development.
- With innovations such as smart grids, smart metering, smart billing and electro-mobility, ICTs have brought new ways of managing energy distribution, improving efficiency and savings in all areas of production and consumption, where energy savings are particularly envisaged for the ICT infrastructure.
- Tools such as mobile communications, videoconferencing, e-government and dematerialization have enabled new ways of working, learning and operating a business, thus transforming our society.
- Revolutionizing business models and behavior, making management of energy distribution more efficient, enabling new ways of working, learning, and providing healthcare, helping countries to mitigate climate change and adapt to its effects and reduce disaster risk, ICTs can be an opportunity for a sustainable and inclusive future.
- This session presented ICT Sectors' major achievements and efforts in improving its role as enabler for sustainable change, providing an overview on how green ICTs and green ICT standards can help achieve the long-term balance between human advancement and planet's preservation.

As facilitator of the meeting, Ms. Nevine Tewfik, Director of Research, Studies and Strategic Planning, Ministry of Communications and Information Technology, Egypt and Rapporteur of Q23 of ITU-T Study Group 5, opened the floor for discussions and the following key issues were raised during the discussion:

- Climate change response within a country should be coordinated between the different key stakeholders. ICTs are a vital tool to enable countries to adapt and mitigate the effects of climate change. In this regard, there are various potential ways to tackle climate change to be discussed.

- Climate change related issues are very urgent and challenging. However there are some mismatches between the climate change commitments and actions. In recent studies, one of the urgent issues put on the table would be to reduce the climate impact of ICTs and the Internet. One possible way of framing this issue might be to look at the possibilities for Internet Service Providers to provide products with zero carbon or carbon free in the foreseeable future.
- Climate change related issues remain out of reach for many countries, especially rural areas of those countries. Some research shows that climate change policy would be attractive to those areas only if it is financially attractive/beneficial to them (based on some economic benefit).
- Mismatch between actions and policies for the issue of climate change happens in many countries. It is important to have common standards to make some positive progress, especially for energy efficiency.
- Among other countries, the Pacific Island countries in particular are looking at ways to foster adaptation strategies to tackle climate change-related issues. There is lack of awareness and policies addressing issues such as e-waste, reducing ICT carbon footprint, etc. It is important for these countries to build partnerships using the Internet and ICTs to tackle climate change issues.

Consensus was reached on the follow up actions listed below:

- Raising Awareness is a key component of any strategy that aims at tackling climate change. Information is crucial and ICT can help to connect people, especially during emergencies or disasters.
- Sharing relevant information, especially national case studies (i.e., Green ICTs in the Republic of Korea) are highly required in many countries.
- It is particularly important to raise awareness about “Climate Change” in the Internet Governance communities. Members agreed to propose “Climate Change and Sustainable Development” as a main agenda for IGF main sessions so that the topic can be more actively discussed at the next IGF.

The follow up actions will be shared via email with all participants that attended the 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.

Dynamic Coalition on Accessibility and Disability

The Dynamic Coalition on Accessibility and Disability (DCAD) was formed during the second Internet Governance Forum (IGF) in Rio de Janeiro (Brazil) in 2007. Since then, DCAD works to ensure that ICT accessibility is included in discussions related to Internet governance, aiming to create a future in where all individuals have equal access to the opportunities presented by our Information Society. DCAD aims to facilitate interaction between relevant bodies and to ensure that ICT accessibility is included in the debates around the Internet Governance. The DCAD has now around 30 members made up of individuals, non-governmental organizations, United Nations agencies, academia and experts with disabilities.

During the IGF 2012, DCAD held its fifth face-to-face meeting on 8 November 2012, during the seventh annual Internet Governance Forum (IGF), at the Baku Expo Convention Center, in Baku, Azerbaijan. The meeting attracted about ten participants, four of which were online.

DISCUSSIONS AND MAIN OBSERVATIONS FROM THE PARTICIPANTS

The meeting was chaired by Mr. Peter Major, DCAD Co-coordinator, assisted by Mr. Shadi Abou-Zahra, W3C, Web Accessibility Initiative, Austria and the DCAD Coordinator; Ms Andrea Saks participated on remote mode.

The discussions highlighted the review of the accessibility facilities at the Seventh IGF, in Baku, Azerbaijan. One of the most important goals for the fifth face-to-face meeting of DCAD was to review the participation of persons with disabilities to the main session on access and diversity. Beside the DCAD meeting agenda, the discussion of the meeting focused on some aspect of malfunction of the remote tools and remote participation: Some complaints were made on the choice of WebEx as the remote conferencing tool chosen by the IGF secretariat. There were several limitations of functionality which directly negatively impacted persons with disabilities and prevented some from participating remotely, as well as restricting the participation from others online because of those limitations. To take one example, there were serious difficulties regarding web access on the WebEx that made it difficult for blind persons to participate as they could not navigate to raise hands to comment or even call in. The conditions of the onsite facilities of the conference centre were also discussed during the meeting.

Some participants felt that the recommendations that DCAD submits for the host countries every year regarding accessibility were not completely taken into account or implemented. Some participants expressed their difficulties to use the basic facilities provided at the IGF venue. There were persons with disabilities who unfortunately could not fully participate in all the events because of these impediments. It was noted that there were cable covers on the floor that obstructed safe passage and this was a problem for everybody, not only for persons with disabilities with and without wheel chairs. Where lunch was provided there were only standing high tables. This made impossible for persons with wheel chairs to be seated at a table they could not reach and have lunch. This was not only a barrier to eating but made it impossible to participate in conversation over lunch comfortably. There also were insufficient accessible washrooms and toilets.

DCAD Co-Coordinator, Mr. Peter Major and Mr. Shadi Abou Zahra highlighted that the host country really worked hard resolving issues regarding logistics. This included trying to solve problems regarding hotel accommodation and transportation. Many of the participants agreed that overall there were considerable improvements over the last IGF meeting regarding accessibility to the meeting rooms and buildings. They concluded that the host country did their best in trying to rectify mistakes when they were pointed out.

CONCLUSIONS

DCAD will create a list of observations and update its recommendations, adding some new points in its version two report to IGF and be submitted after its next meeting. Highlighting the accessibility problems of the IGF meeting and remote participation were in fact a major subject of the DCAD meeting. The main conclusion of the meeting was the need for the IGF secretariat to use DCAD expertise as a resource in planning with the Hosts, as agreed in the previous IGF meetings, is very important.

Dynamic Coalition on Child Online Safety

Reported by: Anjan Bose

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

The chair started by giving a background of the coalition and the rationale for such group at the IGF for those who have joined new. The session started with a formal presentation from Nevine Tewfik of MCIT, Egypt, who highlighted how the dynamic coalition on child online safety was instrumental in advancing the child online protection work in Egypt and also shared the work done around content creation in the localized Arabic language on child online safety, the work done with Microsoft, the survey done in collaboration with GSMA and also the privacy guideline for online protection for children in collaboration with OECD. High level of social networking penetration among children in Egypt particularly Facebook was confirmed in the studies along with mobile phone usage. Information about the recently hosted Arab IGF in Kuwait was also shared with the members of the coalition. Finally the formation of a working group on legal issues at the ITU regional workshop in Algeria was highlighted.

During the discussion session, the members introduced their work and also highlighted the key areas of interest for them and challenges faced during the last year.
The members come from various disciplines whereby the focus varied from education and awareness for children and parents to those who worked extensively with marginalized children and youth and also those who run specific care services and help lines. Agencies like ICMEC shared their work related to model legislation and work with the Financial Coalition against child pornography as deployed in USA and East Asia Pacific, which needs to be taken up in other regions. The hotlines from Brazil (Safernet) shared the work of 9 help lines operating in Brazil and how a financial coalition has been initiated.

E-NACSO representative from Poland, Agnieszka shared the work done by the group (consisting of 19 members) - One of the new trends and focus of the work done by them is on children and e-commerce. In this relation, since children are targeted by private companies, both managing their budget and online practices along with their privacy are crucial.

Janice Richardson from INSAFE network reflected on the move from safer Internet to better Internet and how this has impacted the work of the organization involved in her network. A best practice survey with activities done with 7 year old children was shared

and move towards working with Teens and peer models was recommended for the future. A process for accreditation of schools based on e safety policies were being developed and the chair shared similar work done by ECPAT International in the CIS region , where certification process is put in place as a pilot project for introducing robust internet safety mechanisms in schools.

Also the Annual Safer Internet Day run by INSAFE was highlighted and the success of the event every year and its global participation was highlighted. Jutta Kroll of Digital opportunities foundation of Germany (one of the founding members of the dynamic coalition on child online safety) mentioned their current work with social workers to work with children and youth towards building their resilience as a remedy for addressing risks and how the project aims at achieving that. Jim Prendergrast , who spoke on behalf of the work done by Microsoft highlighted the need to evaluate and listen to young people's voice in order to make sure that the services that are currently developed resonate with their actual requirements and needs.

Danish media council also shared the work done by them with youth. It was highlighted that the focus from Internet as a media should now be shifted to the users and their empowerment. Susie Hendrie from GSMA shared the work done by them and highlighted the need for informed policy making, research and how industry self regulation can achieve positive outcomes. She also highlighted the need for positive use of technologies and opportunities for young people so that we can move from protection to empowerment. Yanis Lee of dotkids foundation (new member of the coalition) shared the work done in relation to .kids gtld at the ICANN.

Veronica from Child focus presented the work done by them around help lines and hotlines involving sexually abuse children and providing skills and capacity to such units and also a specialized project called chatwise that is developed to provide online help to victims. JeoungHee Kim of ITU shared the ITU COP project and the gave breakdown of the structure of the project and its objective and how many of the members of the dynamic coalition is involved in it and moving it forward. She also highlighted the upcoming pan African COP summit to be held in Uganda in June next year.

The representative from European Broadcasting Forum highlighted an emerging issue in the form of convergence of digital television broadcast and Internet in one smart device and how the two mediums are regulated differently traditionally (broadcasting being tightly regulated in general and the Internet not). The challenges with Hybrid televisions where the content comes from two vastly different platforms were presented.
The chair shared the work done by ECPAT International around child protection globally in 75 countries, the global monitoring reports produced to assess the situation of commercial sexual exploitation of children in different countries and the work with the virtual global taskforce around Legislative engagement strategy and collaboration with law enforcement.

Finally the session ended by discussing how to move forward and reflections of the work done. It was mentioned by Janice of Insafe that it is a pity that the members do not

interact much between the IGF and we should find better way to interact and plan sessions and identify one or two projects per year and move forward with it.
It was also mentioned that the work of the dynamic coalition should be linked up with other sessions and present in those session as a representative of this coalition.
The chair acknowledged the comments and discussed the reformatting of the structure for the next IGF to have pre agreed items discussed in more details.

Council of Europe mentioned the new VGT/Interpol legislative strategy which ECPAT is also going to present at the upcoming conference of the Virtual global Taskforce in Abu Dhabi. It was highlighted that even though the group meets at the IGF once a year, continued interaction takes place between the members and is helpful for connecting and sharing related information.

As a chair, ECPAT highlighted the need for investigative support, identification and subsequent rehabilitation of victims of online sexual exploitation and abuse and the fact that even though education and awareness initiatives are vital and key components in dealing with child exploitation online, a holistic approach that involves better policies, harmonized laws and relevant care and protection services including development of reporting hotlines are equally crucial. In this regard, the states should prioritize their resource allocation, and scientific research studies should be conducted to better assess the scale and extent of children who are abused online.

Conclusions and further comments:

1) Good platform for sharing experience and the members come with different set of expertise and experience
2) Need to avoid duplication of efforts.
3) Propose panels as Dynamic coalition representation
4) Better sharing between members between IGF
5) The dynamic coalition should be able to present at the plenary sessions to give better visibility and understanding to the issue of child protection.

Dynamic Coalition on Public Access in Libraries

This was the first meeting of DC-PAL, which was created as a result of discussions at the workshop no 185 'Do policy makers understand the role of libraries in mobilizing the Internet as a catalyst for development, innovation and freedom', at IGF 2011 in Nairobi.

Aims of the Meeting:
The main aims of this meeting were to

- make the underlying statements and goals of DC-PAL known to a broader audience from all stakeholder sectors (business, government, civil society, international institutions);

- debate the value of the DC as a cross cutting theme in relation to other IGF main themes and issues such as youth, critical, Internet resources, security openness and privacy, emerging technologies, rights etc.;

- present the draft of a public statements on Public Access in Libraries that evidences the value of ICT enhanced public libraries to development
http://www.beyondaccess.net/publications/;

- discuss the outcomes of (feeder) workshop 130 on Digital Inclusion

- discuss and agree a work program (until IGF2013).

Brief substantive summary of the discussion:

The discussion focused on a range of issues:

- what we mean by ‘public’ access, if this term has to be defined afresh in the IGF context as access is becoming a different concept, and ultimately what access is for;
- ‘Access and Diversity’ is one of the main themes of IGF, groups or communities around digital rights are interested to work with library professionals; there are other issues such as human rights that have a ‘public access’ dimension;
- that libraries are no longer only physical spaces, but delivering services to remote communities making use of technology, that libraries can be main partners for business and government initiatives in teaching digital literacy, or implementing open data programs and helping communities to make use of information that can impact their lives;
- we cannot talk about development without talking about access to information and knowledge, and librarians are the guides helping to maximize use of computers and the Internet;
- librarians in general do not have a lot of knowledge on Internet governance – their participation at national and regional levels needs to be facilitated and scaled up;
- a private sector partnership with libraries can make public access happen on the ground and in specific themes;
- Policy briefs exist that situate libraries in different development debates, such as women’s empowerment, MDG’s, financial inclusion, and how libraries can support national and international development efforts. These briefs can help inform IGF discussions;
- DC-PAL can work with other IGF stakeholders and local actors involved in public access, to identify the technical and policy developments of the Internet and new media impacting public access; with local groupings to think beyond the technical scope; IGF tends to be frequented by government representatives with a technical focus.

Outline work program leading up to IGF 2013:

The discussions led to a number of ideas for practical actions to raise awareness about the potential benefits to communities and individuals of public access to the Internet in public libraries, and to ensure active DC-PAL input into the IGF process at all levels and relevant themes.

The 2013 work program will focus on several actions:

- Analyze the aims and scope of other IGF Dynamic Coalitions and take contact to explore synergies and collaboration;
- Identify active national and regional IGF chapters and events and engage with them to create possibilities to put public access in libraries on their agendas;
    - Map out the national and regional IGFs, providing this as a resource that is not yet available;
- Look into hosting an open forum during IGF 2013;
- Promote the DC-PAL mailing list to a wider audience and encourage participants to link to the DC-PAL pages on the IGF site;
- Produce and share widely throughout the library community an information sheet about what the IGF is and how to get involved at its various levels;
- Prepare active participation in IGF2013 with partners from other DC's to advance the debate about public access in libraries to other fora and groups;
- Propose Public Access as a main session theme for the next IGF.

Council of Europe Open Forum: Terrorism, the Internet and Human Rights - Preventing Misuse of the Internet for Terrorist Purposes

Reported by: Anna Tsitsina

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

During the Open Forum the participants affirmed the fundamental role of the Internet in our society and the need to use the Internet to promote human rights and democracy for all. The Council of Europe reiterated its message that no State should make use of the global fight against terrorism as a pretext for imposing any limitations on legitimate political discourse on the Internet or in any other type of media. It was stressed that the same principles apply offline, as they do online.

The participants discussed the Council of Europe's preventive approach to countering terrorism, using a combination of the provisions contained in the Prevention Convention and the Cybercrime Convention. The necessity to have balanced human rights provisions was highlighted and in this respect, as well as its legally binding Conventions, the Council of Europe's Guidelines on Human Rights and the fight against terrorism were seen as an example of best practice.

Furthermore the importance of international cooperation on the issue of prevention in order to achieve tangible results was highlighted and it was reiterated that both Conventions are also open for signature to non-member States of the Council of Europe.

During the discussions, the issues of the presence of extremist messages and websites online – which may be aimed at inciting, recruiting or training potential terrorists, and ways to deal with this content, were raised. This led to a follow up discussion on the necessity to prove intent in cases involving terrorism, as well as the importance of procedural safeguards in such cases. The work of the Council of Europe on countering hate speech was also highlighted as an example of a best practice when it comes to counter-narrative.

Concerning the admissibility of electronic evidence in court, participants were given the example of Pakistan, where following the murder of American journalist Daniel Pearl claimed by a terrorist group, the country's prosecution dealt with one of its first cases involving electronic evidence obtained from an IP address. This further raised the question of the use of electronic surveillance in terrorism investigations.

As for the role of civil society, the Open Forum discussed the participation of civil society in the terrorism prevention process and the role of intermediaries and voluntary cooperation. The participants elaborated two aspects of this issue – one being intermediary liability, the other – information disclosure to law enforcement authorities and in this respect the need for private sector cooperation with the law enforcement was

mentioned.

Finally concerning importance of counter-narrative, discussions were held on the topic of legal responses v. soft measures, and specific examples of national counter-narratives from the US, the UK and international counter-narrative approaches of the United Nations and the EU were given. The participants reaffirmed the need to fight the sources of terrorism, which in turn lead to prevention of acts of terrorism and for balancing the criminalization approach with soft measures at both national and international levels.

Conclusions and further comments:

The Council of Europe Open Forum on Terrorism, the Internet and Human Rights was a welcome event which generated a lot of interest and allowed for a discussion on issues of great importance and concern to many IGF participants. Constructive points were made on a range of topics, both of a general prevention nature, as well as specifically concerning the use of the Council of Europe Conventions to tackle misuse of the Internet by terrorists. These conclusions can now be used to develop a specific follow-up strategy, and evolving issues such as electronic surveillance, counter-narrative, the role of intermediaries and voluntary cooperation, etc. can be discussed in greater detail by the Council of Europe Committee of Experts on Terrorism in order to generate feedback in time for the next IGF meeting.

Joint EBU, CoE, OSCE Open Forum: Safety of online media actors

Reported by: Guy Berger and Giacomo Mazzone

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

Speakers:

- Guy Berger, UNESCO'S Director of Freedom of Expression and Media Development
- Jim Boumelha, IFJ's President (remote participant)
- William Echikson, Google's Head of Communications and Public Affairs for Free Expression in Europe, Middle East and Africa
- Eynulla Fatullayev, winner of the 2012 UNESCO/Guillermo Cano World Press Freedom Prize
- Johan Hallenborg, Deputy Director, Department for International Law, Human Rights and Treaty Law , Ministry for Foreign Affairs of the Swedish government
- Jānis Kārkliņš, Assistant Director-General for Communication and Information, UNESCO
- Neelie Kroes , EU Commissioner and European Commission Vice President
- Giacomo Mazzone, Head of Institutional Relations, European Broadcasting Union
- Christian Mihr, Executive Director of Reporters without Borders German Chapter (remote participant)

- Dunja Mijatovic, Representative on Freedom of the Media, OSCE
- Nils Muižnieks, Commissioner for Human Rights, Council of Europe
- Lionel Veer, Ambassador for Human Rights of The Netherlands
- Sabine Verheyen, Member of the European Parliament

General Issues

The context of this session is that freedom of expression is part of a delicate ecosystem: when the freedom of expression in the online world suffers, this has a negative impact on society more broadly. Among those adversely affected are traditional media, including those which still include services on offline platforms (such as public service broadcasters), because control of free speech online can restrict one of the most and pervasive new sources for news. Adding to this, Eynulla Fatullayev (UNESCO 2012 winner of the Guillermo Cano Press Freedom Prize) pointed out in the session that when traditional media are under tight control or facing corruption or intimidation of journalists, citizen journalism has to take the lead and the Internet therefore needs to remain a platform where freedom of expression can thrive.

European Commission vice-president Neelie Kroes pointed out that violations of freedom of expression are linked to violations of other rights. From Dunja Mijatovic, the OSCE Representative on Freedom of the Media, came the point that free speech online required that citizens raised their level of tolerance of divergent voices, even those that were vulgar or tasteless.

Participants heard about the UN Inter-Agency Plan on the Safety of Journalists and the Issue of Impunity, from UNESCO director of Freedom of Expression and Media Development, Guy Berger. He said that attacks on websites, arbitrary blocking and filtering, prosecution for legitimate online speech, unjustified surveillance, electronic death-threats and ultimately, murder, were among the threats to free expression online. UNESCO Assistant Director General for Communication and Information, Janis Karklins, pointed out that because of the evolution of technology, there was a need to continuously revise assumptions about online safety for journalists. He said there was need to sensitize governments worldwide to the issues. Comments from the floor proposed that journalists should not be too narrowly identified as this could lead to licensing, and suggestions that the 23rd November as the International Day of Action Indeed, in his opening remarks, the Commissioner for Human Rights of the Council of Europe, Nils Muižnieks, highlighted that when addressing issues relating to the safety and protection of online media actors, consideration should be given not only to journalists in the formal sense, but also to those who act in the public interest by stimulating debate, exposing maladministration, etc. The Commissioner also underlined that the safety of online media actors is intimately linked with the protection of the Internet itself as an open space for the exercise of the right to receive and impart information, free from breaches of privacy or disproportionate or arbitrary controls. On the point of anonymity Google said it would do its utmost to protect this, but stressed that at the same time online users needed to assume a certain public responsibility for what they say.

The agenda of next months:

Council of Europe: after the adoption of the Council of Europe Internet Governance Strategy, the main work will consist in implementing it in the next years (until 2015), with a special attention to aspects concerning freedom of expression. The United Nations inter-agencies initiative for safety of journalists both online and offline is a rallying point for multistakeholder common action especially at national levels. The next step is the implementation strategy of the United Nations Plan that to adopted in Vienna on Nov. 22nd and 23rd, and this will include online safety. UNESCO will publish in 2013 a handbook about safety for online for journalists, one on gender and safety, plus a report on world trends in news coverage including safety as one of the main issues.

Some future actions:

The European Commission's Kroes described EC strategy about online safety in terms of three main points:

- The "no disconnect" plan of EU to assist bloggers and Internet activists to use technological tools in their struggle for democracy (such as help journalists to avoid surveillance, or provide funding to fight cyber censorship);
- EU will intervene over European companies to make them aware of the human rights implications of the technology they sell (eventually even introducing ICT export controls). Accepting in doing so a specific request raised by some Journalists organizations.
- Repressive restriction on media freedom's will be considered as unacceptable for EC and this principle will be implemented in all relationship of EU with the rest of the world.

This approach of European Commission is strongly supported by European Parliament which has an interest in promoting these ideas to be included in the EU future negotiations with neighboring countries.

The Dutch government representative said his country would continue to develop and strengthen networks of independent online journalists in Iraq, Syria, Iran, and his Swedish government counterpart pledged to continue support projects for protecting Internet freedom and also to use international trade and cooperation agreements to leverage for online freedom.

The moderator of the session stressed some main demands emerging from the discussion:

1. Need for more training extended to online actors (beyond traditional media professionals)
2. More implementation of protection of online journalists could be obtained by a stronger and clever use of leverage that could be used by international institutions (trade and cooperation , among others)

3. More coordination among all concerned actors on a country by country basis, so that the same message will be delivered through multiple voices
4. Need for new and more efficient tools for protecting anonymity of Internet actors.

Open Forum: Promoting policies for the Internet economy: Discussion of the most recent OECD Recommendations

Reported by: Sam Paltridge, Taylor Reynolds, Verena Weber

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

The OECD held an open forum on "Promoting policies for the Internet economy: A discussion of the most recent OECD Recommendations" on the 9th of November 2012 between 11:00-12:30.

The session consisted of a moderator and five expert panelists. The participants were:

Nigel Hickson, ICANN
Toru Nakaya, Japan (MIC)
Sam Paltridge, OECD
Taylor Reynolds (moderator), OECD
Rohan Samarajiva, LIRNEasia
Valerie Hsu Phen Tan, Microsoft

Conclusions and further comments:

The session began with an introduction by the OECD. The moderator introduced three OECD recommendations that have been adopted by the OECD's governing body over the past year. These recommendations are essentially norms that become standards but are not legally binding. The moderator explained that the OECD finds this approach to be the most effective in facilitating dynamic development, future innovation and in including different stakeholder groups.

The three recommendations introduced for discussion, along with their adoption dates, were:

- The Council Recommendation on Internet Policy-Making Principles (December 2011)
- The Council Recommendation on the Protection of Children Online (February 2012)
- The Council Recommendation on International Mobile Roaming Services (February 2012)

The session was structured so that each recommendation was introduced and then discussed by panel members. Panelists discussed each of the recommendations after it was introduced and then the floor was opened for questions and comments.

The discussions started with the Internet policy making principles. The participants welcomed that the OECD Council had adopted the recommendation on Internet Policy-Making Principles and speakers noted the importance of disseminating what they saw as best practices. Some of the comments pointed to how the development of principles had an impact beyond the OECD membership when countries such as Costa Rica said they would adhere to the recommendation. It was also noted that APEC had discussed and welcomed the recommendation. There was lively discussion on how the principles related to the forthcoming WCIT-12 with discussion on the different mandates and roles of the ITU and OECD.

The second and third recommendations focused on the protection of children online and then international mobile roaming. It was noted that in both areas, mobile devices were providing increasing access to the Internet. The need for improved education and user empowerment was highlighted as being critical in both areas. Speakers noted that young people are often not conscious of the risks they face online and that consumers may be vulnerable to incurring high prices when they use international data roaming. There was discussion on the multistakeholder processes used to reach the recommendations and panelist and other participants held a lively discussion on which measures held out the most promise for dealing with challenges in both these areas.

Closing Ceremony

Seventh Annual Meeting of the Internet Governance Forum
6-9 November 2012, Baku, Azerbaijan

9 November 2012

Speakers:

Mr. Vyacheslav Cherkasov, Senior Governments and Public Administration officer, United Nations Department of Economic and Social Affairs, on behalf of Ms. Haiyan Qian, Director, Division for Public Administration and Development Management, United Nations Department of Economic and Social Affairs (UNDESA)

Mr. Elmir Valizada, Deputy Minister of Communications and Information Technologies, Republic of Azerbaijan

Mr. Farid Ismayilzada, Founder and CEO, "GoldenPay", Azerbaijan

Mr. Jeff Brueggeman, ICC BASIS Global Business Representative, Vice President-Public Policy & Deputy Chief Privacy Officer, AT&T

Ms. Gulsel Safarova, Founder and Chairwoman, "AGAT", Azerbaijan

Ms. Valentina Pellizzer, Oneworld - Platform for South East Europe, OWPSEE

Mr. Fariz Ismayilzade, Vice-Rector, Azerbaijan Diplomatic Academy

Mr. Paul Wilson, Director General, Asia Pacific Network Information Centre (APNIC)

Mr. Djoko Agung Harijadi, Secretary of Director General of ICT Application, Ministry of Communication and Information Technology, Indonesia

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The following is the edited output of the real-time captioning taken during the Seventh Meeting of the IGF, in Baku, Azerbaijan. Although it is largely accurate, in some cases it may be incomplete or inaccurate due to inaudible passages or transcription errors. It is posted as an aid to understanding the proceedings at the session, but should not be treated as an authoritative record.
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Vyacheslav Cherkasov:

Okay, good afternoon, Excellencies, ladies and gentlemen, colleagues and friends. It is my great pleasure to deliver the closing remarks of Miss Madame Haiyan Qian, Director

of the Division of Public Administration in Development Management, UNDESA, I quote: “I would like to begin by extending our deep appreciation on behalf of Mr. Wu Hongbo, Under Secretary General for Social and Economic Affairs to His Excellencies, President Aliyev, and Minister, Dr Ali Abbasov and his excellent team and the people of Azerbaijan for hosting this outstanding Internet Governance Forum in 2012. Your warm hospitality and extensive financial administration and logistical support, have made this forum another triumph of IGF meeting. During this seventh meeting of IGF more than 1,630 on-site participants from over 128 countries came here in Baku. While more than 3,800 unique visitors connected visitors connected online there is 429 government representatives, 161 representatives from technical and academia community, 266 representatives from technical, from private sector, 541 from the civil society, 96 representatives from international organizations and 123 representatives including the media. Indeed, IGF has reached yet another milestone within these impressive numbers.

I am particularly pleased to report that we have an unprecedented high level dialogue at the IGF including participation of 42 ministerial level representatives from 19 countries. Including participation of 12 ministers and 11 ministerial level officials from Azerbaijan.

Throughout this week, we continue to explore key thematic areas of Internet governance including access and diversity management of critical Internet resources; Internet governance for development issues; and also, among others such as security, openness and privacy as well as other emerging issues. As this is my first time participating in the IGF in person, I am fully aware that it is not only during these annual gatherings that the IGF process is put in motion but also throughout the year at regional and national IGF's, MAG meetings, open consultation sessions and multitude of other related activities.

For instance, among many other great initiatives I am impressed by the recent first annual Arab IGF that was held in Kuwait from 9 to 11 October, 2012, covered by the Arab IGF secretariat which was represented by the National Telecommunication Regulatory Authority of Egypt and held under the joint umbrella of the United Nations Economic and Social Commission for Western Asia and the League of Arab States. Another great initiative was the IGF pre-event on enhanced cooperation in Internet governance, from deadlock to dialogue which was organized by the association for the progressive communication; Internet Society and International Chamber of Commerce and its business action to support the information society initiatives with the support of the Governments of Brazil, Egypt and Kenya.

Such forward looking initiatives magnify the uniqueness of the IGF. Everyday we have more and more people connected through the Internet. It makes our work at the IGF much more significant and prominent. We need to take care of responsibility to continue our best efforts in bridging the digital divide and promoting all with the equal opportunities brought about by the Internet. The IGF inclusive, participatory and transparent governance process places a critical role in driving the growth of the Internet which is clearly bringing new sectoral, social and economic opportunities to so many people in the developing world.

As the Undersecretary General for Economic and Social Affairs, Mr. Wu, has pointed out, every day we see the benefits that technology brings to our collective human, economic and development efforts. Of course, this same technology brings mainly challenges as well. These challenges must be addressed together by all stakeholders in an exclusive and participatory manner. This session of the IGF has again provided the value platform for the continuous consensus building and learning opportunities for all. I am sure each one of us will bring back to our respective countries and organizations; new ideas and approaches on how we can best deal with these critical issues.

We need to build capacities to address challenges and implement strategies, not only in our own countries and organizations, but also to assist others, especially those in developing and these developed countries and as well as the countries, with economies in transition. The Internet offers a lot of potential and opportunities for sustainable development. Moving forward UNDESA will continue to ensure increased support to the participation at the IGF MAG meetings, particularly those from the developing countries. That capacity building, knowledge sharing and outreach efforts will be strengthened to raise awareness at the local, national, regional and global level.

Excellencies, ladies and gentlemen, the disclosure and the exchange of ideas that has taken place over the past week would not have been possible without the support of the international donor community, including the financial support provided to the IGF trust fund. Allow me to particularly thank those who have supported the IGF in the past and those who are currently supporting the IGF. It is my sincere hope that you will continue to support the IGF and we will have new donors joining the IGF community in the nearby future.

Finally, I would like to express my sincere gratitude to all who have, in one way or another, contributed to the success of the 7th IGF. Including the UN dept representative in the Republic of Azerbaijan, Mr. Antonio and his team, the United Nations Department of Economic and Social Affairs. Also the United Nations Department of Public Information for their excellent coverage and communication outreach; our dear colleagues from the United Nations office at Geneva for providing excellent conference services; security; interpretation and the IGF secretariat led by the UNDESA staff whose tireless work over the past years has made these session possible.

Great appreciation also goes to the group of the 27 remote participation facilitators and all live transcript experts for their outstanding work which provided the opportunity for effective communication to all participants, including those at remote locations and those who are physically challenged. This forum would not have been possible without over 200 committed staff members of the Ministry of Communication and Information Technologies of Azerbaijan under the excellent leadership of His Excellency, Minister, Professor Abbasov as well as the great spirit and assistance of over 250 local volunteers. Last but not least, I would like to extend special and sincere thanks to all of you as an integral part of the IGF community for your active and in depth participation through the past week. Special thanks to all MAG members for their invaluable contribution to the preparation and organizing the 7th IGF.

We also would not forget all of the workshop organizers who voluntarily organized over 100 sessions that contributed to the overall success of the IGF. At this closure, our work begins with the next IGF cycle. Let us work together to ensure that the IGF continues to grow and prosper, let us strengthen our existing partnership, building new ones and invite new stakeholders to our community. Let us carry the IGF torch with us as we leave this beautiful country of Azerbaijan tonight or in the coming days and to think about how each of us and our organization can help ensure that the IGF continues to flourish in 2013 and beyond.

Farid Ismayilzade:

Before I talk about anything I would like to clear up something, if you see similar names there, we are not brothers with Fariz; we are just friends. Before I talk about business and Internet, I would like to thank you all and welcome you all in Azerbaijan. I hope you had great time here, you had chance to see Baku and Azerbaijan as well. I would like to tell you a bit about how, as a local company, we see the development of Internet and the businesses. First of all, I would like to say that a couple of years ago this country made a decision about moving from the oil and gas industry into knowledge based industry. Actually, I am, I would say, one of the results of that shift because, back home from United States and started on my own company. The company is totally Internet based. Its on-line system allows people to pay on-line using my company.

I realized back in that day that Azerbaijan is very innovation orientated country, people are very into new technologies, they like to use it and the growth of the company, three years already in a row, my company is showing six times more growth. That shows how other people are into using new technology there. The penetration of Internet and plastic cards increasing every day so it is very good news to hear back at that time. We also saw a very good green grass, I would say, like opportunities for businesses. We could have brought a lot of technologies in this country and, actually, you can actually make a lot of money. Internet based business is very important because it allows you to create so called e-habits, what I mean by this is that it allows people to have habits of doing things and any kind of interactions on-line, it is about reading the news, getting a letter or sending a letter to the government interacting with business, everything is on-line. It is open and transparent and more modern.

Today, what we see in asker bee January, it is coming from a changing, from becoming an importer, what happens is, you get old technologies, good ones from abroad, from the developed country and you bring here and try to make money from it and business from it. We realized we see that as evidence trying to become now exporter of the technology as well. For example when you were here there was an older Mr. President came out about some kind of a setting up a innovation zone, it is like for those who understand silicon valley, it is a similar kind in Azerbaijan, it is good news for companies like us, it allows us to develop more technologies and export to countries nearby because of the region. I also had a chat with Geoff next to me; we talked about mobile life a little bit. We see a huge tendency where things are turning from being on computer on the web

into mobile actually, mobile applications, iPad, Iphone, I see the future and I believe that as from me personally for my company and I believe it will be the same thing for the other companies as well, we will try to build not our business not only computer based Internet but also mobile based Internet. So this is very important.
We also, I want to also take your attention to we need to understand that businesses are playing huge role in developing of Internet. If we are talking about open Internet and we are talking about the ability of like sharing information, sharing news with your friends and today, let's look at Facebook. If Facebook today is one of the first places we get our news and information. Let's not forget that Facebook it is also a business. So business is very important in the development of Internet.

I know that the more businesses we build on Internet, the world pushing for the Internet, for the development of it and the openness of it. I would like to finish saying that I believe and I hope next IGF's and will give more attention to also Internet based businesses and you know, government of governance of businesses on Internet also because this will also help you, help open the Internet more; get it access to its more potential and more opportunities.

Jeff Brueggeman:

As the 7th IGF draws to a close, it is my pleasure to address you today as a representative of the chamber of commerce global business representative on behalf of the basis initiative, the business action to support the information society. I would like to first express our thanks to our hosts, the Government of Azerbaijan for their hospitality and for the opportunity to convene in Baku for this year's IGF. We look forward to Azerbaijan's continued leadership in Internet development in the region and its continued participation in the global multistakeholder Internet governance process.

The discussions prompted by this year's theme, Internet governance for sustainable human economic and social development, have keenly illustrated how integral the Internet is in advancing social and economic opportunity around the world and enhancing tomorrow's business landscape as we were just hearing about. The Internet is a hugely powerful economic force and has a direct positive impact on job creation, trade, competitiveness, and economic development, both for small and large enterprises, and for mature and developing economies. Over the past few years we have discussed the vital importance of the Internet in promoting social develop pt and empowering millions to escape poverty as well as exchanging best practices across a wide range of key topics from infrastructure deployment and innovation and mobile technologies to security and data protection issues.

Business leaders have applauded the IGF for its unique opportunity to discuss policy issues on an inclusive equal footing and inform policy making around the world at national, regional and international levels. In fostering dialogue and addressing the policy making process with diverse stakeholders the IGF 2012 has illustrated how integral this approach is in protects and enhancing the social and economic value of the Internet.

The progress made here this year has been tangible. The IGF is leading the way in driving informed policy decisions and in contributing to ongoing Internet debates the multistakeholder process developed through the 7 years of the IGF meetings serves as a global model and a clear counterpoint to established single stakeholder negotiations such as the WCIT.

In fact in can context of the ongoing debate about the WCIT, enhanced cooperation now more than ever is the time to enrich the debate about participation and Internet governance. If we want the Internet to remain one of the world's greatest human resources, it is critical we develop the process which has fostered its success. Other models for shaping the way in which the Internet , positive impact of collaborative and policy making process we have in place today and would potentially threaten the openness which has defined the web from the outset and which has enabled it to become such a strong economic tool for positive change.

The Tunis agenda clearly refers to the need for greater cooperation among existing organizations. This is happening. It will also be crucial in developing policies that advocate market entry and investments, promote innovation and eliminate economic barriers facing companies looking to invest in new markets and grow our economies. The IGF itself is a vital catalyst for enhanced cooperation that has stimulated many hugely impactful initiatives. We have seen positive proof of this from main sessions and workshops which have addressed issues from the principles of Internet governance to freedom of expression and human rights. These successes demonstrate why the IGF continues to be so important. We come here to discuss hard issues, understand successes and failures around best practices and policy and to address new and emerging topics. This helps to build consensus for more consistent policies on a global basis, we must continue to work together to expand participation and to show that the goal of a sound Internet is best achieved through the multistakeholder frame wok of the IGF.
The Internet continues to enrich the lives of billions of people globally, driven by innovation, investment and enabling policy frameworks. That's why it is paramount that we work together to ensure the right governance choices are made to build on the Internet success story.

Faced with the prospect of renewed discussions about establishing a model of Internet governance that excludes critically important stakeholder groups and other vital voices as well as fundamental aspects of an open web, business believes that flexible market focused policies are the key. With a guiding principle that any Internet governance initiative should first and foremost do no harm it is clear that multistakeholder cooperation and discussion is required to help promote broad based and inclusive policy making in order to support the Internet's dynamic growth. In summary, we have accomplished a lot in the past four days and over the past 7 years. The IGF has become the recognized global platform for addressing Internet policy issues. But we also need to ensure that it remains a sustainable institution with a broad base of private and public sector funding as well as stable leadership. This will ensure that stakeholders from all parts of the globe can participate and help to lay the future of the Internet. We have laid a strong foundation here in Baku for the upcoming WSIS plus 10 review events and for

next year's forum in Indonesia; the stakeholder groups will help us achieve our goal of securing a robust and flexible Internet governance framework for the future.

Gulsel Safarova:

Now we are coming to an end of 4 days Internet Governance Forum that was organized by United Nations and government of Azerbaijan, very important issues have been discussed in each days, as presented locally, as a youth organization I would like to emphasize the importance of the role of government participating in civil society enabling environment. According to the last report, United Nations on human development 2010, to 2011 Azerbaijan went forward 34 steps regarding the social, economic development last 5 years, this report shows itself on the youth live in Azerbaijan as well. Azerbaijan has been considering the center between Asia and Europe for centuries.

Azerbaijan is leading country to country, between Europe and Asia; Azerbaijan is a member of TASIM with a purpose to lay fiber optic cable between Western Europe and eastern Asia. We have made strides in the development of IT among youths and youth organizations creation owned by bank of ideas and enhancing skills and abilities on Internet journalism. These give us opportunities to develop in IT area the realization of use and initiatives and Internet journalism. I would like to note there the amount of formation of state programs is more than hundred million dollars it is supposed to spend on youth policy coming for years. Social modernization is directly tied to application of advanced information technologies in management and modernization of regularly methods.

It is also important to know that for the 21st century, the youth policy lies in creating essential human capital for the modernization of the country and raising international competition. To over turn black gold into human capital is now the main priority for Azerbaijan, with youths playing a main role in the strategy. Azerbaijan youth foundation was established in order to support youth work and initiated as youth organizations as well as the youth. The main objective of the foundation is to give grants to the public social project in the sphere of science, IT, education, culture etc. The main role of my speech to share my views and give basic information on youth policy in Azerbaijan, broadband Internet plays an essential role in life of youth it should be noted that Internet is unique opportunity for all youth, in Azerbaijan.

Valentina Pellizzer:

I am very honored to be here and very honored to be a representative of civil society.

Trust, government does not have the answer; business does not have the answer. Civil society has to propose its answer which is dialogue on the unavoidable human rights framework which is the only one that allows respect for the smallest in the community; the single individual person. Those individuals can be looked as users, consumers but primarily they are citizens. In them legitimacy we all need to derive from. This

legitimacy asks for open protocols and not closed one. Trust should be our default and privacy and also on security. Trust that can relegate censorship to the place of the bad memories and instead enforce trust as an actual practice in a world of this balance of power.

Stepping out from our comfort zone: Being here at the IGF has not been easy, I am a newcomer, and I had the privilege but the burden to be invisible. It is seen, it is easy to get along with the flow where governments are the stronger one and good or bad according to geography. Where business are the strongest because of the overwhelming wealth. Where technical community have the code of the answers and where academia relies and evaluation from the distance, and last but not least: civil society expected to act, stream, contest, protest and most of time listen. But in a way or another if we want to navigate this, roles needs to be challenged and each of us has to step out of our zone of comfort.

Critical thinking first of all arises, and then during dialogue asks for the ability to also acknowledge and recognize others not from an empty political correctness but from a fruitful problem solving attitude, IGF should be much in this space. In the layers of the Internet that connect people one to each other we need to acknowledge the immense power the term of services has and acknowledging in this, so they cannot become the accidental constitution and the precondition of all our relationship and transactions. The constitution and recognition of other content and others Internet, must be based on human rights and framework, it is only this framework that can guarantee accountability in the interaction between user, citizen and Internet intermediaries and the governments.
Last but not least, practice is that we offer premium service of an Internet to those who can afford it will only serve to exacerbate the discrimination and inequality between the region of the world; the privilege of the marginalized this we must reject fully.

We cannot leave this space, this country without expressing our strong disagreement, with the violating of human rights, in particular freedom of expression of journalist and activists. It hides behind formal freedom, to monitor critical voices which are then silenced in the offline world. Do not restrict to the Internet but use other laws to bring the space, one example for all countries copyright claims against bloggers. Why guarantee human rights online as much as offline? IGF has a muted stakeholder space, should not only open framework, future buzz has to be understood in practice, as a safe harbor also it is a physical space that must acknowledge and accept dissent and host it in a transparent and accountable manner we can never stop or limit freedom of expression, even less we can deny solidarity to local voices that ask to be heard. A no censorship policy should be in the code of IGF as a space where each and everyone accepts challenges to their own comfort zone in the power of denial. People's security has to be understood not in terms of excluding and preventing incident but in the ability to accept, include and host diversity. In short, Human Rights must be encoded into the fabric of our dialogue, the space we create for this negotiation and for the future of the Internet we are working towards.

Fariz Ismayilzade:

The organizers have told me I have five minutes for these remarks but I am representing a university and as you can imagine the topic of technology, Internet and education is so big, so vast that I don't even know what to cover in these five minutes. Really the last couple of decades have brought so much change to education and the influence of technology and Internet and how that transformed the learning opportunity is really immense.

As you can see from your time in Azerbaijan the country is going through drastic transition. It is mostly economic transition but it also affects the education sector as well. Five years ago the government decided to start sending Azerbaijanis to study abroad. 5,000 Azerbaijanis have been allocated; funding has been allocated to send them abroad. Then they came to an understanding, why shall we only send Azerbaijanis to study abroad? Why can't we establish world-class universities in the country? Why can't we reform our education system, bring the best practices into the country?

In that regard, I consider our academy, Azerbaijan Diplomatic Academy, as one of the innovators in education sector. We are just five years old and when we were established five years ago we were said, "Here's the building. Go and sit and work in that building", but we said, "No, we don't want that building. We want to create a new learning environment. We want to build our new campus and this will be a smart campus. The campus where e-learning, e-technologies, are given priority role". Five years we have been building that campus and it has been inaugurated last month. This is a smart latest technology equipped campus. I encourage all of you to look into our website and to get to know our academy. We are open for partnership. Everything there, the education process from the beginning until the end, is automated, from course registration, to classroom activities, to lecture capturing, portal services, to web cameras, smart boards, to payment systems, on-line services, learning tools, blackboards, everything like that is automated and we are encouraging students to utilize best of the best technology for their learning purposes.

So Internet is providing new opportunities for interaction. You do not have to wait anymore for a professor to come and lecture you. You can engage with professors through on-line discussions, through e-portals, through black boards, through some other tools which are available for interaction in the class room. What about interaction between the peers? What about peer-to-peer learning? We are providing portal opportunities for our students to debate, to debate not only with their peers in the classroom but also with peers outside of the country, so Internet is broadening their learning outcomes and Internet is opening up vast global partnerships for them.

In a way you can say that Azerbaijan Diplomatic Academy is not only preparing leaders for the country but preparing global leaders. That is actually our goal because in today's globalised world you cannot educate professionals only in national boundaries. You should open up world opportunities for them and this is what Internet bringing. I would like to say that we have been educating Azerbaijanis at our academy but we realize that in a globalised world, a globalised political environment makes us want to bring

multicultural dimensions into education, so we have decided to offer fellowships, fellowships to international students. At the moment we have only 19 countries represented in our student body but we are keen to diversify our academy and to make it really international multicultural environment.
In that respect I encourage all of you to promote this information and if someone is interested to study here at Azerbaijan at the crossroads of Eurasia we are willing to provide these opportunities. I think my five minutes are up, unfortunately, but I really would like to talk a lot about the role of technology and how that is transforming our learning tools, learning opportunities and learning style, so I encourage that after this session if anyone is interested I am open for more discussions.

Paul Wilson:

It is really an honor to be here to present these remarks on behalf of the Internet technical community. The IGF is in it seventh year but to me it seems, in some ways, to be just beginning. That makes sense to me because I think the IGF is here to stay for the long-term and in the scheme of things it's really just a baby. It's an infant with a long future ahead of it. The IGF here in Baku has been a really great event and I would like to congratulate everyone involved, everyone here, the host nation of Azerbaijan of course and the IGF Secretariat. Chengetai Masango deserves our particular thanks for an incredibly challenging job very well done but on really limited resources as I think we all know. As a member of the Multistakeholder Advisory Group I know there is much about the IGF to be improved but this is an evolutionary process. We do know that improvements can be made and they will be made, resources permitting.

I am here to say that the Internet community supports the IGF and supports it strongly. This forum is actually the outcome of a very long process which gave us a definition of Internet governance and of the multistakeholder process. It then gave us this platform, the structures, the modalities, what we see around us for communication and sharing for addressing Internet governance. That's the IGF that we've all joined this week and there really is no other event like the IGF. There is no alternative and there is no better idea anywhere in the world which can fulfill the Tunis Agenda, which can justify the work which created that agenda and the work which has come from it. The IGF has become a key mechanism for supporting the unique global critical infrastructure of the Internet through powerful linkages between and among its stakeholders and decision-makers. These are linkages which are fundamental now to Internet governance as it has been defined.

A recent study placed the value of the Internet economy in the G20 nations at USD 2.3 trillion. That value actually puts it into the G20 and in five years time the Internet economy is expected to join the G5 let's call it that is one of the five largest economies in the world ahead of Germany. If you look at the actual running costs of the IGF, if you look at the funding just required to provide the basic secretariat this looks to me like very good value. As a simple overhead it's less than one millionth of the value of business it supports and that's without even valuing the other returns from the Internet, the social cultural and political returns which are generated. The IGF has had support from the UN

and governments. The technical community and others have also contributed since the start, in particular the Internet technical organizations have increased their support by over 100 per cent just for this year and from hereon because we see how essential and expansive and adaptable this process has become.
Others we know are doing the same because we do believe that with rights come responsibilities. The IGF has been created in a United Nations summit and it has had good support from governments but this is a multistakeholder process and we and others have got to participate and contribute in accordance with our means of course, to truly stake our claim, our stake holding in this process. Let's agree that the IGF is here to stay for as long as there are Internet governance challenges to address, for as long as, in fact, the Internet itself keeps growing and changing. Let us understand as stakeholders we have a duty to support it in every way, as I said, in accordance with our means but in accordance with the benefits that we receive and that we expect you from the Internet.

Just, finally, one remark about the future and about the important topic of enhanced cooperation, because in our view enhanced cooperation has taken place within the IGF since it started through a process that enables and enhances cooperation among all the stakeholders and the groups involved with the IGF. We believe that the IGF is precisely the venue in which we can continue that process through the maintenance of this truly open, participative and efficient place of exchange and learning among all the stakeholders involved.

Djoko Agung Harijadi:

Allow me to begin this statement by expressing our deep and sincere appreciation to the Government of Republic of Azerbaijan for the warm welcome and generous hospitality according to the Indonesian delegation since its arrival in Baku. Let me also take this opportunity to commend the Government of the Republic of Azerbaijan together with the United Nations Department of Economic and Social Affairs and the Secretariat of the Internet Governance Forum for the excellent arrangements and organization of the 7th Internet Governance Forum.

Over the last few days, we have been productively deliberating on the Internet governance for sustainable human, economic and social development. As we approach the end of our meeting, Indonesia welcomes the outcome of the forum which aims to foster the sustainability, robustness, security, stability and development of the Internet to achieving the ubiquitous society where information can be assessed by anyone anywhere at any time and by anything. It is our fervent hope that the follow-up of this meeting will speed up the achievement of the World Summit on the Information Society Targets which in turn will support the attainment of the millennium development goals.
Excellencies, ladies and gentlemen, Indonesia is a strong believer in the role of Internet in supporting the development. As the world's fourth most populous country with more than 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 IGF 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 subscriber, users and broadband capacity. It is our strong belief that the growth of the ICT industrial 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 work of ubiquitous society as stated in the WSIS account. Against this background, I have the honor on behalf of the Indonesia delegation to reiterate Indonesia interest to host the 8th Internet Governance Forum 2013. We hope that we will be able to welcome you in the beautiful island of Bali. In this regard the Indonesian Internet stakeholders such as businesses and civil society sector together with Indonesian government looks forward to make the necessary coordination with the UNDESA and the IGF Secretariat in particular of administrative and logistical aspect of the forum. My delegation also believes that with the strong support of, and coordination with, the international Internet multistakeholders we will be able to make the 8th Internet Governance Forum 2013 productive and meaningful.

Ali Abbasov:

Dear participant of 7th IGF, during these four days of IGF in Baku around 1,600 business leaders, government officials, Internet experts, and Civil Society representatives engaged in thoughtful discussions about current challenges and future of the Internet. All regions of the world, including Africa, Asia Pacific, Latin America and Caribbean basin, Europe and others were present in our forum, all part of multistakeholders were equally involved in Baku phase of IGF. About 4,000 participants joined our discussions on-line, including participant from Armenia too. I want specially mention it. Yesterday, one representative from Armenia made a presentation in our workshops. For us as a host country, it is remarkable to notice that over 1,200 participants of the 7th IGF were from Azerbaijan. So far, it id the biggest international ICT event ever held in Azerbaijan.

We discussed many topics which have an ample impact of the future of the Internet. All these discussions and positive outcomes provided once again that IGF is really a unique platform and it gives us a hope that this process will be sustainable in the future. The Republic of Azerbaijan positions itself as a vital part of digital changes. Azerbaijan has achieved remarkable development of its ICT sector and the development of Internet. 65 percent of the populations are Internet users and more than 30 are broadband Internet user through fixed, wireless and mobile technologies. Currently, there are 110 mobile subscribers per 100 citizens. The government plans to boost these achievements in the future further and has initiated various ICT projects, such as launching telecommunications satellite and enhancing broadband networks and to bring fiber to all stakeholders especially to the province. In regional scopes, Azerbaijan has initiated the super-information highway to advance local and regional connectivity. I want especially to emphasize the fact of establishment of the route there necessary in Azerbaijan, the first one in the region, which is by itself a significant contribution to sustainability in the global Internet.

This Monday marks another important event for the development of ICT sectors in my country. President of Republic of Azerbaijan, Ilham Aliyev, signed a decree to create a high technologies park where local and foreign companies will have additional incentives for activities. That is all not about growing projects of the Government for improving accessibility, transparency, and quality of contemporary services. Many more projects will be implemented in the future too.

Now I want to make some more remarks for you and make some points regarding our forum. First, it was a great chance for the Azerbaijani participant to engage in meaningful discussion and contribute to issues related to Internet governance. The second point, which really pleased many of us, includes me, were the warm words which we heard about Azerbaijan, its vibrant culture, diverse and history. It was a double pleasure to hear these words from first time guests in Azerbaijan. Finally, I warmly send all organizers of the 7th Internet Governance Forum: United Nations, its agency UNDESA, IGF Secretariat, and other United Nations staff including security, interpreters, our stenographers and special thanks to our staff and our volunteers. We extend our deepest thanks to all participants and believe that those days in Baku will leave good memories in your mind and your hearts and we wish this success to the next IGF 2013 and the host country, Indonesia. With these remarks I want to close the 7th Internet Governance Forum. Thank you to all. Our forum is closed.

Appendix

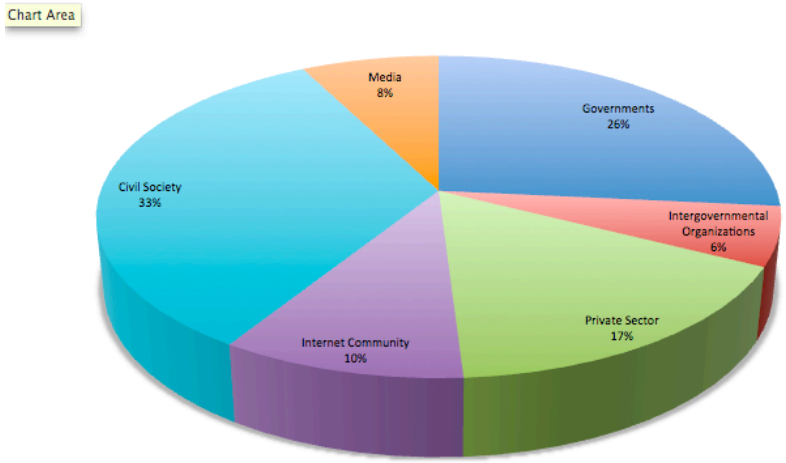
Glossary of Internet Governance Terms

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)

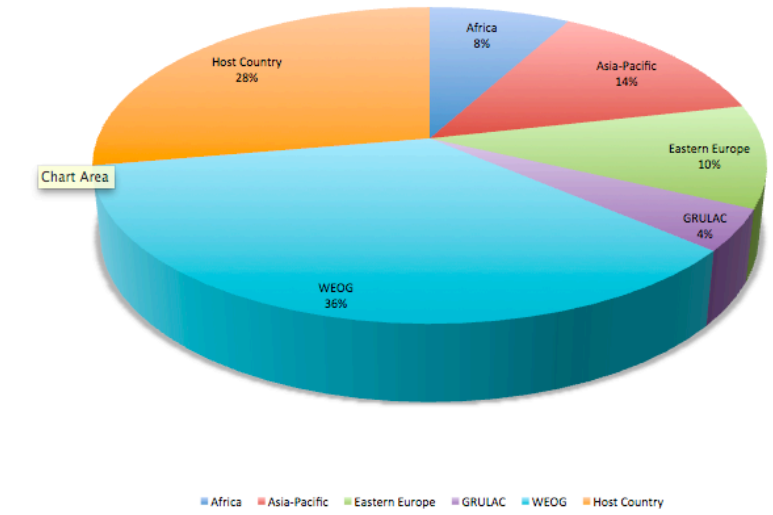
MDGs	Millennium Development Goals
MoU	Memorandum of Understanding
NAPs	Network access points
NGN	Next generation network
NRO	Number Resource Organization, grouping all RIRs – see below
OECD	Organization for Economic Cooperation and Development
Registrar	A body approved ('accredited') by a registry to 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 2012 Attendance Statistics

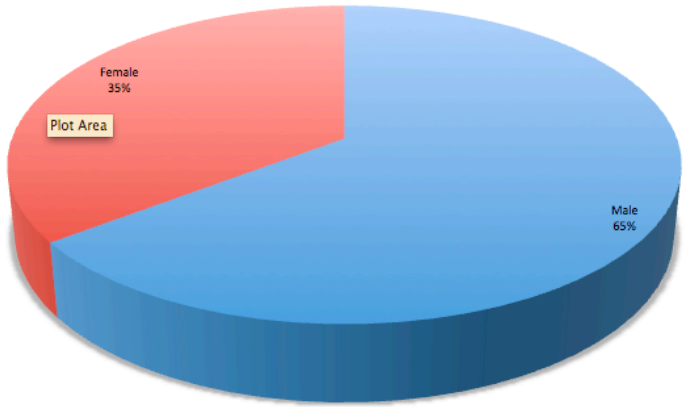
IGF 2012- Participants break down by stakeholder groups



IGF 2012 - Participants break down by region



IGF 2012- Participants breakdown by gender



From 6-9 November 2012 in Baku, Azerbaijan, Internet governance experts, civil society representatives, government officials, international development actors, academics, private sector representatives and other individual Internet users gathered together for the seventh meeting of the Internet Governance Forum. The theme of the forum was 'Internet Governance for Sustainable Human, Economic and Social Development'. More than 1,600 delegates representing 128 different countries spent the week together in Baku. As per standard IGF practice, the entire meeting was webcasted and the possibility of remote participation was offered, which doubled the active participation in both main sessions and workshops and other events throughout the week. Real time transcription was also available to enhance the participatory experience for those present in Baku and around the world.

Each year the IGF Secretariat produces a book to provide a concise yet comprehensive summary of the proceedings that take place at the annual global IGF gatherings. Included are edited transcripts of all of the main sessions that took place over the four days in Baku and the reports of the workshops and other events that were submitted appropriately.

To ensure full transparency, the IGF Secretariat and the United Nations Department of Economic and Social Affairs invites all interested stakeholders to visit the IGF website (www.intgovforum.org) for further information on the proceedings from Baku and future IGF meetings, news and events.

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